



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

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VSys Voices



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Here For You



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
Emcee!



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 [Association for Leaders in Volunteer Engagement](#) (ALIVE) and then the [National Alliance for Volunteer Engagement](#) 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...
2. 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. 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



Graphic adopted from Sg2

Acute Care



Recovery & Rehab Care

- 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 ?

Revenue Tied
to Risk

Fee for
Service

A person wearing a white lab coat and blue nitrile gloves is holding a stack of white surgical masks. The person's face is not visible. The background is plain white.

volunteer

Why SDOH and Volunteerism?

- Volunteerism vs. Volunteers
- Community volunteers versus hospital volunteers
- Nonprofit focus



Priority Area 2: SOCIAL DETERMINANTS OF HEALTH

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2020 – 2022
Goals

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

- Make health equity a strategic priority.
- Develop structure and processes to support health equity work.
- 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

- Implement Accountable Health Communities.
- Support coordinated internal and community strategies to inform and connect individuals to social services and resources; resource directories.
- Increase clinical opportunities to identify social needs.
- 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.
- Increase number of Community Health Workers who are able to help address health-related social needs.
- Provide continuing medical education, offer community health worker certification classes, and provide other opportunities to increase knowledge about social determinants of health.

Food Farmacy

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



Ideas To Action!

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

Rethink and align everyday VRD practices with SDOH.

[illegible]



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](#)





THANK YOU



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