



Social Determinants of Health: What Are They, Why Do They Matter, What Can We Do?

January 2022 Webinar

Brought to You by **VSys Voices**



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Here For You

Emçee!



Joan R. Cardellino, CAVS, Ms. Cardellino has extensive experience engaging volunteers and community forces for good. From "the arena" to the "C-suite", she has expertise with a broad range of management, organization, and program development skills. She is called upon frequently to serve as a volunteer engagement pundit, coach, trainer, speaker, consultant, conservator, innovator, and conscience.

Today's

Dana Litwin, CVA is a strategic advisor, public speaker, and thought leader in volunteerism and civic service. Since 2002 she has guided organizations in California's Silicon Valley and world-wide to produce breakthrough talent and community engagement programs. She is the Past President of the Association of Leaders in Volunteer Engagement, and a founder of the multi-sector National Alliance for Volunteer Engagement, and the creator of the premiere web series "Priceless Advice for Leaders of Volunteers."



Todd McMullin finished his degree in Recreation Management (1993) and embarked on a journey to improve the world. Within 5 years he had founded a United Way chapter, a Volunteer Center and a software company focused on volunteer management. In 2007 he co-founded the <u>Association for Leaders in Volunteer Engagement</u> (AL!VE) and then the <u>National Alliance for Volunteer Engagement</u> in 2017. He has designed volunteer solutions for Disney Worldwide Services, Cisco Inc., the USO's global network, the Smithsonian Institution and the states of TX, CA, OK, ID, NV, HI and MD.



We Understand...



The current *extremely* challenging healthcare situations

VSys Voices are here for you.

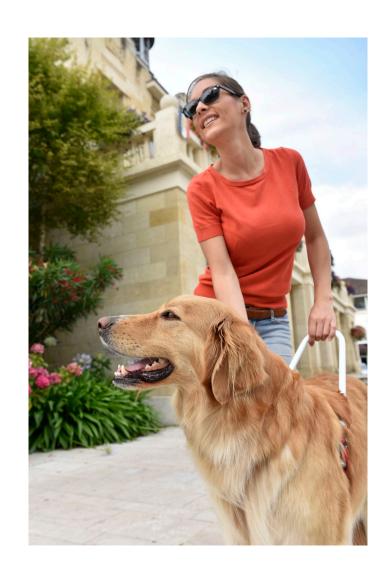


- 1. Keep the old if it works, but...
- Adopt new ways of thinking
- 3. Adopt new practices

What Do We Do?







Mission of Healthcare

Improve:

- 1. Patient experience
- 2. Population health
- 3. Provider satisfaction

While reducing per-capita healthcare costs.



Alignment. Alignment!

- 1. Internal Surveys
- 2. HCAHPS
- 3. High Performance
- 4. Social Determinants of Health (SDOH)





Today's Journey Map





Determinants of Health



"The conditions in which people are born, grow, live, work, and age. They may enhance or impede the ability of individuals to attain their desired level of health."

> -The World Health Organization

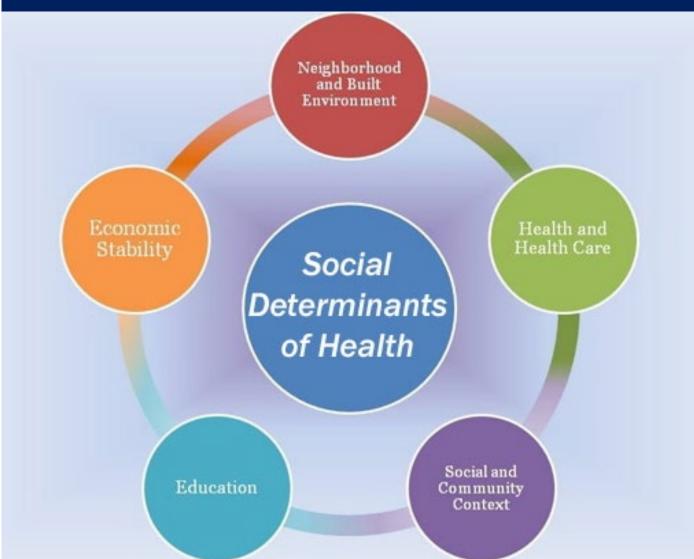


Examples of SDOH which can influence health equity in positive and negative ways:

- Income and social protection
- Education
- Unemployment and job insecurity
- Working life conditions
- Food insecurity
- Housing, basic amenities and the environment
- Early childhood development
- Social inclusion and non-discrimination
- Structural conflict
- Access to affordable health services of decent quality.

-World Health Organization

Social Determinants of Health





Social Determinants of Health

Patient Experience





- Community Based Care
- Acute Care
- Recovery & Rehab Care



Social Determinants of Health



The National
Center for
Complex Health
and Social Needs
(2016)





Determinants of Health

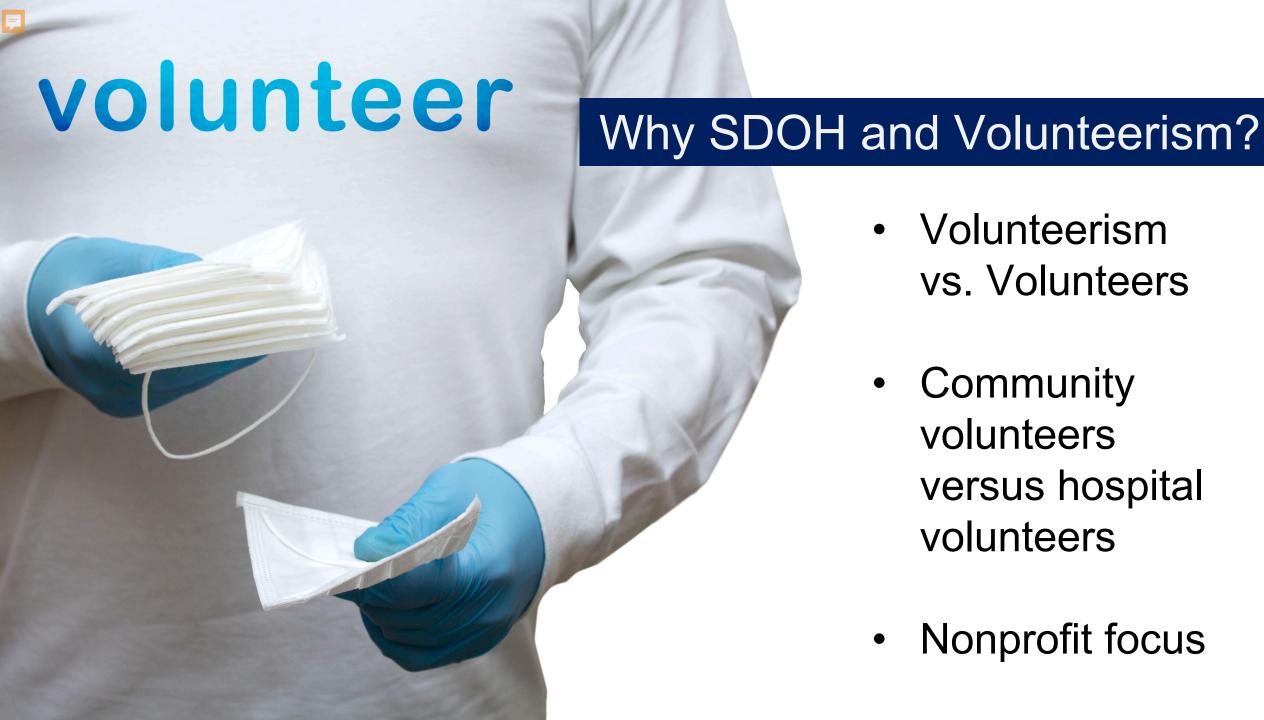
- Social
- Moral
- Behavioral
- Political
- Commercial
- Financial



Why SDOH and Volunteerism?











Priority Area 2: **SOCIAL DETERMINANTS OF HEALTH**

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2020 - 2022Goals

Outcome Measures

Programs and Strategies

Performance Measures

COMMUNITY

Reduce household food insecurity for patients, members and in the community. household food insecurity rate by county 💟

14.6% of households in the 10 counties Presbyterian serves currently experience Food Insecurity (2017, NMIBIS Food Insecurity Report).

(HEALTH SYSTEM)

Identify Health System Health Equity opportunities through better utilization of SDOH segmentation.

prevalence of SDOH measures among patients/members

Facilitate Presbyterian Equity Strategy

- a. Make health equity a strategic priority.
- b. Develop structure and processes to support health equity work.
- c. Deploy specific strategies to address the multiple determinants of health on which healthcare orgs can have impacts.

#of patients screened, #of AHC beneficiaries screened; #of health-related social needs identified, % high risk enrolled in CHW navigation; # of new PHS clinical locations screening for HRSNs, # of NowPow active users; % patients, members and program participants with identified social needs; # new state-certified Community Health Workers

Lead Presbyterian through Comprehensive SDOH Plan

Address Health Related Social Needs of Patients

- a. Implement Accountable Health Communities.
- b. Support coordinated internal and community strategies to inform and connect individuals to social services and resources; resource directories.
- c. Increase clinical opportunities to identify social needs.
- d. Increase access to resources, referrals and navigation for persons who have low income, are on Medicaid and received financial assistance to pay for health services.
- e. Increase number of Community Health Workers who are able to help address health-related social needs.
- f. Provide continuing medical education, offer community health worker certification classes, and provide other opportunities to increase knowledge about social determinants of health.

Food Farmacy

- a. Increase high-risk patient access to and consumption of healthy foods.
- b. Increase # of high-risk patients who meet their health goals.
- c. Increase patient and provider satisfaction.

total visits to the Food Farmacy; # of patients actively participating; % served at Community Health Resource Center; % served at PMG at Las Estancias

Health Council and Local Support

Partner with the county and tribal health councils to impact specific social determinants of health prioritized by each community.

total funding provided; # of priority initiatives; # of community members reached

*These programs and measures are implemented and reported through other Presbyterian departments





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Volunteer Program Sampling in Support of SDOH



Ideas To Action!

- Vaccine Ambassador
- Contact Tracing
- Angel Flights
- ElderLife
- Home care/ companions
- Food bank
- Reach to Recovery
- Transportation van
- Support groups
- Emergency corps
- Community health workers
- Books for Babies
- Car seat donations

And many more....



Partners in Volunteerism



- AARP
- 211
- American (health issue) Association
- American Red Cross
- Feeding America
- Habitat for Humanity
- Health Leads
- Local schools, businesses, faith communities, government
- National Alliance on Mental Illness
- National Volunteer Caregiving Network
- National Volunteer Transportation
 Center
- Partners in Health
- Public Health Office
- United Way International
- Voluntary Organizations Active in Disaster (VOAD)

Ideas To Action!







 Acquire funds to support every unfunded SDOH program \$\$\$\$

 Create a Volunteer SDOH Committee

 Advocate for a volunteerism representative on all organizational SDOH/DOH committees

Ideas To Action!



COURAGE





Ideas To Action!

This work takes a lifetime of commitment

Take your time







Procurement (SRM) Implements functions of order placement, order scheduling, shipping Maximise cost savings with support for and invoicing. II Sales the end-to-end procurement and logistics processes Customer services (CRM) Production (PLM) Analyse data and Focus on external strategies Capture and maintain customer convert to information relationships, facilitate the use of Helps in planning and optimising customer experiences and evaluate the manufacturing capacity and the knowledge management. material resources. It is evolved **Business Intelligence** e-Commerce from the MRP. Efficiently and sustainably manage Control warehouse processes and the entire asset lifecycle, improve asset Aims to streamline and gain manage movements in the usage and cut costs with greater control of the corporate warehouse and respond faster to powerful analytics services and others... challenges and changes in supply and demand **Enterprise** asset Distribution (SCM) management Corporate performance and governance Accounting **Human Resource** Automate any financial operations Maintain a complete employee while ensuring regulatory compliance database and to optimally utilise of and gaining real-time insight into overall all employees. performance.

Ideas To Action!

Define your department's data integration path(s) into your hospital's Enterprise Resource Planning System.





Ideas To Action!



Rethink and align everyday VRD practices with SDOH.

(We have a .xlsx that might help. Download <u>here</u>).

		HCAHPS			HIGH PERFORMANCE			SOCIAL DETERMINANTS OF HEALTH (SDOH)		
Hospital Volunteer Programs / Assignments	Meets Needs from Internal Survey(s)	Aligns with HCAHPS?	If HCAHPS, Which Area (#1):	If HCAHPS, Which Area (#2):	Aligns with High Performance?	If HP, Which Area (#1)	If HP, Which Area (#2)	Aligns with SDOH?	If SDOH, Which Area (#1)	If SDOH, Which Area (#2)
Compassionate Listening Program										
Pastoral Care										
Language Interpreters			Care Transitions							
Patient Companion										
Floaters/Pool										
Quiet at Night Volunteer Program										
Room service/nurse aide rounding										
Art and décor/Healing Ceilings										
Grounds design/gardens										
Information Desk										
Escorts/Navigators/Guest Services/Greeters										
Gift Shop										
Hospitality Carts			v							
Room service/nurse aide rounding										
Call light volunteers										
ElderHelp Program										
Meal Mates										
NICU Cuddlers										
Floaters/pool										





Ideas To Action!



Talk to VSys about:

- Definition tables
- Placement names/categories
- Placements options
- Placement groupings
- Integrations













What is **YOUR** Journey Map?





Additional Resources

- A Framework for Educating Health Professionals to Address the Social Determinants of Health
- A Playbook for Fostering Hospital-Community Partnerships to Build a Culture of Health
- Addressing Chronic Disease through Community Health
 Workers A Policy and Systems Level Approach
- American Hospital Association: Social Determinants of Health
- Bridging the Divide Between Volunteer Management and Community Organizing
- Camden Coalition of Healthcare Providers
- Cityhealthdashboard.com
- Engaging Healthcare Volunteers to Pursue the Triple Aim





Additional Resources

(Continued)

- FindHelp: Our Social Care Network (formerly Aunt Bertha)
- Healthcare Anchor Network: A growing national collaboration of 65+ leading healthcare systems building more inclusive and sustainable local economies
- Parish Nurse Volunteer Program
- PeopleKnowHow.org
- Social Determinants of Health: Overcoming the Greatest Barriers to Patient Care
- The National Center for Complex Health and Social Needs
- The World Health Organization
- Volunteers in Medicine





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