

Addressing Social Determinants of Health (SDOH) Across Integrated Networks of Community Primary Care Practices in Kansas City

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Background

- Evidence indicates that unmet social determinants of health (SDOH) influence an individual's ability to attain their full health potential, leading them to consume more health care services or require more intensive health care than those without SDOH needs.
- To better identify and address these needs, Children's Mercy Integrated Care Solutions (CMICS) launched several SDOH initiatives across its integrated networks of community practices within Kansas City. These networks include 314 primary care providers delivering care among 41 community practices.
 - Children's Mercy Health Network (CMHN): Commercial network
 - Pediatric Care Network (PCN): Medicaid network



Objective

- By May 2021, the CMHN & PCN overall SDOH screening rates will increase from 0% to 60%.

Methods

- Initiated in January 2020, interventions over 1.5 years included:
 - The development and distribution of an SDOH Screening FAQ (Figure 1)
 - Use of SDOH billing codes for documentation
 - Consistent presentation of practice-level performance
 - In-practice quality improvement support
 - Marketing activities to direct families to utilize Aunt Bertha, a public social resource platform
 - Implementation of a staff-facing social needs resource platform called Lift Up KC to enable electronic referrals to community-based organizations (CBOs) within the care workflow (Figure 2). Lift Up KC Postcards were also created for providers to give to patients and families (Figure 3).

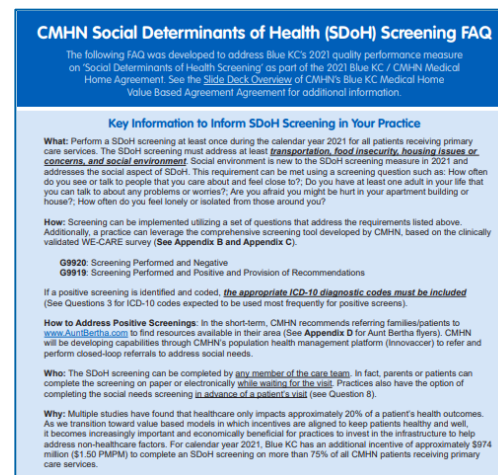


Figure 1. SDOH screening FAQ



Figure 2. Lift Up KC Logo



Figure 3. Lift Up KC Postcard

Results

- Since January 2020, SDOH screening rates among practices across networks increased from 0% to 66.5%, with more than 200,000 screens completed (Figure 4). Since launching the resource platform, CMICS has 230 staff users and 2,944 searches conducted. Electronic referrals to CBOs have increased from 0 to 52.

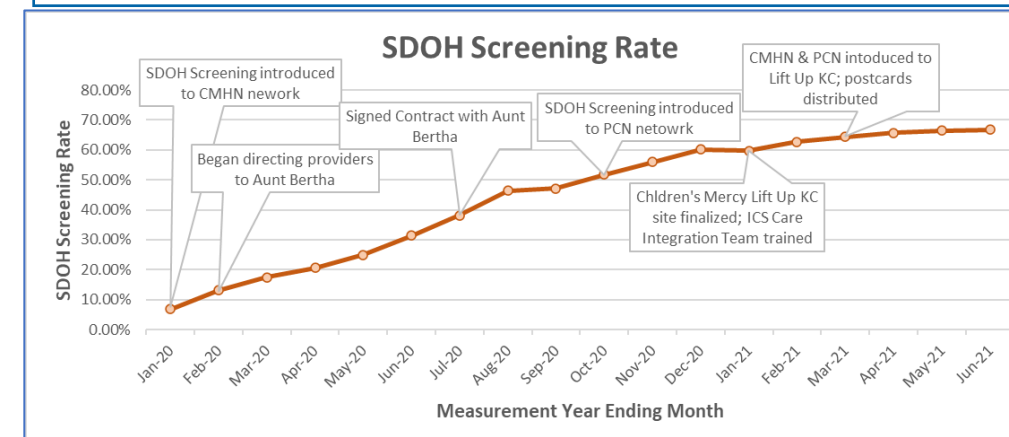


Figure 4. SDOH Screening Rate Run Chart

Discussion

- Providers are more likely to engage in SDOH screening if they have a way to address identified needs. The CMICS social care platform helps providers address those needs that once felt burdensome and went unresolved.
- In the future, closed-loop referrals will inform where further investment is needed in the community to both improve patients' health outcomes and manage the total cost of care.

LOVE WILL.

