

Q&A - CHA Transforming Quality Conference Encore Series: Tackling Social Drivers of Health 7/31/2025

Question	Response
For screening in the pediatric primary care clinics, do you also screen for other SDoH needs in addition to food insecurity?	At this time, we are only screening for food insecurity at our pediatric primary care clinics.
I think most of our struggles are still around stigma and fear of answering questions. We're transitioning to digital questions on the Epic platform but didn't know if you had other interventions? Are questionnaires sent online mandatory?	Part of our system implementation work included training staff on relationship centered and empathic communication skills, recognizing the sensitive nature of these social drivers of health questions. This has been an important part of the process to help staff feel more comfortable screening and responding to positive screens. Please feel free to reach out to Michelle Lopez (malopez@texaschildrens.org) if you would like more information. Online questionnaires are not mandatory.
Are you utilizing Unite Us platform?	We are not using the Unite Us platform. We are using findhelp in our setting, which we currently have integrated in our electronic medical record.
Do they screen in the ER? Who does the screenings there?	We are in the planning phases to begin screening for social drivers of health in the Emergency Center.
Is the Social Needs Survey used that you showed earlier a validated tool that can be used by other institutions?	We utilize the SDOH screening questions that are integrated into EPIC. These screening questions include validated tools and can be used by other institutions.
Do you have a specific budget to provide Lyft and Uber service for patients?	We utilize operational funds in the primary care pediatric practices. The cost is offset by a reduction in missed appointments and no-show rates.
Related to the health literacy and screening questions - if a patient family does rate higher for health literacy concerns, what is adjusted at the bedside from those	Nurses and physicians are trained on where to locate results of the SDOH screen. Medical teams should adjust their care to

who may not screen higher?	provide more education and resources as needed for caregivers with health literacy needs.
how do you document connection and participation in programs patients have been referred to?	We are still working to optimize documentation in the electronic medical record of connection and participation in programs that patients have been referred to.
In terms of intervention, does your team respond to any positive need or do you have a minimum threshold of self identified needs that help prioritize who receives intervention?	Social workers will respond to all positive screens in the hospital. For the screening done through care coordinators, part of the standard questionnaire asks caregivers if they would like assistance with the need. If they want assistance, the caregivers are referred to social work for assistance. Our model is meant to respect caregiver autonomy.
I noticed you use Epic. Is the SDOH screening done as part of the physicians encounter or does the social worker need their own encounter?	The screening is done as part of the care coordinator or social worker's own encounter depending on the unit where the patient is hospitalized. Physicians and nurses do not perform the systemwide screening in our setting.