



# **Social Needs Screening: Moving Towards System Wide Implementation**

Creating Health Virtual Learning Series  
March 7, 2024

Upcoming Webinar:

Equity in Child Safety

March 26, 2024 at 2 pm et



# Updated Paper – Summer 2024

Screening for Social Determinants of Health  
Children's Hospitals Respond

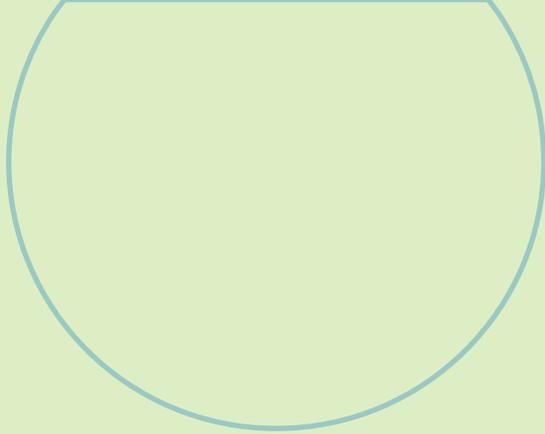


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An updated version of this white paper will be released in Summer 2024.

If you'd like to share information about your hospital's efforts to implement SDoH Screening, reach out to [Stacy.Wathen@childrenshospitals.org](mailto:Stacy.Wathen@childrenshospitals.org)



**Does your hospital or health system  
screen for social drivers?**



# Today's Presenters

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**Stormee Williams, MD, MBA**

Chief Health Equity Officer  
Children's Health, Dallas



**Barry Owen, MBA**

VP and ACNO Ambulatory  
Children's Health, Dallas

# Social Needs Screening: From Planning to System- wide Implementation

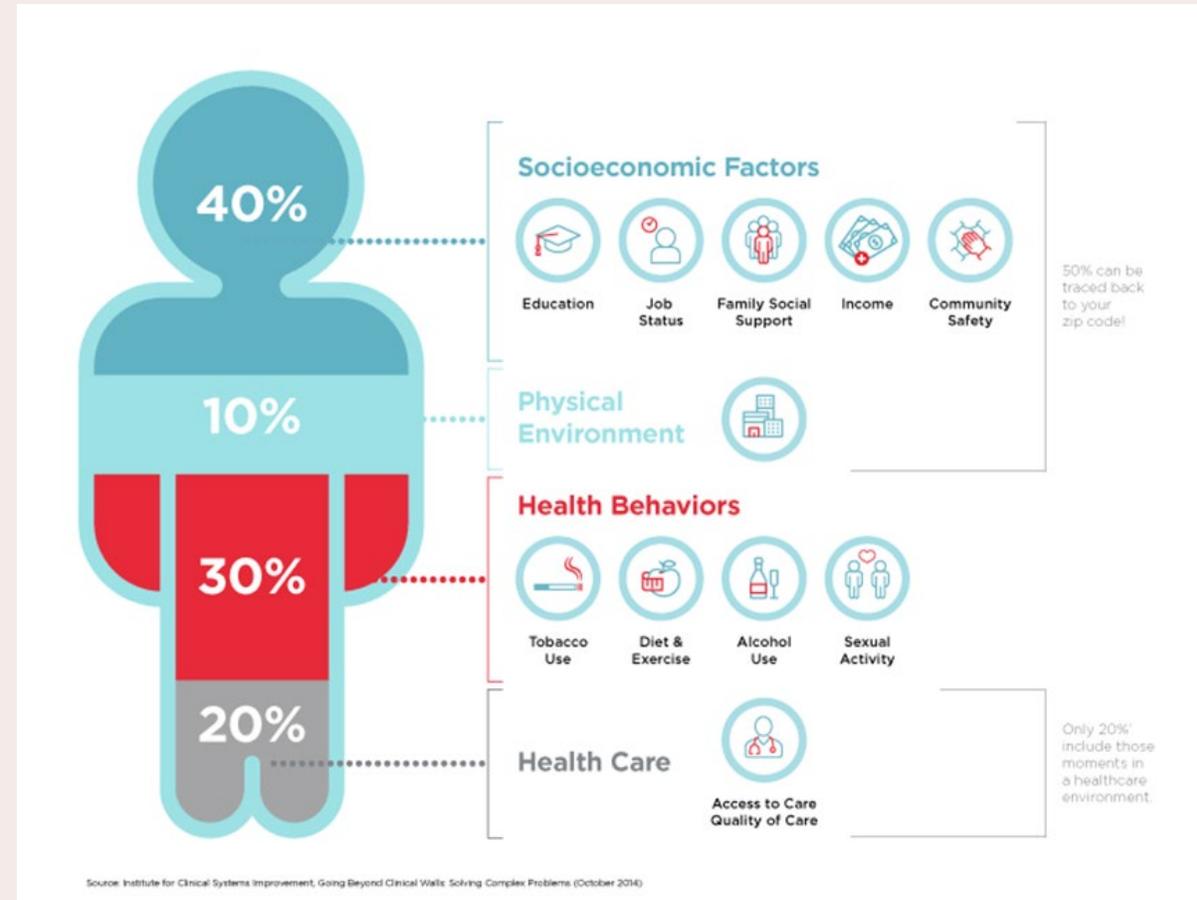
Stormee Williams, MD, MBA, FAAP  
Vice President and Chief Health Equity Officer

Barry Owen, MBA, BSN, RN, NEA-BC  
Vice President and Ambulatory Associate Chief Nursing Officer



# What are Social Determinants of Health

- Conditions in which people are born, grow, live, work, and age that influence health and health outcomes
- These conditions are shaped by economics, social policies, and political will
- Impact health outcomes much more than biological factors
- Have an economic impact
- Key to addressing health disparities



# SDOH Screening at Children's Health

We screen for 7 SDOH domains:

1. Financial Insecurity
2. Food Insecurity
3. Health Literacy
4. Housing Quality & Insecurity
5. Social Support
6. Tobacco Use
7. Transportation Insecurity

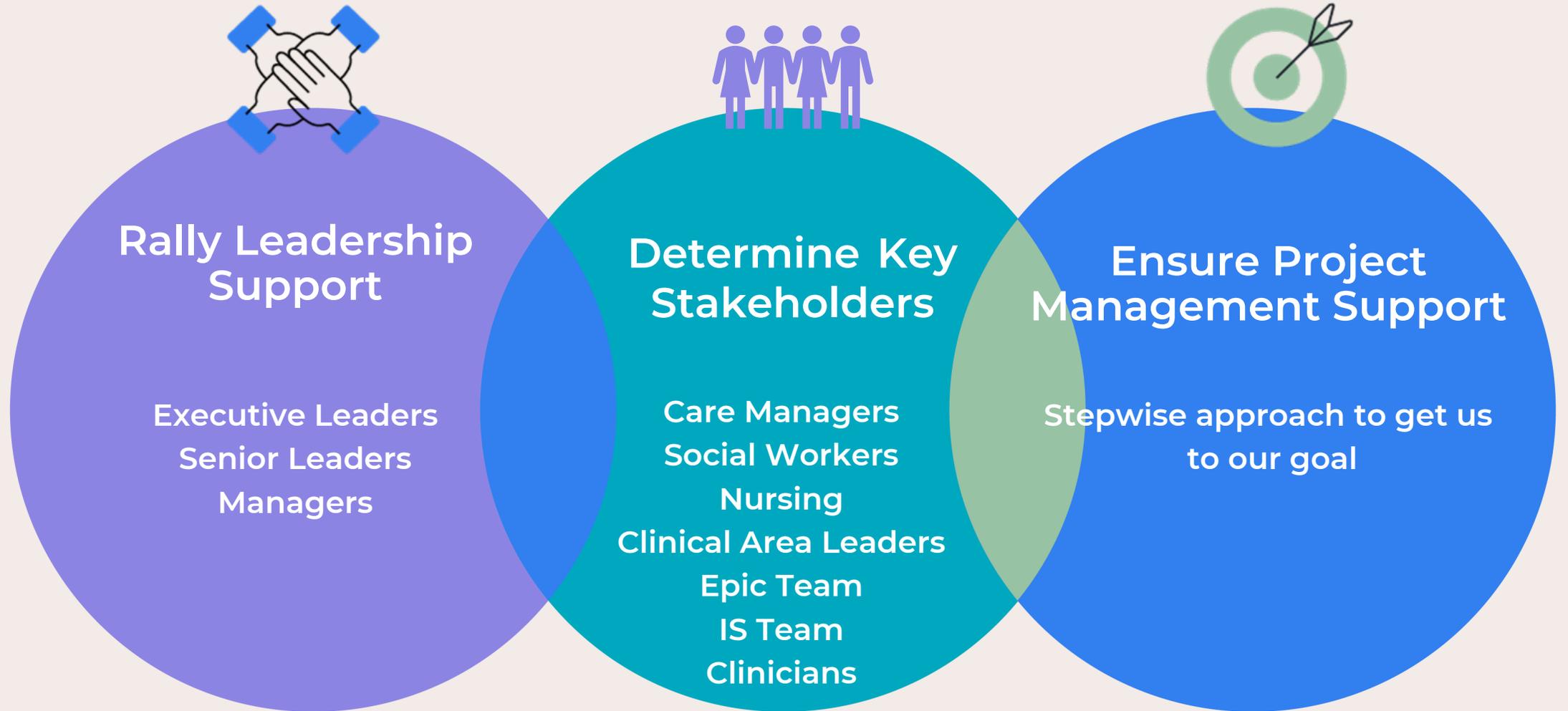
		YES / NO
	1. Do you ever need help to read health information or fill out medical forms?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Sometimes
	2. Do you have someone you can call when you need help with your child?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Sometimes
	3. In the past 12 months, we worried whether our food would run out before we got money to buy more.	<input type="checkbox"/> Never true <input type="checkbox"/> Sometimes true <input type="checkbox"/> Often true
	4. In the past 12 months, the food we bought just didn't last, and we didn't have money to get more.	<input type="checkbox"/> Never true <input type="checkbox"/> Sometimes true <input type="checkbox"/> Often true
	5. In the past 12 months, has your child missed health care appointments because you didn't have a way to get there?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Sometimes
	6. In the past 12 months, did your child go without medicine because you didn't have a way to pick it up?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Sometimes
	7. In the past 12 months, has your utility company shut off your service for not paying your bills? (electricity, gas, water, phone, etc.)	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Sometimes
	8. Do you have internet access at home - such as broadband, or Wi-Fi?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Sometimes
	9. Are you worried that in the next 2 months you may not have stable housing?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Sometimes
	10. Do you have problems in the place where you live, like mice, bugs, mold, water leaks or heating / cooling that doesn't work?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Sometimes
	11. Is your child often around someone who smokes?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Sometimes
	12. Does your child smoke?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unsure



# SDOH Rollout Timeline



# Important for SDOH Launch



# Ambulatory SDOH Workflow



Families are referred to a Family Resource Coordinators when they report

- In the past 12 months, the food we bought just didn't last and we didn't have the money to get more.
- In the past 12 months, has your utility company shut off your service for not paying your bills? (electricity, gas, water, phone, etc.)
- Are you worried that in the next two months you may not have stable housing?

General  
Coverage: Blue Cross Blue Shield...

ALLERGIES  
**Milk**

Current Programs: None  
No vital signs recorded for this encounter.

**SOCIAL DETERMINANTS**

Health Literacy  
Jun 9 2022: Medium Risk

Food Insecurities  
Jun 9 2022: Medium Risk

Financial Insecurity  
Jun 9 2022: High Risk

Tobacco Usage  
Jun 9 2022: Medium Risk

Social Support  
Jun 9 2022: Medium Risk

Transportation Need  
Jun 9 2022: High Risk

Housing  
Jun 9 2022: Low Risk

RISK SCORES  
4% Pediatric Admission or ED Risk

CARE GAPS  
SARS-COV-2 (COVID) VACCL...

CIN: Yes  
PCP Clinic Name: DPMSC  
None  
Implants: None

Find community resources  
View previous recommendations



# Epic Enhancements

Snapshot Summary FYI Chart... Review... Results History Allergies Problems Growth Medic... Immun... MAR Demo... Letters lifelIMAGE v1... Welcome ...

Longitudinal Plan of Care

Endo Snapshot Inpatient Face Sheet Snapshot MY LAST NOTE Specimen Collection Tasks LDAs More ...

Longitudinal Plan of Care

**Patient Information**

Address	Age/Gender	Email
123 Paper Way MCKINNEY TX 75071	3 y.o. / F	paper@gmail.com
Phone Numbers		
Hm: 214-555-5858		
Cell: 214-555-5252		
Admission Status	Department	Bed
	DAL	
Admission Type	Admission Date/Time	Discharge Date/Time
	ENDOCRINOLOGY	

**CRG Score**  
None

**Social Determinants of Health**

**Care Team**

Abbie Leigh Smith, MD PCP - General, Pediatrics Added 1 year ago 972-952-0280	Abbie Leigh Smith, MD PCP - Insured, Pediatrics Added 1 year ago 972-952-0280
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**AVS**  
No AVS or handouts to display

**Patient Call Plan**  
No letters were found for this patient.

**Registries**  
There are no associated registries for this patient.

**Recent No Show Appointments**  
No appointments to display

**Currently Active Insurance**

Payor	Plan	Subscriber	Member ID
AETNA	AETNA	KAPOOR.MOM	987654321

Critical Legal Documents

# Training

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- Plant the seed early!
  - Share the Why
- Design Education
  - Presentations
  - Computer based training
  - Interactive resource guide

# Staff Engagement

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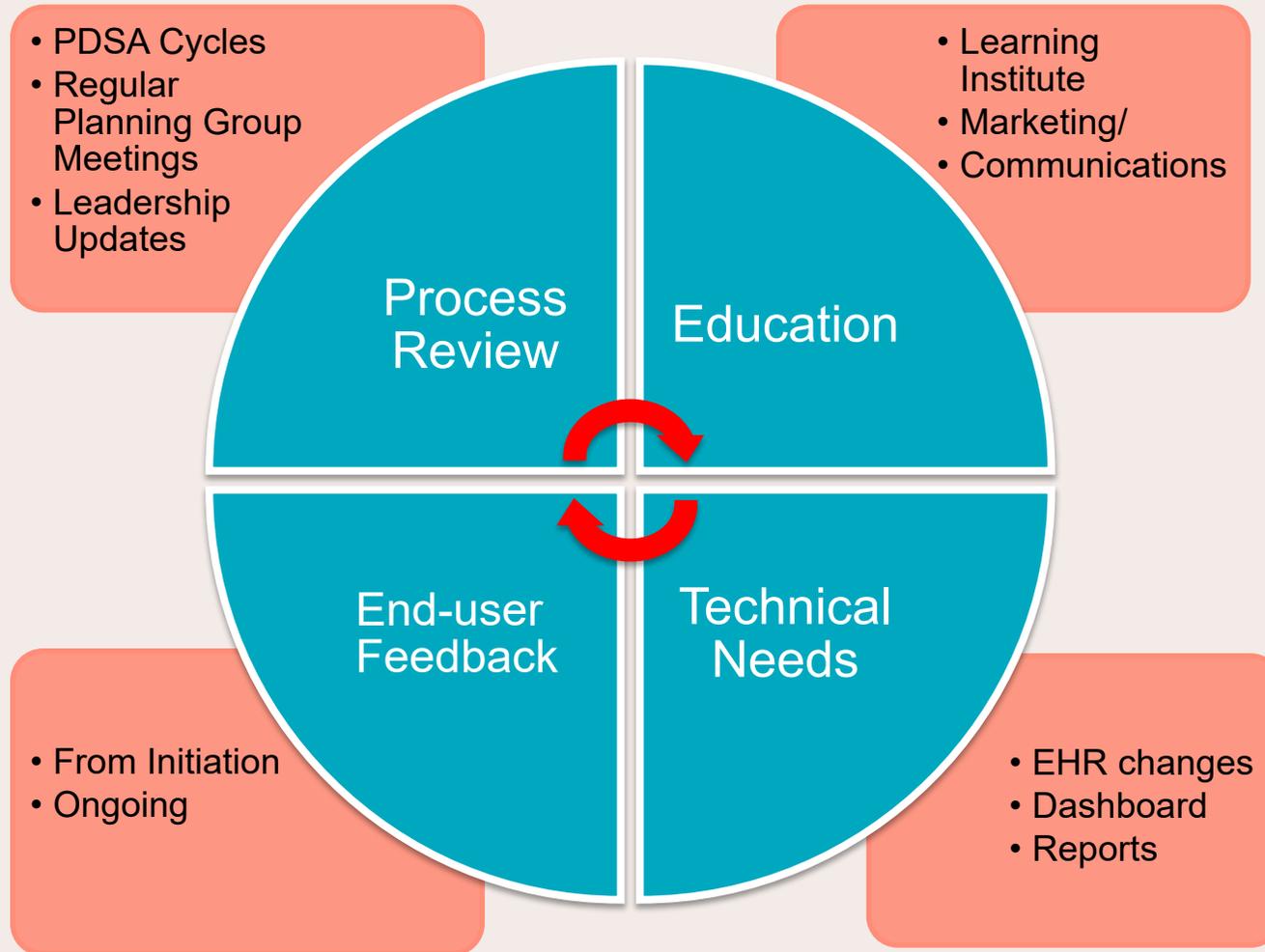
- Directly influenced displaying SDOH in EHR
- Designed workflows
- Championed implementation

# Challenges

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- Perceptions - by staff and parents
- Different Clinic Workflows
- Adoption of SDOH into RN workflow was not adopted intuitively

# Concurrent Work for SDOH Launch





**Health Equity Lunch and Learn:**  
Exploring the Intersection Between Food Insecurity and Health



**MODERATOR**  
Alex Reid, MBA  
Director, Disease Management  
Children's Health



**PANELIST**  
Anne Readhimer  
Vice President of Community Impact  
North Texas Food Bank



**PANELIST**  
Cornelia Lesegne, MSW, LCSW  
Social Worker  
Children's Health

[bit.ly/AMACredit](https://bit.ly/AMACredit)



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The Children's Health designates this live activity for a maximum of 1 AMA PRA Category 1 Credits™. Physicians should claim only the credit commensurate with the extent of their participation in the activity. The Texas Medical Association accredits the Children's Health.



# Examples of Education and Marketing

**Digital Health Literacy & Digital Access**

Amy Six-Means, Medical Librarian



children'shealth?



# Process Improvement

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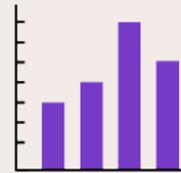
## Feedback & Focus Groups

Family Advisory Network  
Family Resource Coord.  
Clinic Staff  
User Testing



## Rounding

Dallas  
Plano



## Advanced Analytics

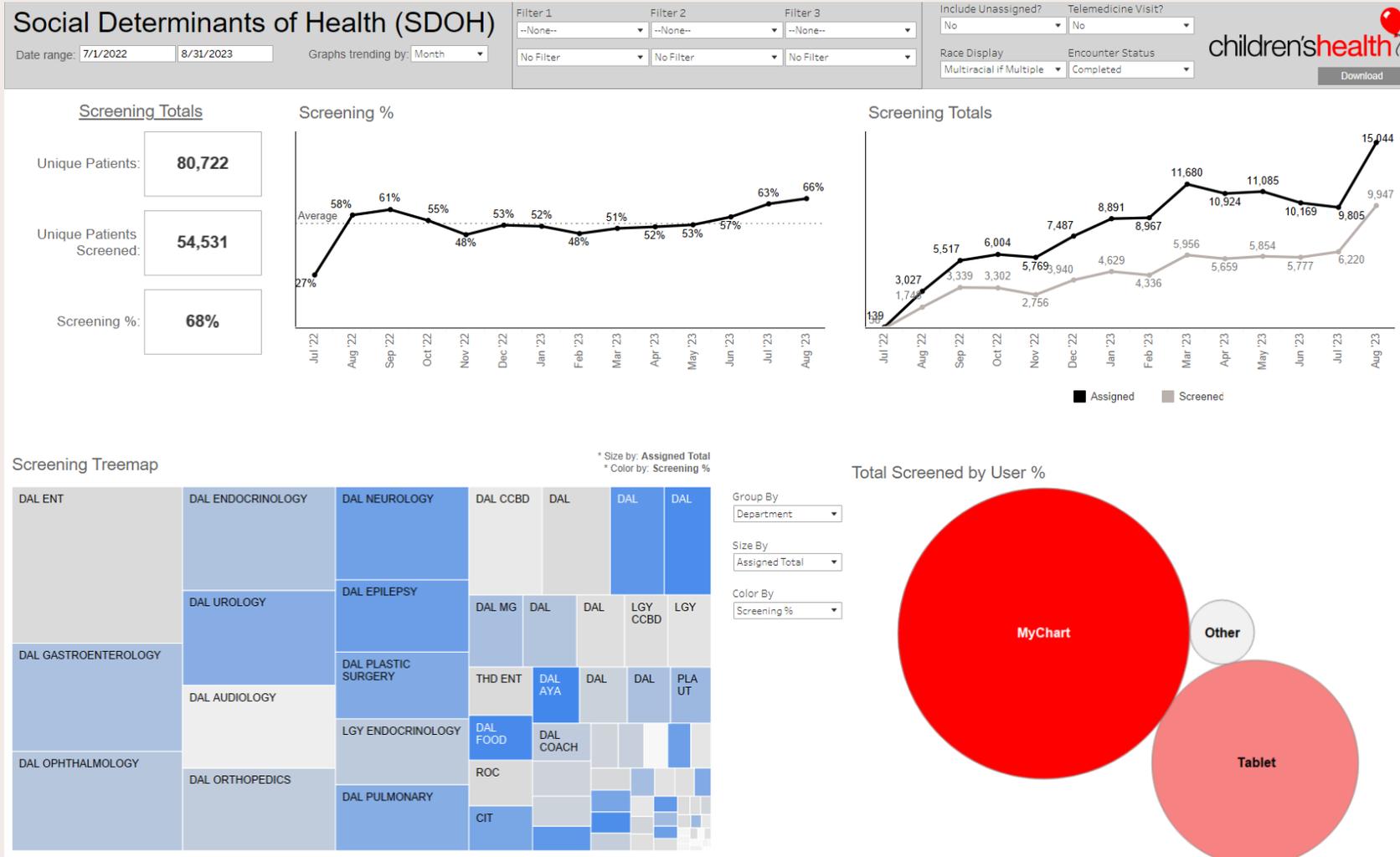
AVS Automation  
Screener Updates  
Dashboards & Reports



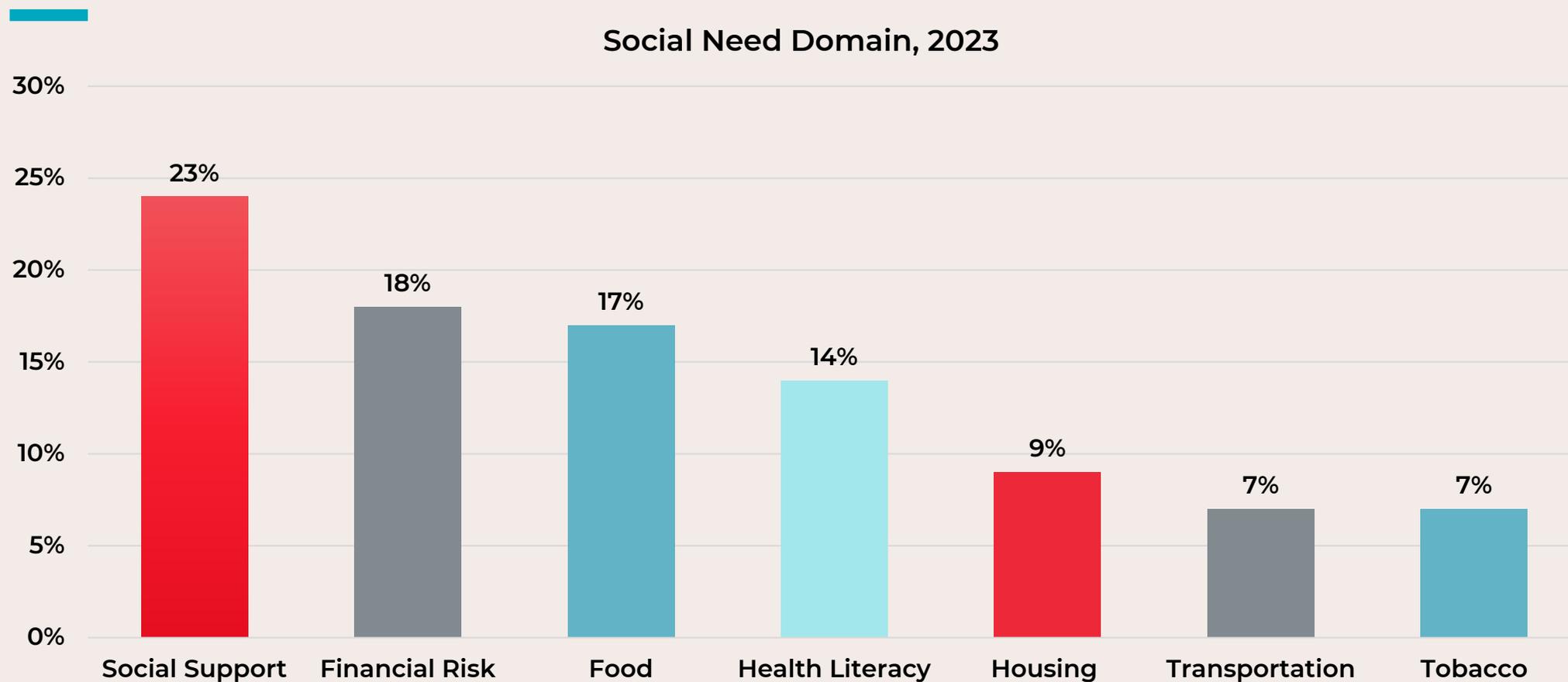
## Process Review

Monthly Implementation Group Meetings  
AHA Health Equity Assessment Roadmap

# SDOH Dashboard

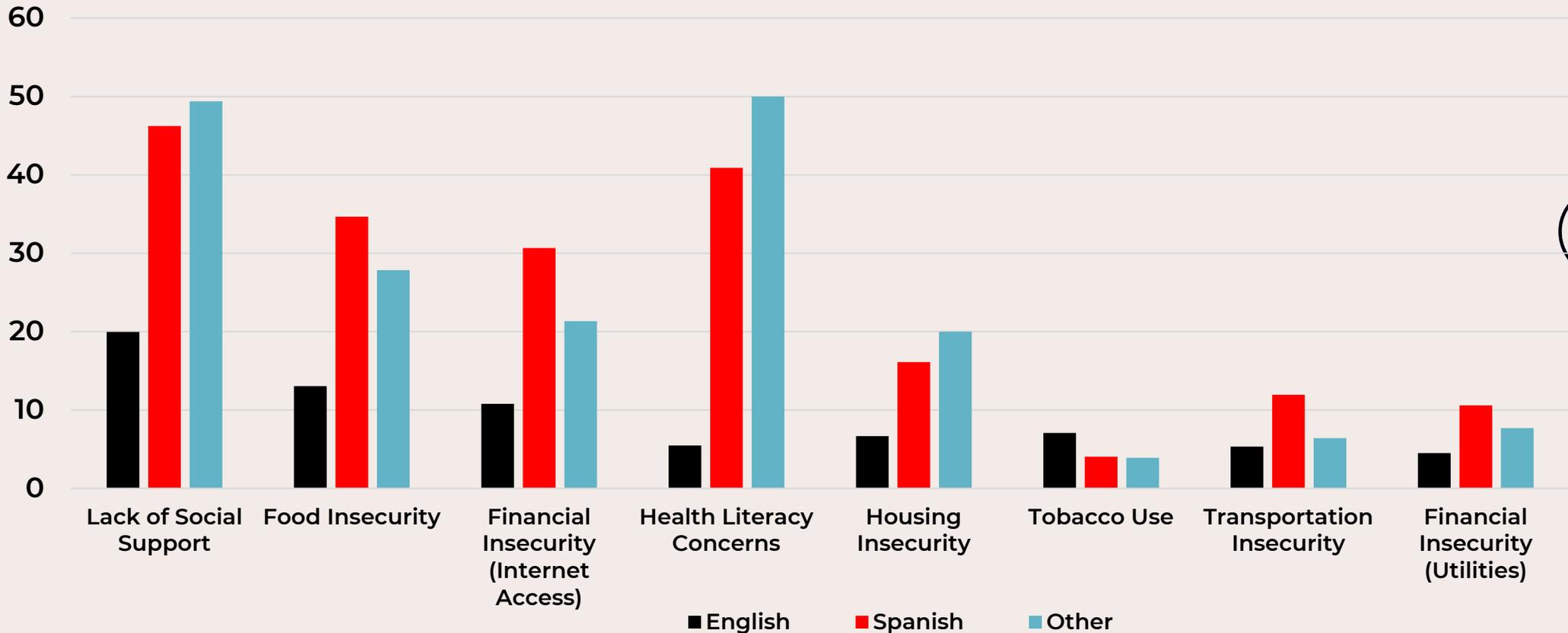


# Our Patient Family Social Needs



# SDOH Disparities based on Primary Language

% At-Risk for SDOH Domain, by Preferred Language, Jul 31 - Dec 31, 2022





# Key Takeaways

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- Rally Executive and Senior Leadership support
- Engage champions!
- Request support early
  - Learning Team
  - Project management
  - IS
- Don't be afraid to pivot
- Give yourself and your teams grace
- Keep the “WHY” in mind along the way

**thank you**

**Our mission is to make life better for children**

**Health Equity is everyone's responsibility.**

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children'shealth<sup>?</sup>®



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