



SIM PCMH Initiative Office Hours

SOCIAL DETERMINANTS OF HEALTH AND PATIENT ENGAGEMENT

MAY 2ND, 2019

Presenters:

- ***Michael C. Ramsey***

Program Implementation Coordinator

Community Health Innovation Region

The Health Project – Mercy Health Muskegon, Muskegon MI

- ***Maryam W. Tout***

Social Worker

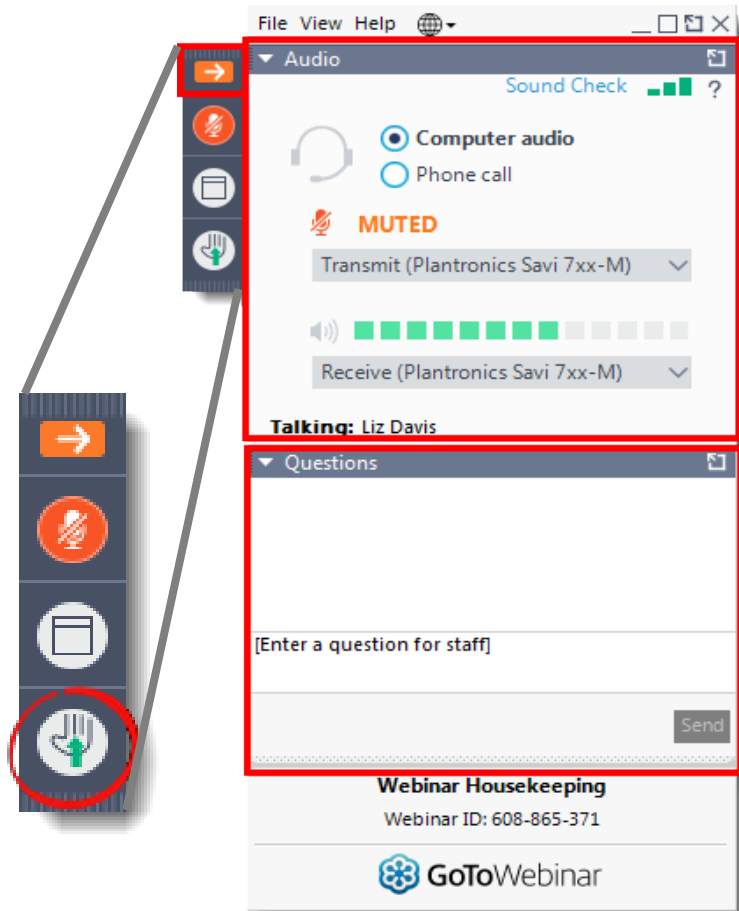
Academic Internal Medicine

Reichert Health Center, Ypsilanti, MI

Objectives:

- Explore ideas in approaching patients and families about Social Determinants of Health
- Learn how to address Social Determinants of Health needs related to barriers
- Identify the differences in addressing Social Determinants of Health acute needs vs. longitudinal needs

Housekeeping: *Webinar Toolbar Features*



Your Participation

Open and close your control panel

Join audio:

- Choose **Mic & Speakers** to use VoIP
- Choose **Telephone** and dial using the information provided

Submit questions and comments via the Questions panel

Note: If time allows, we will unmute participants to ask questions verbally.

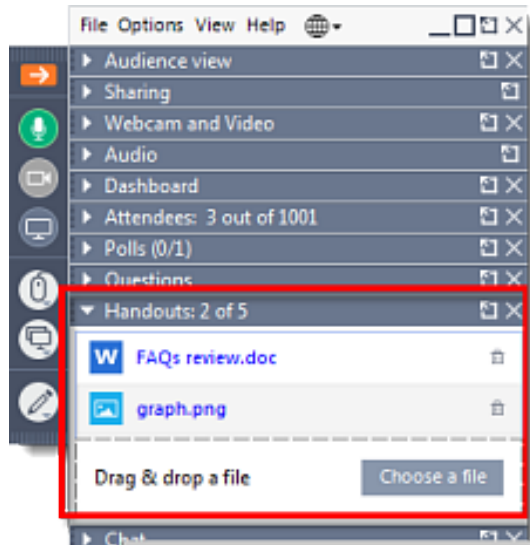
- Please raise your hand to be unmuted for verbal questions.

NOTE:

In the event that there is not time to answer questions live, all questions submitted via the Question Function of the GoToWebinar toolbar will be recorded, an FAQ generated and posted to our webpage

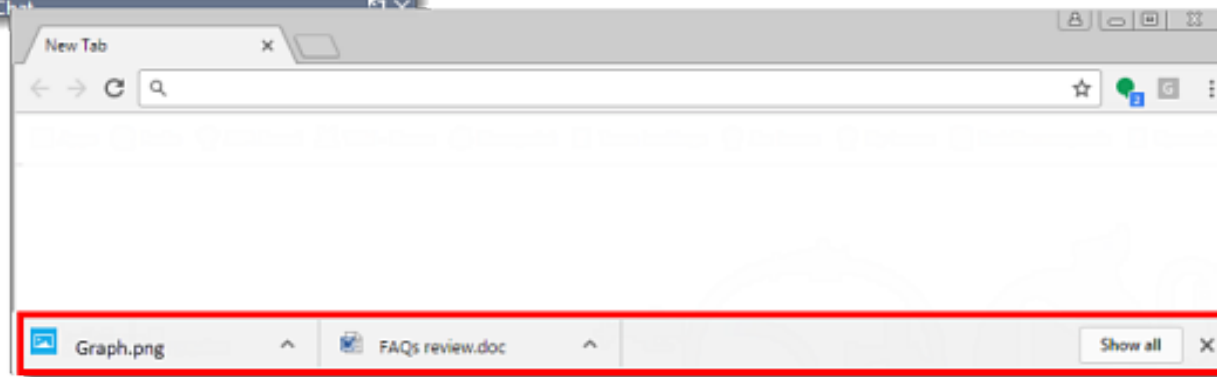
Housekeeping:

Webinar Resources/Handouts

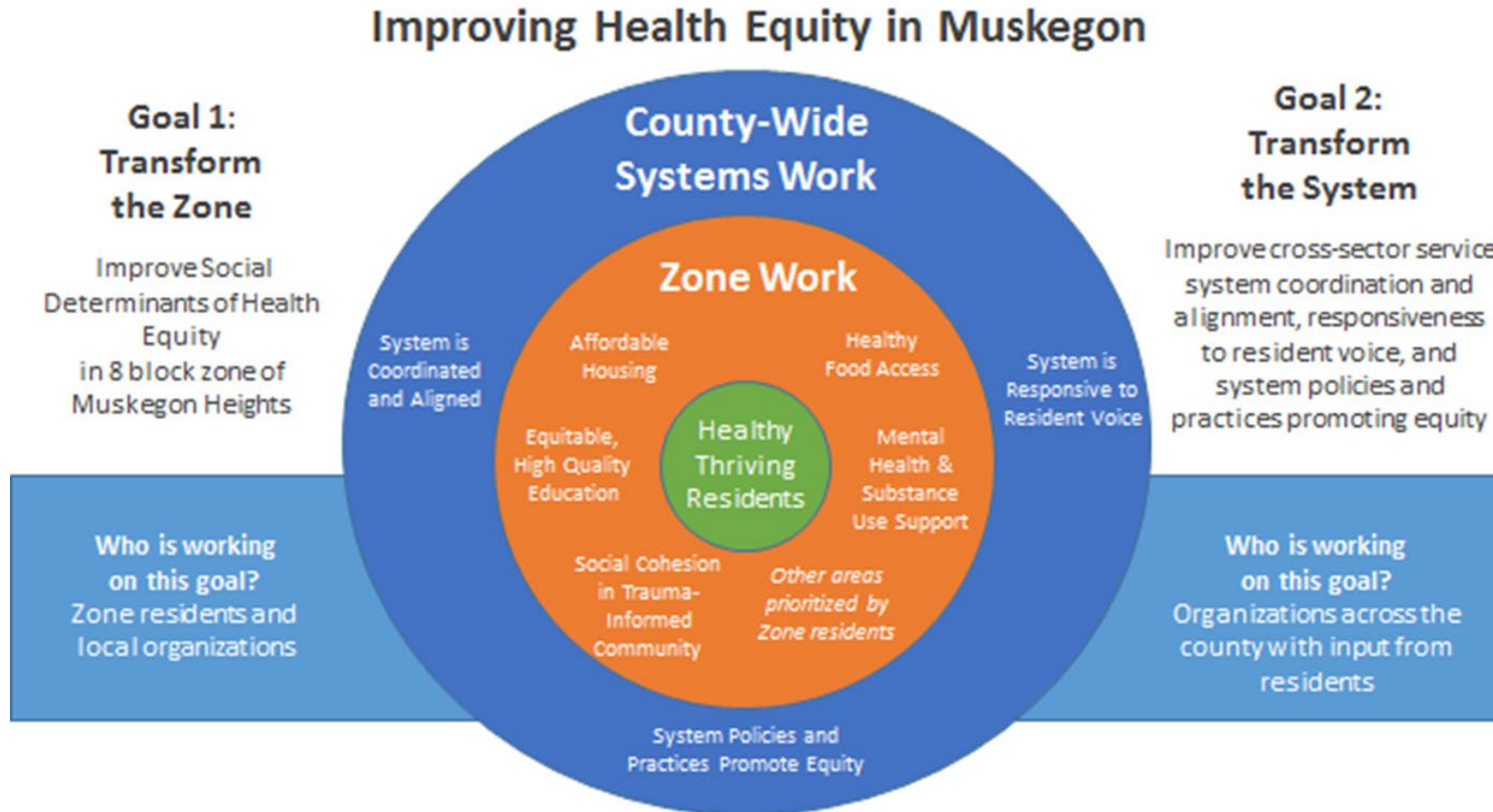


Handouts

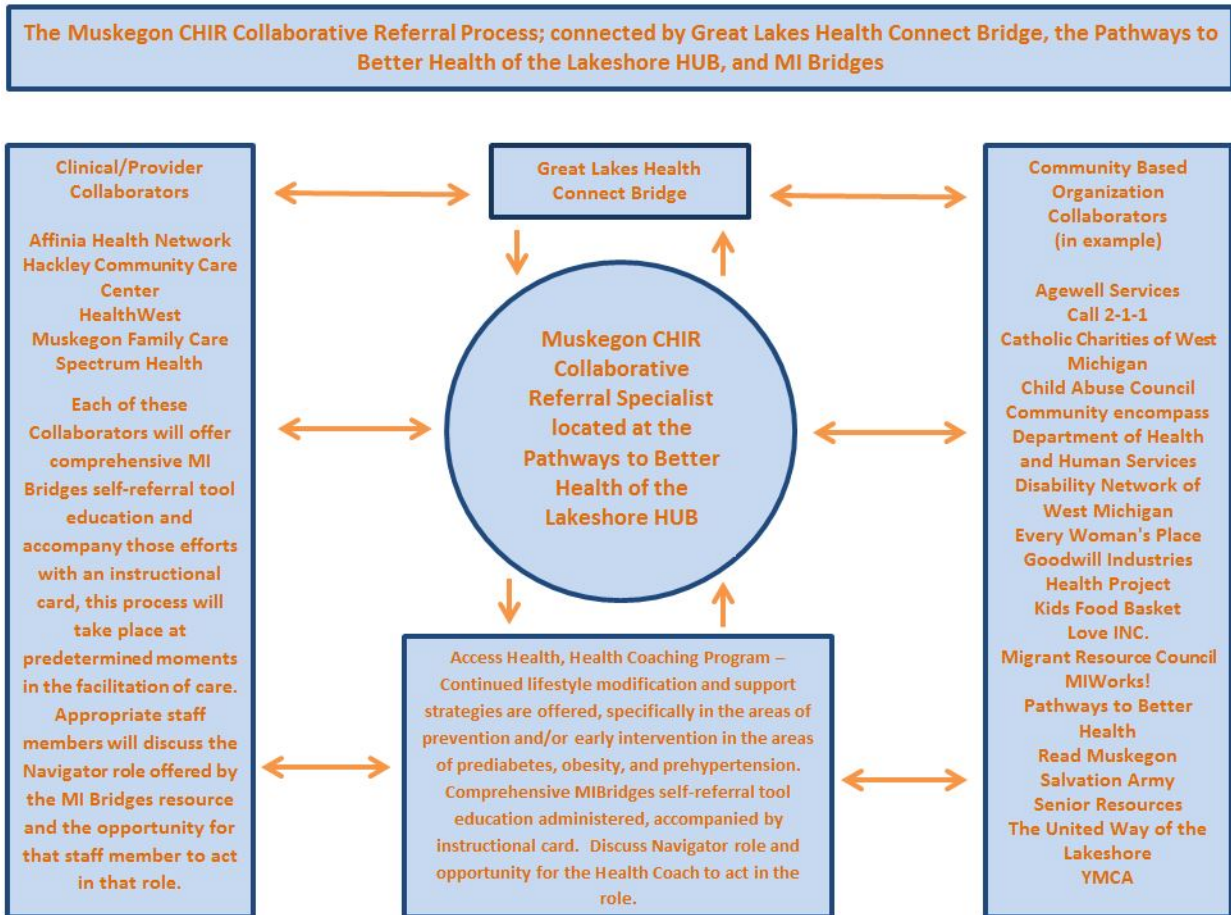
- Webinar slides & other resources are uploaded to the “Handouts” section of your GoToWebinar Toolbar.
- Note: You may need to check the download bar of your browser to view the resources.



Muskegon's Community Health Innovation Region



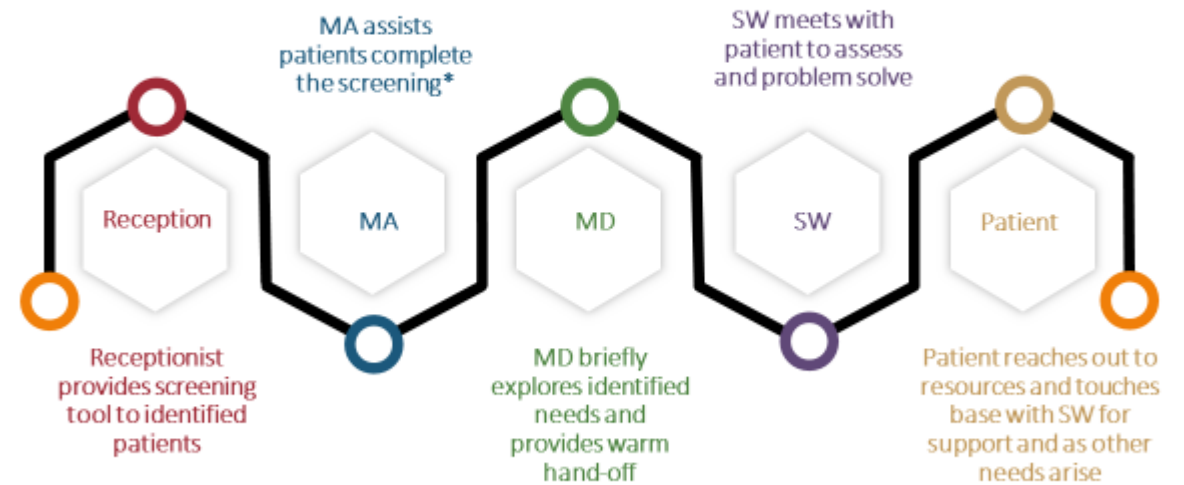
Muskegon's Referral Process



Academic Internal Medicine

- Medicaid, uninsured
- Financial Navigation
- Nurse Case Management
- Social Work
- Behavioral Health
- Prescription Assistance
- Community Coordination
- Diabetes Groups
- Free fresh produce

SDoH Screening Process



*MAs also act as a safety net, providing SDoH screening to patients they identify as being in need

Polling Question

1. What is working well as a PO/Practice regarding your approach with patients in addressing SDOH?

2. What struggles are you having in your approach with patients in addressing SDOH?

Question 1.

Some of the primary care providers that we talk with indicate that it is difficult and awkward to address SDOH with patients, both with screening and the follow up to positive responses.

- What are some thoughts/ideas you have around these concerns?

Question 2

It seems that long term SDOH needs can be different than short term SDOH needs.

- Is there a different way to think about and approach long term needs vs. short term SDOH needs?

Question 3

Some SDOH needs are more critical than others.

- What do we do when our patients indicate that they are not interested in our help yet their need may be critical?

Question 4

Primary Care offices often have a variety of patients from different cultures and backgrounds.

- How do we address patients who may have barriers related to their culture, language etc.?

Key Points Summary - Michael

- Recognizing strengths and opportunities within your office
- Establishing processes and procedures within your office
- Identifying a program Champion(s) within your office that are an internal resource
- Using data to inform potential educational endeavors
- Understanding the importance of relationship building with community partners
- Understanding the importance of relationship building with your patients
- Implementing a linkage-closure process to support and celebrate referral efforts

Key Points Summary - Maryam

- Working off patient's priorities and goals
- Casual approaches to difficult conversations
- Cultural barriers, language barriers, assumptions
- Connecting with the community agencies
- Utilizing resources, creating resources
- Education and empowerment

THANK YOU!

Questions?