

Addressing Individual Whole Health as Population Health:

a social determinants of health strategy

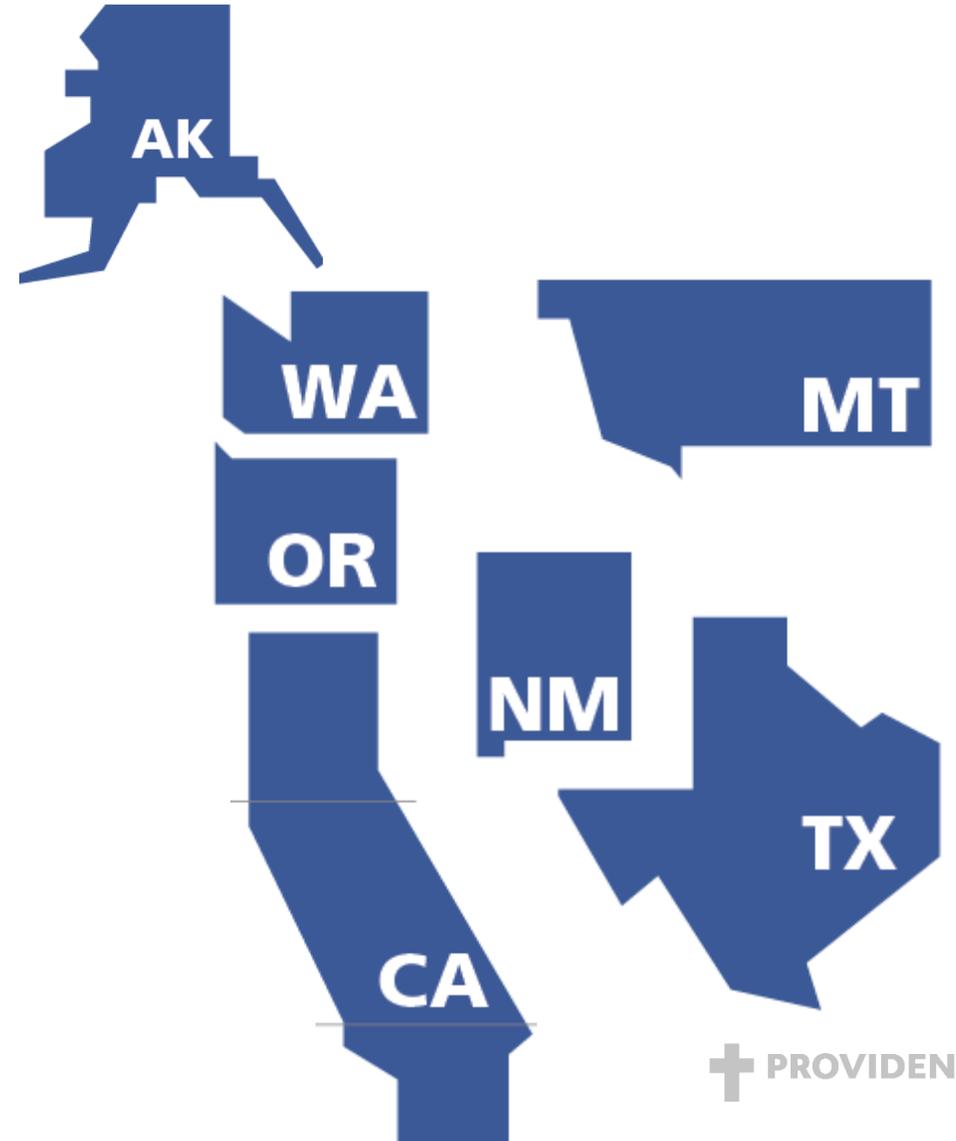
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Providence Health & Services
October 9, 2017



PROVIDENCE

Health & Services

- Providence Health & Services is a faith-based multi-state not-for-profit health system representing 50 hospitals and 829 clinics
- Providence has serving Oregon for 160 years with our 8 acute care hospitals, over 100 clinics and a regional health plan.
- Focused on a singular commitment to improve the health of everyone in our communities, especially those who are poor and vulnerable



What is a Community Resource Desk?



Services and Workflows

			
Name: _____		How would you like to be contacted?	
Phone: _____		<input type="checkbox"/>	
Email: _____		<input type="checkbox"/>	
<p><i>How can we help? Check any that apply and bring to the desk on the first floor or call at 503-216-9387.</i></p>			
<input type="checkbox"/>  Housing or Rent	<input type="checkbox"/>  Jobs	<input type="checkbox"/>  Dental Care	
<input type="checkbox"/>  Utility Costs	<input type="checkbox"/>  Children and Infants	<input type="checkbox"/>  Eye Care	
<input type="checkbox"/>  Food	<input type="checkbox"/>  Education Classes	<input type="checkbox"/>  Alcohol and Drug Recovery	
<input type="checkbox"/>  Clothing	<input type="checkbox"/>  Counseling	<input type="checkbox"/>  Tobacco Cessation	
<input type="checkbox"/>  Transportation	<input type="checkbox"/>  Health Insurance	<input type="checkbox"/>  Other	

Who staffs the Community Resource Desk?



- **Serves:** the Quad-county Portland metro area
- **Mission:** help people prosper through a community of support
- **Programs:**
 - Early childhood
 - Youth and family services
 - Seniors and People with Disabilities
 - Housing and Safety Net Services



- **Serves:** Clatsop County community
- **Mission:** help people meet housing, food and other basic living needs
- **Programs:**
 - Food
 - Housing and utilities
 - Support: child care, clothing, counseling, education and employment

Who does the CRD serve?

Average Age



Primary Language

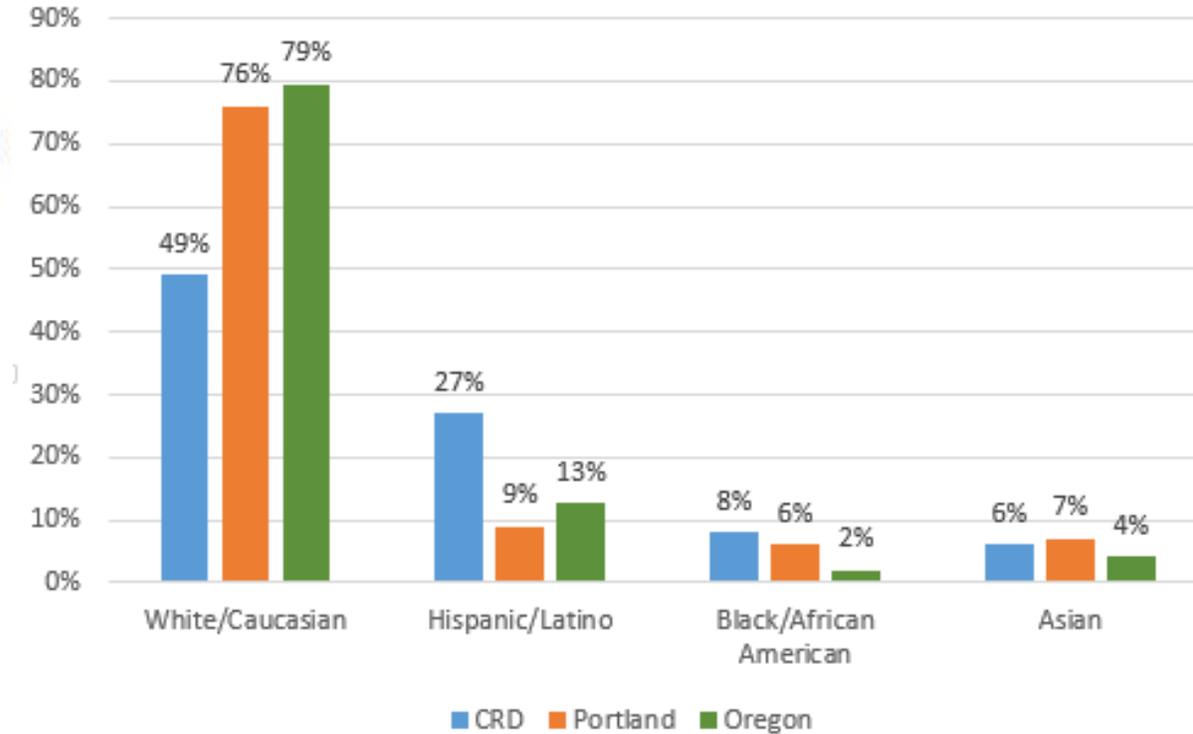


77% English
18% Spanish
5% Other

Gender

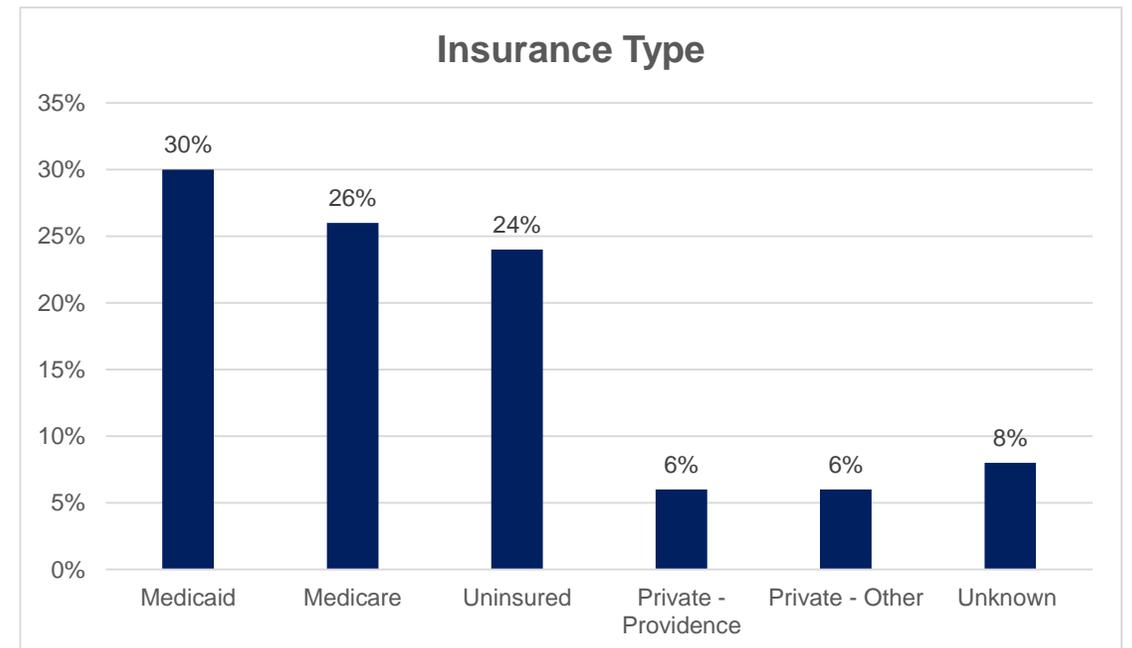
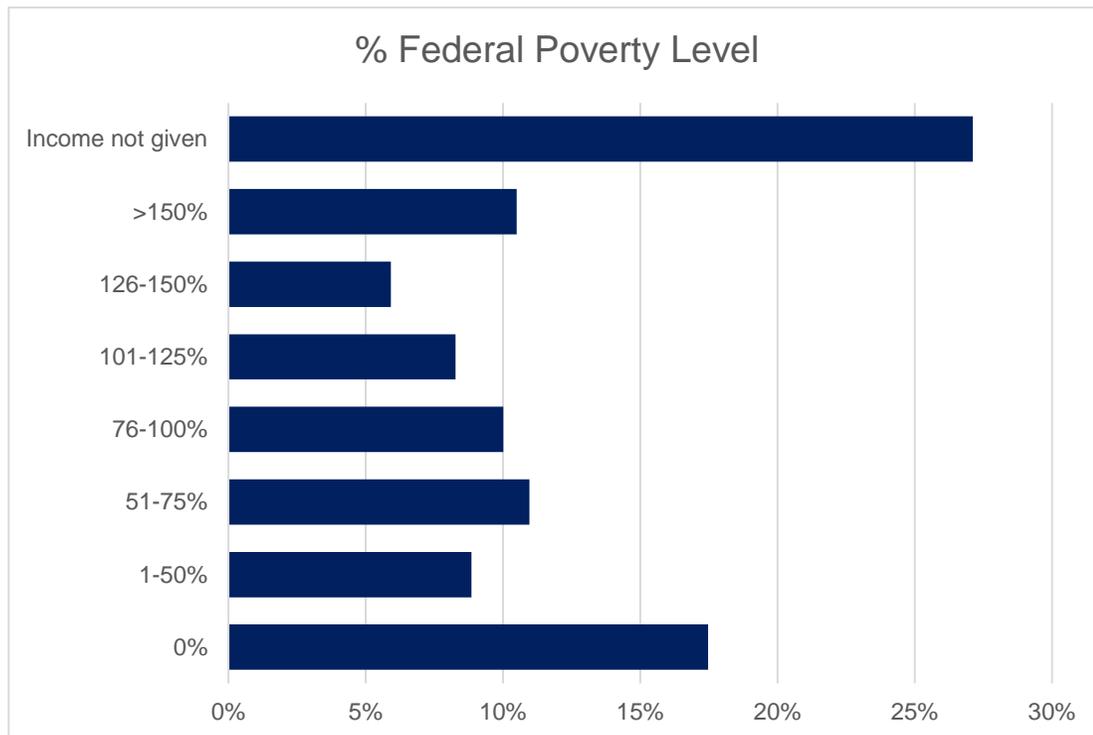


Race/Ethnicity

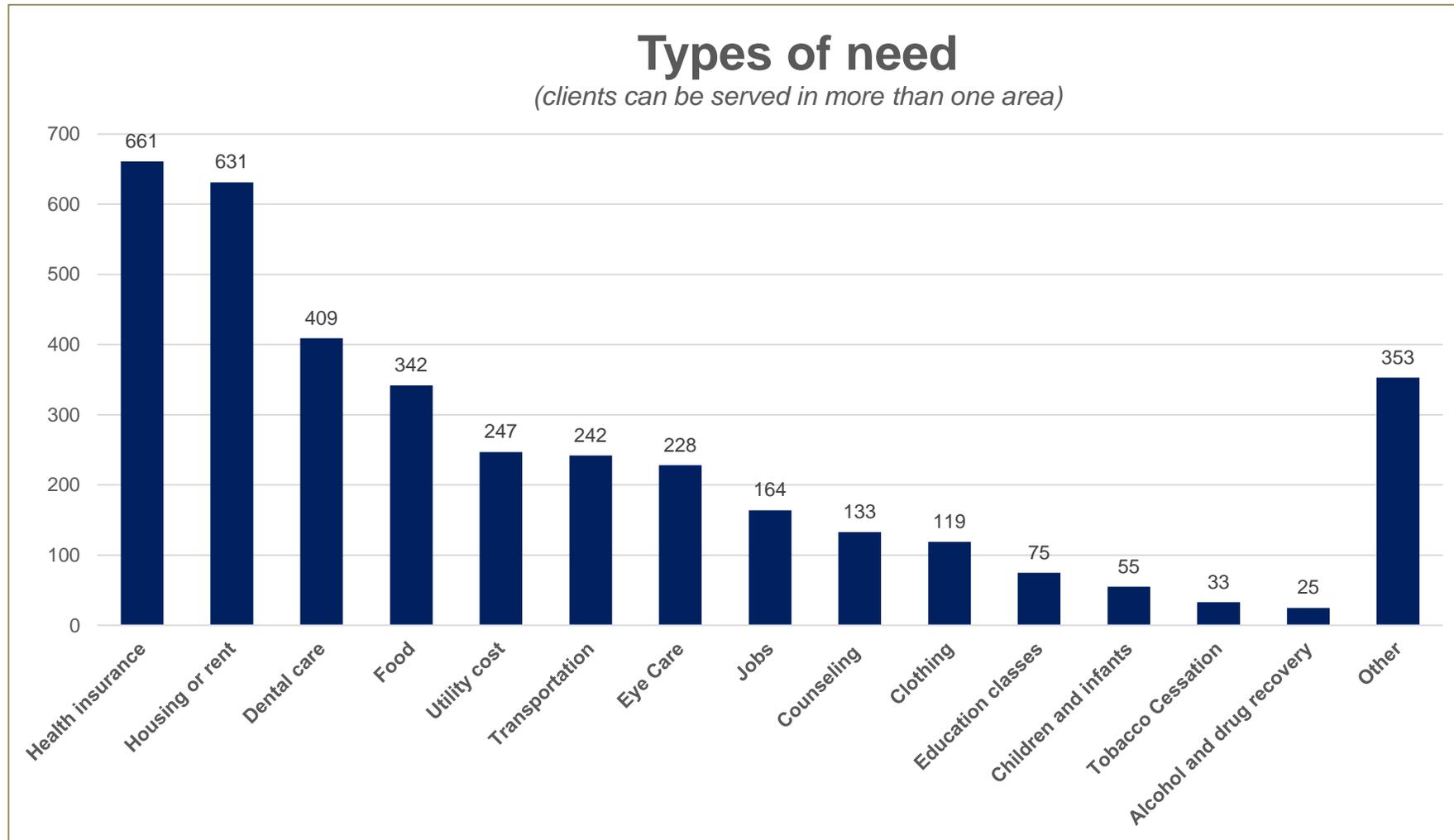


Initial Outcomes

Clients Served	
# Clients	4,463
Individuals benefiting (based on HH size)	
# Adults and children	10,086



Initial Outcomes – Resource Needs



Client Feedback

Able to connect with needed help	n	%
Strongly Agree	77	42%
Agree	83	45%
Disagree	18	10%
Strongly Disagree	6	3%

Satisfaction with the connection process	n	%
Very Satisfied	71	38%
Satisfied	95	51%
Dissatisfied	12	6%
Very Dissatisfied	7	4%

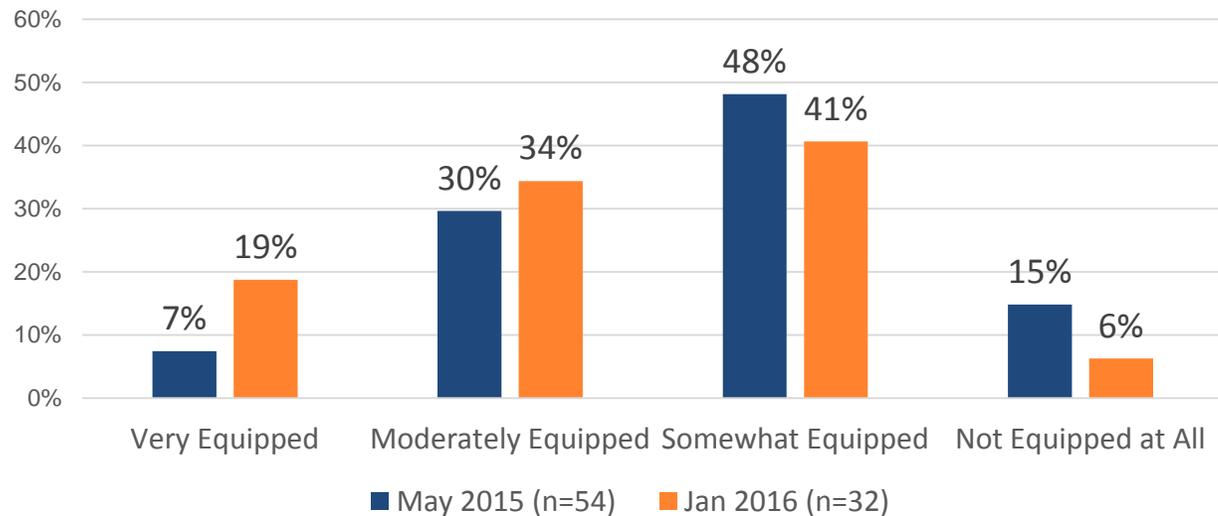
“This was life-changing for me, I was able to prevent eviction due to the rental assistance I received. I went back to the desk for the resource list and have been sharing it with others.”

“I wish more social service type agencies treated people like people.”

“I had about given up before I went to the Resource Desk. They really plugged me into the services I needed.”

Provider Feedback

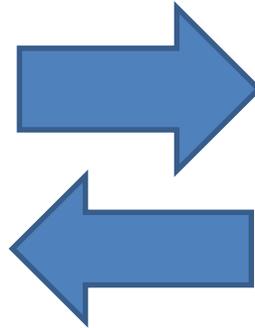
Do you currently feel equipped with the knowledge and tools needed to help vulnerable patients' access SDH resources?



"I finally feel empowered to focus on medicine because I'm confident that I have somebody more expert than myself and our overwhelmed social workers who is able to find resources for our patients."

"It makes me feel like there is more trust in the relationship and they [the patients] have a feeling that I'm meeting them where they are and I'm understanding the things that they are most concerned about as opposed to just addressing what I want to address like childhood developmental milestones."

Working Together Across Sectors



Lessons Learned

- To maximize our resource specialists talents the program can serve more than one primary care clinic
- Hiring the right staff is crucial
- Having strong advocates and champions is essential to success
- Integrating new workflows into teams can be a slow process
- Community partnerships can be extremely beneficial, but difficult from a legal and compliance standpoint
- More seniors utilize the program than we initially projected
- Clients appreciate our 7-day and 30-day follow-up calls

Next Steps

- Integrating the CRD in our Electronic Health Record
- Evaluation work focused on health outcomes and cost utilization
- Looking at expand to additional Providence service areas in 2018
- Standardize and expand social determinant screening within Providence

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