

# **Care Needs Screening and Social Determinants of Health**

Ambulatory care site training

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# Agenda

- **What** is care needs screening and social determinants of health?
- **Why** are they important?
- **How** are we doing this?

# What are social determinants of health and why are they important?

- “The **social determinants of health** are the conditions in which people are born, grow, live, work and age” (WHO Definition)
  - Unaffordable housing, inadequate housing (infestations), food insecurity, lack of utilities, education, employment, experience of violence, legal needs, . . .
- **Care needs** are needs for supports in the home that are not already met
- Social and environmental factors account for **70%** of what it takes to stay **healthy** –while only 10% are attributable to direct medical care.
  - addressing these **IMPROVES health**

# Why screen for and address social determinants of health and care needs?



- Revere recent screen: 50% of patients are food insecure
- We didn't know until we asked!

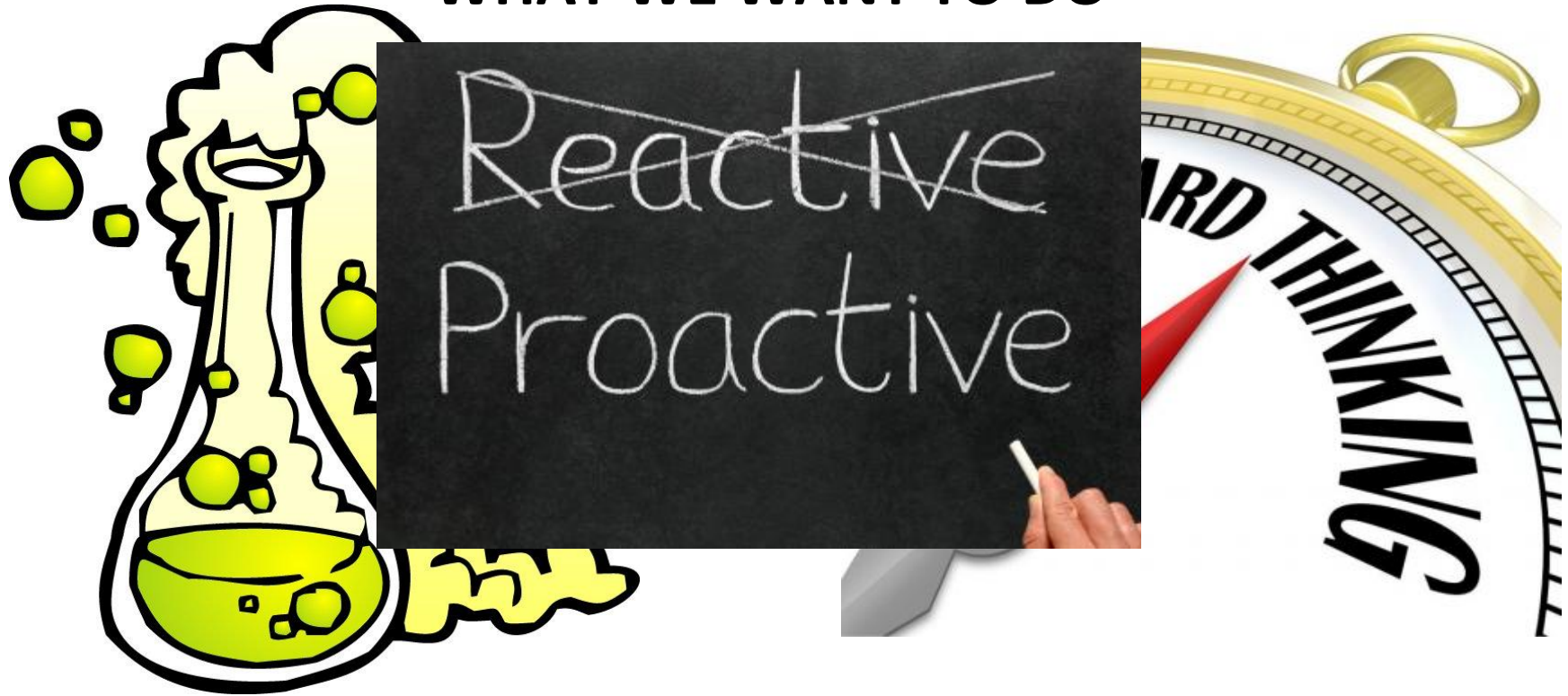
# Commitments

- Recognizing importance of these factors and our mission, **we have committed to doing better** through some of the funding streams that allow CHA to thrive (e.g. MassHealth ACO, also MMCE formerly known as ‘the waiver’)

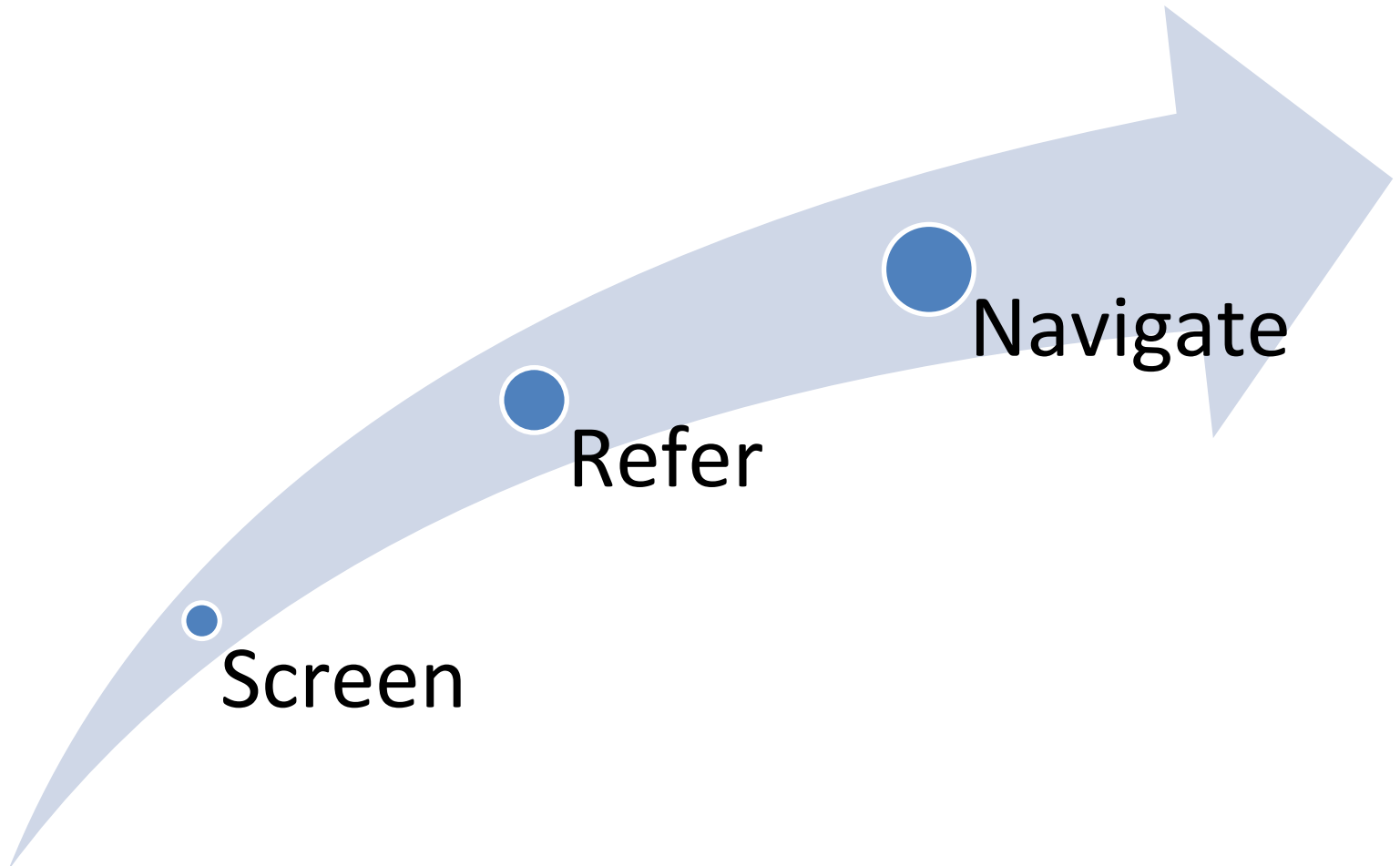
OUR CURRENT SYSTEM

THE SYSTEM WE WANT

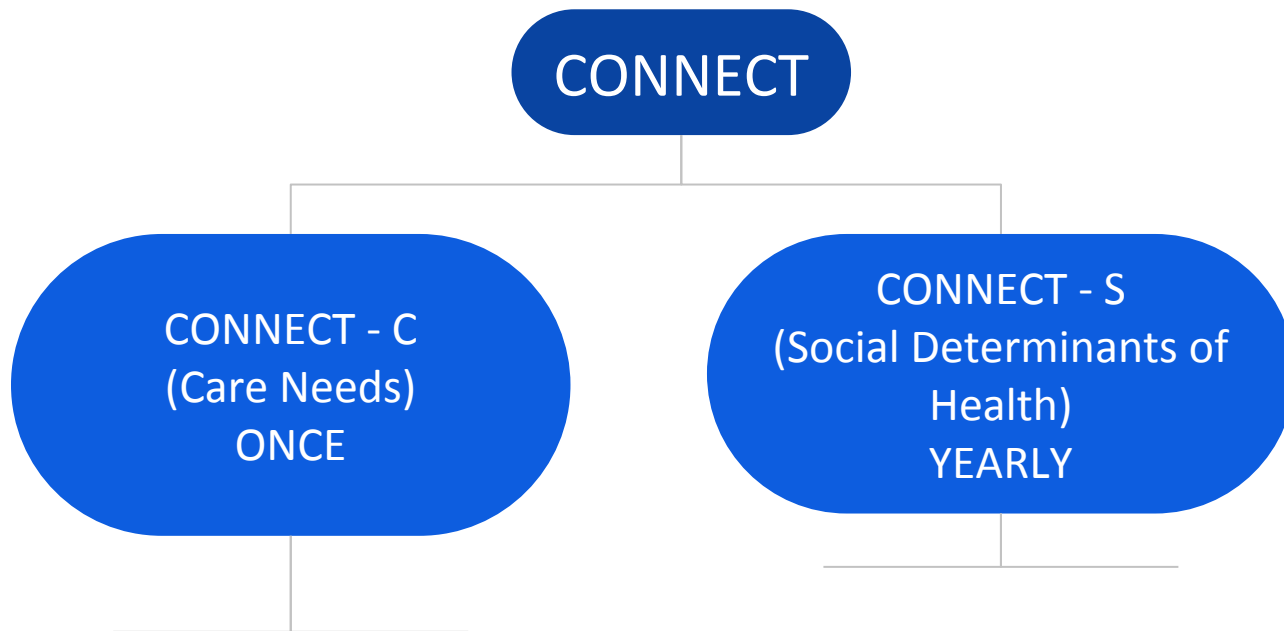
WHAT WE WANT TO DO



# What are we talking about here?



Cambridge HA  
Offers  
Neighborhood  
Network  
Connections





# Connect-S

Place patient sticker here

At CHA, we want to help you be healthy and find the support you need. Many community resources are free. You don't need to answer these questions, but answering them will help us take better care of you. Thank you! (Check "✓" one answer for each question below.)



**What is your housing situation today?**

- I do not have housing - I am staying with others, living in a hotel, in a shelter, outside, in a car, in an abandoned building, or in a public place.
- I have housing today, but I am worried about losing housing in the future.
- I have housing.

## Within the past year..



**I worried that my food would run out before I got money to buy more.**

- Often true    Sometimes true    Never true

**The food I bought didn't last and I didn't have money to get more.**

- Often true    Sometimes true    Never true



**The electric, gas or oil company threatened to (or did) shut off services in my home..**

- Already shut off    Yes    No



**I skipped medications to save money.**

- Yes    No



**I had trouble getting transportation to medical appointments**

- Yes    No



**I am unemployed and looking for work**

- Yes    No

**Can we refer you to free or low cost community programs (like food pantries) by sharing your name, phone and address so they can reach you?**

- Yes    No

**Would you like help connecting to resources?**  
Please circle "O" what you need.








- I do not want to answer these questions.

# Connect-C

Place patient sticker here

At CHA, we want to help you be healthy. You do not need to answer these questions, but answering them will help us take better care of you. Thank you!

**Do you need help with any of the following, beyond what you already get?**  
(check "✓" all that apply)

-  Getting medical or diagnostic equipment (such as wheelchair, oxygen, walker, commode, shower chair, CPAP, braces, dressings).
-  Getting services for eyesight problems (for example, finding low cost eye services or equipment like glasses or if you are blind, job training or getting government services).
-  Getting services for hearing problems (for example, low cost hearing aides or if you are deaf, daily living support, interpreter services and case management).
-  Dressing, feeding yourself, preparing meals, walking independently, going to the bathroom by yourself, or doing your own hygiene.
-  (If you have a disability or are older) Cleaning and maintaining your home, managing money, preparing meals, shopping for food and necessities, taking your medications, or calling or connecting with people.

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**Check "✓" one answer for each question below:**

**Do you have any adults living with you who can help take care of you if you need it?**

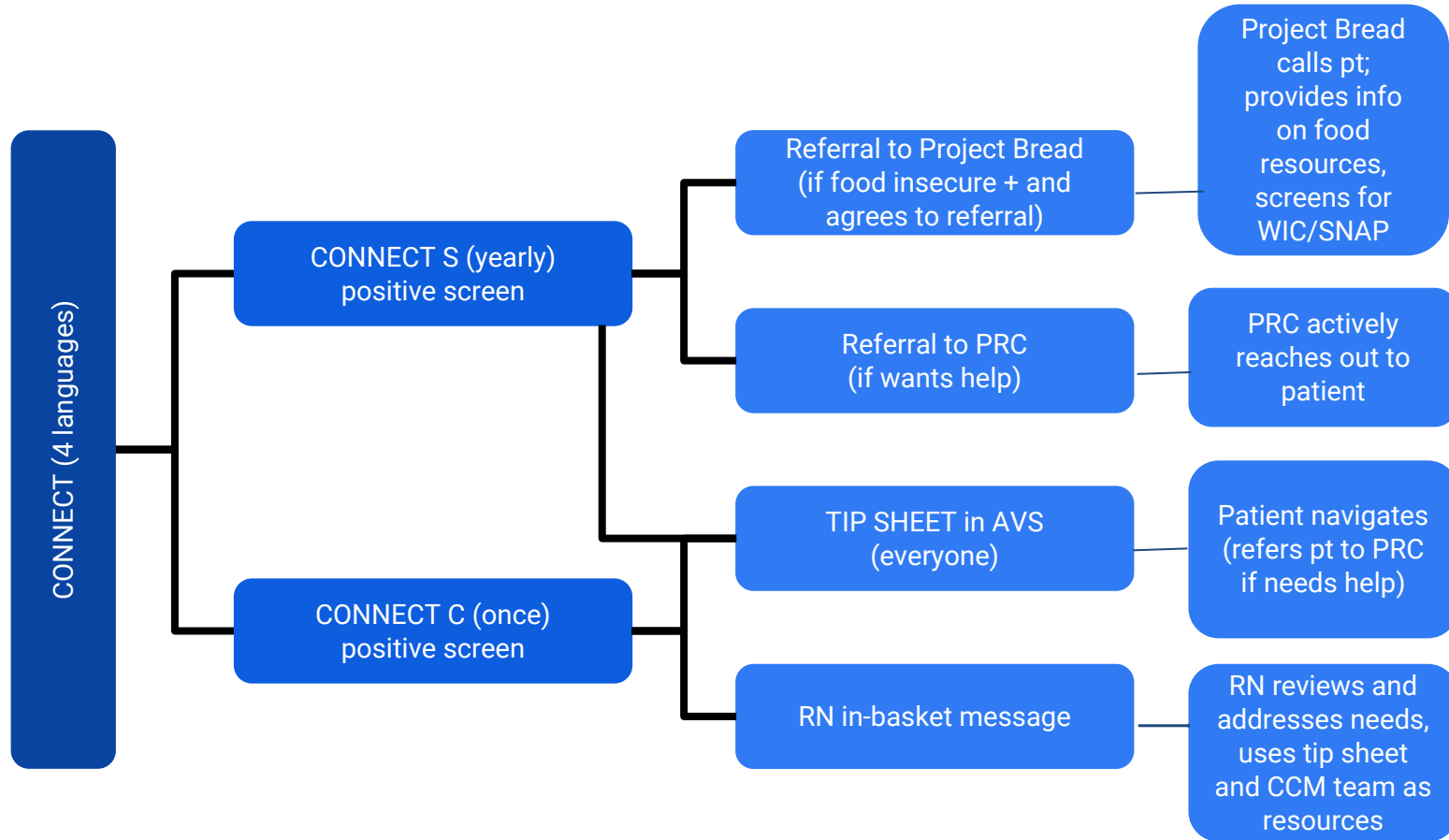
- Yes  No

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**In general, how would you rate your health?**

- Excellent  Very Good  Good  Fair  Poor
-

# Referral and Navigation System



# Resource Guide - Chelsea, Revere & Winthrop

**Start with CHA!** Patient Resource Coordinators (PRC) are here to help you with heat, electricity, food, housing, getting rides and more. If you have questions or need help, call your CHA Primary Care Center and ask for the Patient Resource Coordinator.



## Need Heat/Electricity?

If you are eligible for MassHealth, TANF, WIC, SSI, SNAP or EAEDC, you can save money on your heat/electricity. Contact **Community Action Programs Inter-City (CAPIC) Energy Services at 617-884-6130 (x125)** to set up an appointment.



## Need Food?

- Call the **Project Bread FoodSource Hotline: 1-800-645-8333** or **TTY (hearing impaired) 1-800-377-1292**. They can also help you apply for SNAP/food stamps.
- If you're pregnant, or have a child under five, you may be able to get food support from **WIC**, call **617-575-5330**.



## Need a Ride?

Call for free or low-cost rides:

- Ask your PRC or primary care provider for a referral to the **MassHealth Transportation Program**.
- **CHA Medical Access: 617-522-3159**, call several days before your appointment.
- **MBTA The Ride: First time users must call Eligibility Center at 617-337-2727**. For existing users to book a ride, call **Greater Lynn Senior Services (GLSS)** at **888-319-7433**.
- If elderly/disabled, you can apply for a reduced fare **MBTA Transportation Access (TAP) Pass**. Talk to your PRC to apply.



## Need Prescription Medication Support?

If you can't afford your prescription medication, let your medical provider know and consider using CHA's Pharmacy.



## Need Housing?

*If you are a family with dependent child(ren):*

- Go to **Chelsea DTA/DHCD at 80 Everett Ave.** (across from Market Basket) and ask for the **Housing Coordinator**. They can help you with an application for shelter services or Emergency Assistance. If denied, get a written notice to appeal and contact **Housing Families: 781-322-9119** or **Greater Boston Legal Services: 800-323-3205**.

*If you are a youth or young adult:*

- **Age 17-24:** Call **Bridge over Troubled Waters' Runaway and Homeless Youth** at **617-423-9575**.
- **Age 18-24:** Call **Y2Y Cambridge** at **617-864-0795**, Harvard Square. (Open 10/15-4/15). Call **Career Source (Cambridge)** **617-661-7867**.

## Need to Keep Housing?

Are you worried about becoming homeless, paying your rent, or being evicted? Are you in an abusive relationship? Have you had a change in household income (death of spouse, job loss)? Call **CAPIC: 617-884-6130 (x104)**

- For free eviction legal help, call **Housing Families' Legal Services team at 781-322-9119**, **Just A Start Legal Services at 617-918-7518**, or **Greater Boston Legal Partnership at 800-323-3205**.

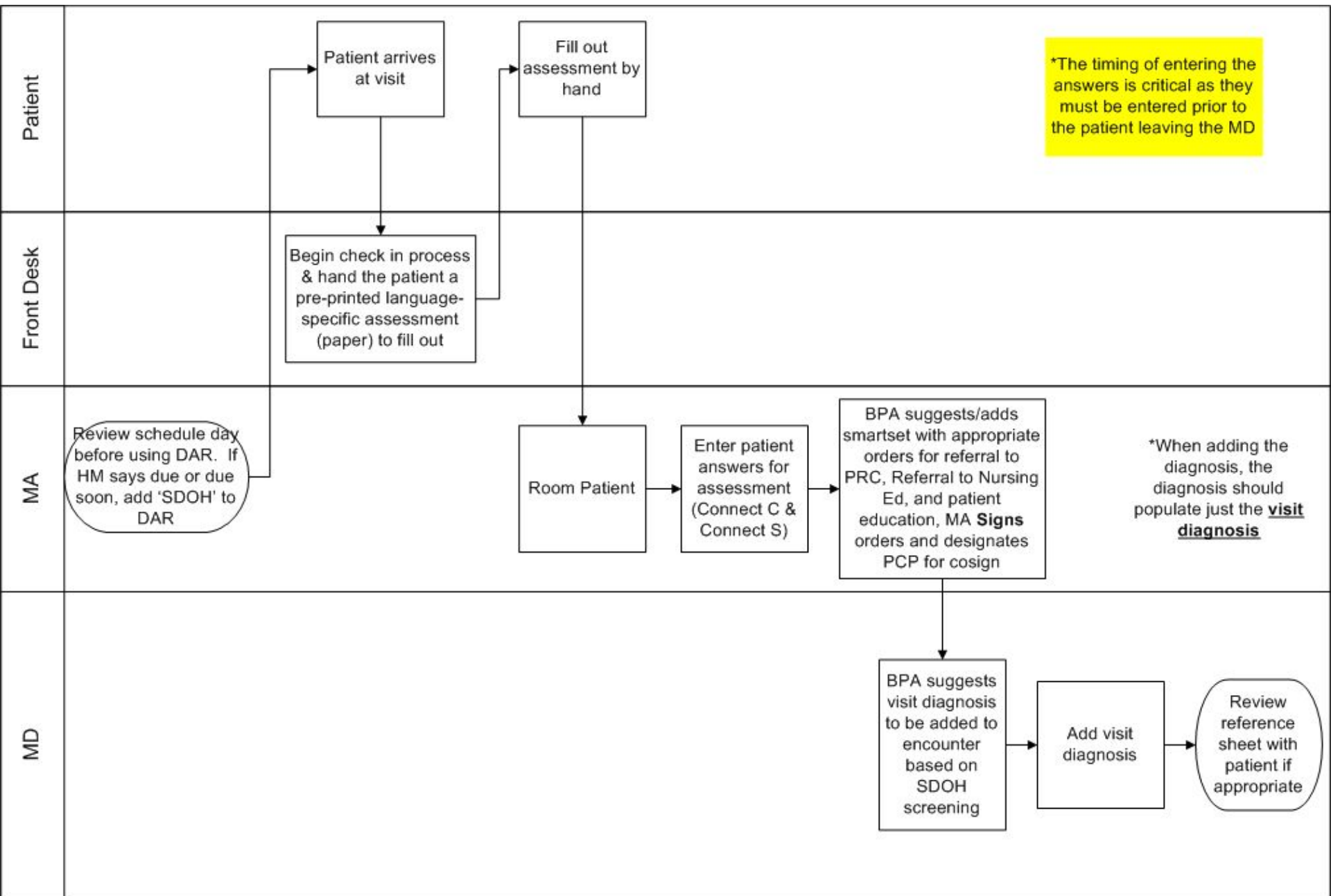
*If you are experiencing domestic violence:*

- Call **SAFELINK at 877-785-2020** or **HarborCOV at: 617-884-9909** for help finding shelter and supportive services.



## Need Employment Support?

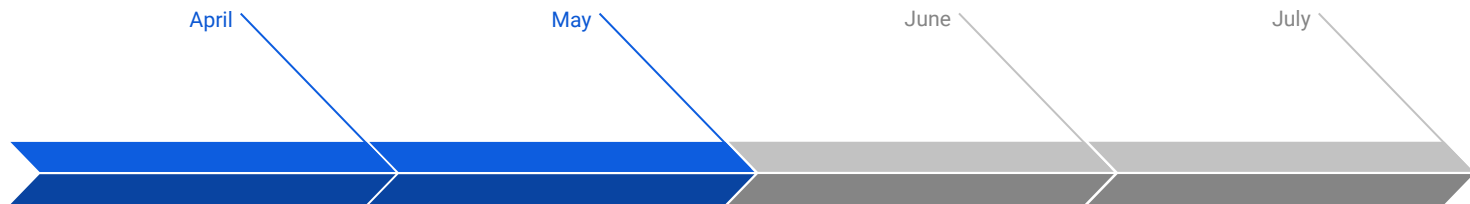
Call **Career Source (Chelsea) 617-884-4333**.



# Who do we screen?

- **Phase 1: Paper workflow**
  - MassHealth ACO patients (“ACPP” insurance flag)= Tufts Together with CHA
  - All ages, languages
- **Phase 2: Expanded workflow (piloting MyChart, tablets in year 1)**
  - Expand beyond ACPP patients

# Timeline



## 1st group

Union Square

East Cambridge

Revere

## 2nd group

Everett

Cambridge Family Health -  
North.

## 3rd group

Broadway

Cambridge Pediatrics

Zinberg

## 4th group

Primary Care - Somerville

Primary Care - Cambridge

HIP

# These are sensitive topics . . .

- Don't force or pressure patients to complete
  - Invite: We want to help you be healthy and find the support you need. Answering these questions will help us take better care of you.
- If patient takes offense:
  - Emphasize we are not singling out individuals - We aim to do this with everyone
  - Reinforce the patients' agency - Pt can choose to not complete the form
  - State goal - We are doing this to take better care of our patients



# Care Needs Screeners on Staffnet

The screenshot shows a web browser window with the URL <http://staffnet/apps/backbone/simpleSearch.asp?searchstring=care+needs>. The browser's address bar and menu bar (View, Favorites, Tools, Help) are visible. The page header features the 'staffnet' logo and the 'CHA Cambridge Health Alliance' logo. A navigation menu includes links for 'HOME', 'STAFF', 'DIRECTORIES', 'REFERENCE', 'CLINICAL', 'REPORTS', and 'ACADEMIC'. A blue button labeled 'SEARCH RESULTS' is highlighted. Below it, a search box contains the text 'care needs' and a 'GO' button. A link for 'Not happy with the search results? Please tell us why.' is present. The search results are highlighted in yellow and include the following items:

- [Care Needs Screening and Social Determinants of Health](#)  
Screening tools and resource guides (tip sheets)
- [CIR's Patient Care Fund Application](#)  
The purpose of this fund is to provide for the purchase of equipment, services, or renovations which are deemed important by the Patient Care Fund Committee to improve the provisions of patient care directly. These funds are intended to have a wide impact on patient care at CHA and not to be used for individual patient needs.

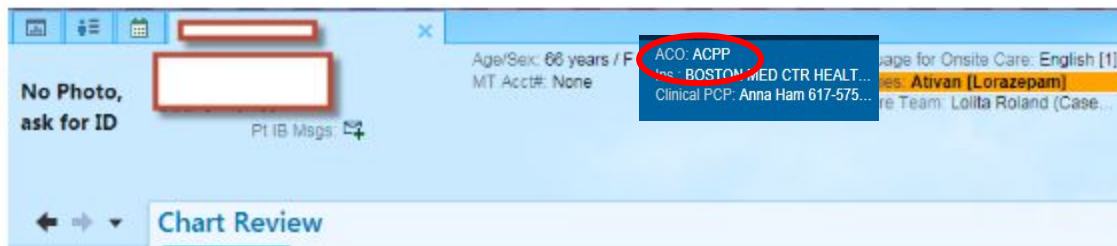
2 results (0.61 seconds)

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Cambridge Health Alliance Confidential  
E-mail for [content comments or questions](#); for [technical issues](#).

# What does it look like in EPIC?

1. The ACO flag will be present in the patient header to identify those patients



2. The HM topic for Care Needs will not be there. It was moved to PREVIEW by mistake- sorry about that! **We will only show the HM topic for SDOH.**
3. The Associate diagnosis window will open automatically when the MA signs the smartset and there won't be a hard stop to associate the diagnosis. If

# THANK YOU!!!

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(or feel free to page Leah 1002 or Fiona with urgent questions!)