

# Assessing for unmet social needs @ CHOP

PCMH Report out

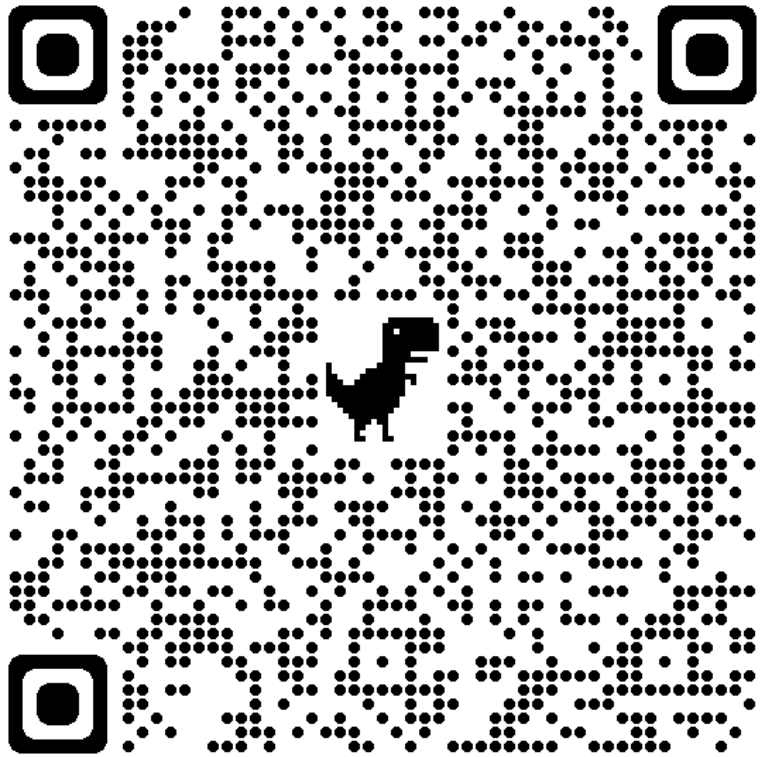
May, 2023



# Current state as of May 2023:



# Special concerns for families with children



- Discrimination
- Children and Youth Services involvement
- Bias
- Racism
- Will this change how my doctor sees me?

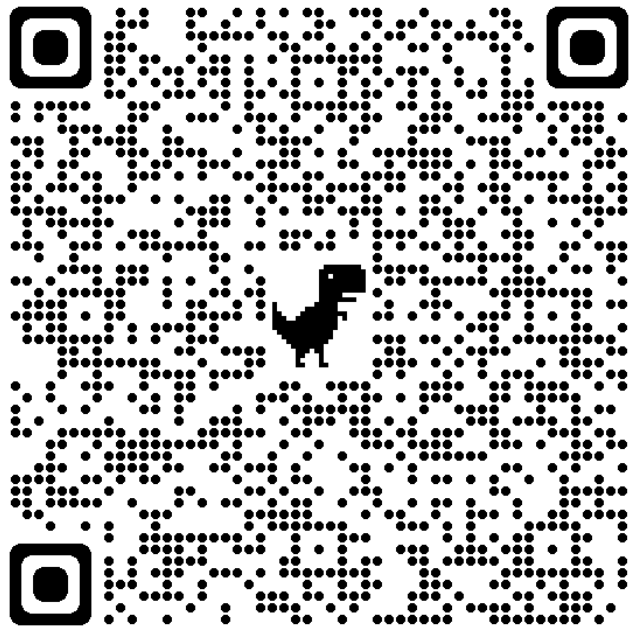
# Our ideas

- Keep the provider informed, but not responsible
- Minimize onerous documentation
- Honor family preferences for resources and support
- Offer resources to all rather than requiring one to “screen in” for help
- \*LEVERAGE THE WHOLE institution





## Learning by Doing: SECURE study



Does offering social resources **without preceding social risk screening** improve acceptance, perception and engagement with those resources among families with children?

By distributing social resources to 2,000+ families via



electronic  
resource map



personalized  
resource navigation

with half randomized to undergo social risk screening prior to receiving those resources, this study aims to answer this question and move us towards evidence-based practices.

# Cobbs Creek Pilot: Primary Care



## CHOP CARES Form

AAA



### INSTRUCTIONS:

Chop Cares about you and your family well being!

- All patients are given the CHOP CARE Support Survey.
- The purpose is to help you find services and resources you may be eligible for.
- The goal is to try to improve your health by helping with the basic needs that you may have.
- Please skip any questions you don't want to answer.

Based on your answers, a Community Health Navigator and/or Social Worker may want to call or text you with information about community resources that may be helpful to you and your family.

If you do NOT want to answer these questions today, please **DECLINE** here:

\* must provide value


Decline

Accept

# Ask about most common needs/wishes



# Offer resources first, risk screening second

	<input checked="" type="radio"/> Yes <input type="radio"/> No
<p><b>Would you like help finding food resources?</b> (This includes help with applying for SNAP/Food Stamps, WIC, and food pantries) etc.)</p>	
<p><b>Are you worried about not having enough food for your family?</b></p>	<input type="radio"/> Yes <input checked="" type="radio"/> No



# Families choose which level of support they would like


A Navigator or Social Worker may contact you to connect you to what you need.

If instead, you would rather locate resources on your own, we are happy to send you the link to our resource website.

- Phone Call
- Text
- No Contact - Send Resource Website

**How would you prefer to get help?**

# Focus on choice and preference instead of deficits



Yes  
 No

**Would you like help finding financial services?**  
(This includes support with applying for benefits, free financial counseling, and free tax preparation)

**What would you like more information on?**

- Keystone Scholars and Child Educational Savings Account
- Tax Preparation
- General Financial Situation/Financial Counseling
- Benefits Screening and Application Assis
- Other

## Partnership with local CBOs

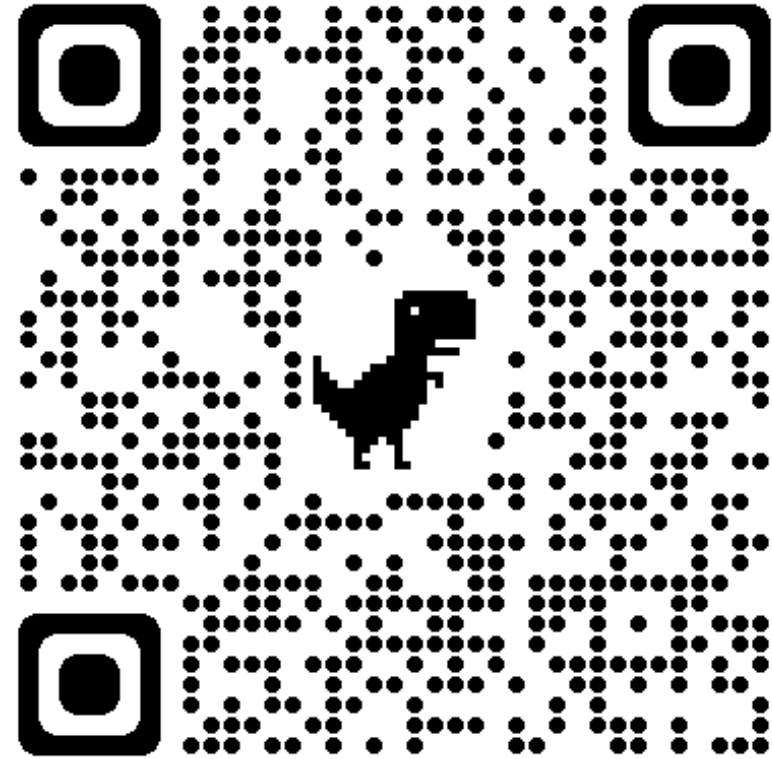


# Strong CBO partnerships pave the way!



# CHOP Medical Financial Partnership

- Tax Prep
- Financial Counseling
- Benefits navigation
- College Savings plans



# Possibilities Project: Nutrition Screener

## 0-6 Month Nutrition Questionnaire

For an upcoming appointment with Nicole Koepke on 4/20/2022

\*Indicates a required field.

How are you feeding your child?

	Yes	No
*Breast/chest feeding	<input type="radio"/>	<input type="radio"/>
*Expressed (pumped) breastmilk	<input type="radio"/>	<input type="radio"/>
*Formula	<input type="radio"/>	<input type="radio"/>

\*Are you feeding your child anything other than breastmilk or formula?  
*(For example, juice, cereal, other)*

Yes No

\*Is your baby having trouble pooping?

Yes No

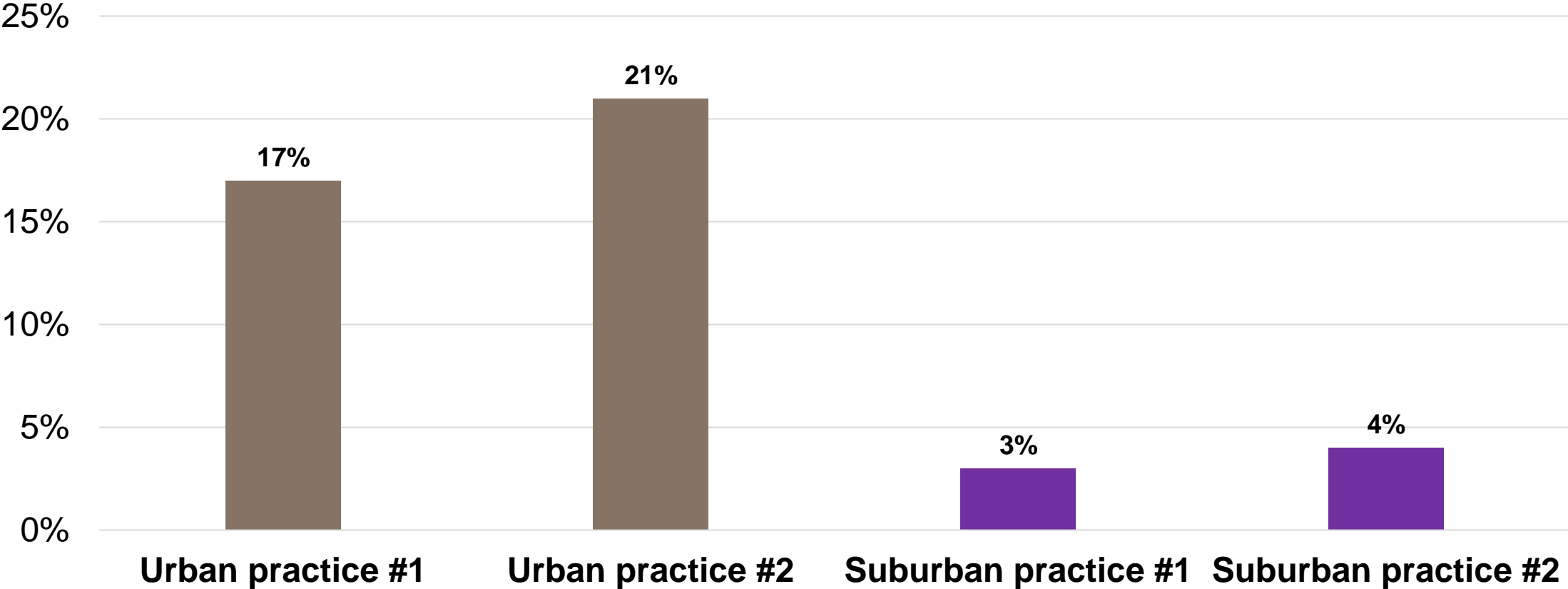
\*Is your baby getting a daily Vitamin D drop?

Never Sometimes Every day

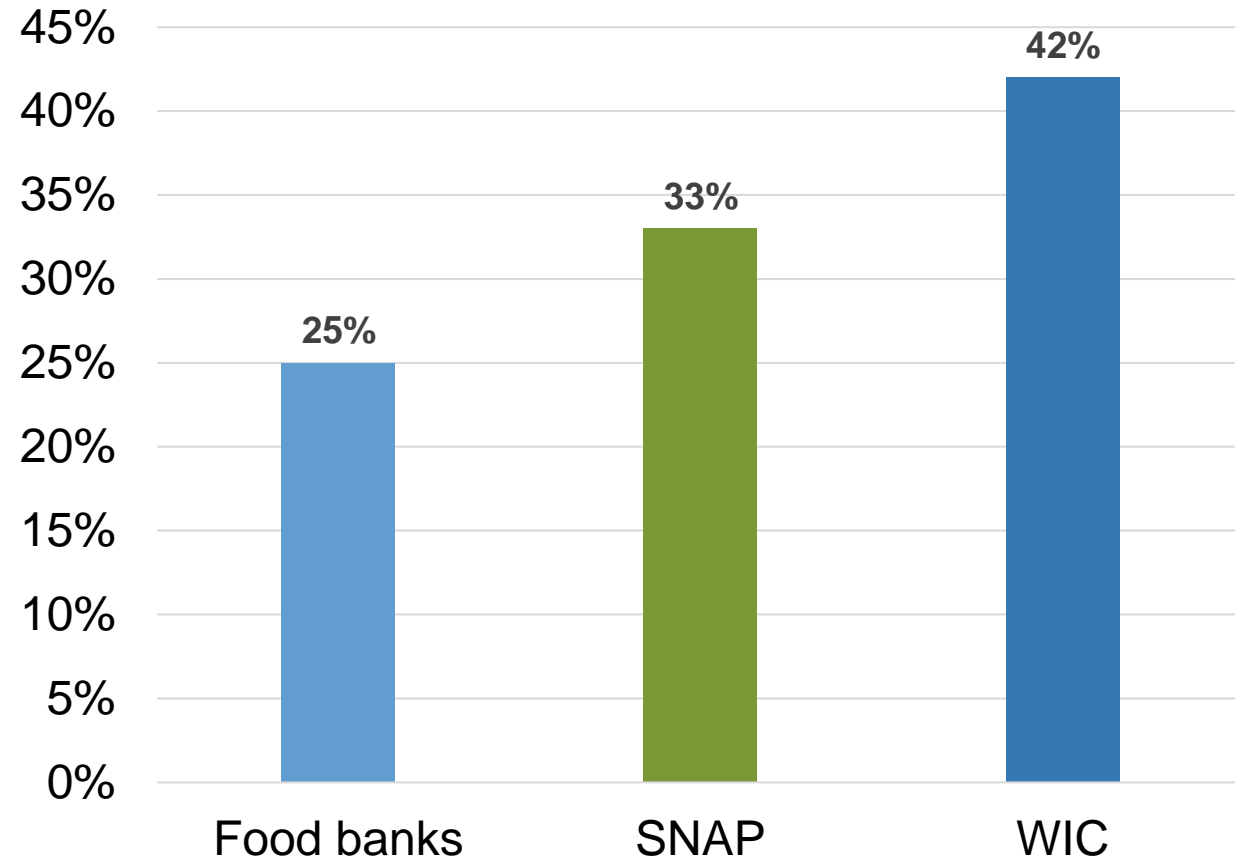
Many families tell us they sometimes need help getting enough food for their children. We want to help you connect with food resources, if needed.

Finding food banks/food pantries   Applying for WIC or help with the WIC office   Applying for SNAP (Food stamps)   None of these

# Overall resource desire for WIC/SNAP/Food pantries higher than over +FI rates in community



# Prevalence of requested resource type



WIC is the most desired request from families of 0-6 month olds



# Clinician is aware of need, but not responsible

## [Order Synopsis](#)

### Nutrition Questionnaire

BREAST-CHEST / EXPRESSED

Breast/chest feeding: Yes

Expressed (pumped) breastmilk: Yes

FEEDING CONCERNS

Breast/chest feeding or pumping concerns: (!) Yes

Latching Well: (!) No

Pain while feeding/pumping: (!) Yes

Concerns about milk production: No

FORMULA

Formula: Yes

Formula includes: regular formula

OTHER FOOD / ELIMINATION / VIT D

Other foods being fed: No

Trouble with stooling: (!) Yes

Vitamin D Supplementation: (!) Sometimes

RESOURCES REQUESTED

Resources Requested: (!) Applying for SNAP (Food stamps)

### Parent Resources:

[Newborn feeding: Formula](#)

[Resource Connects](#)

[The first few weeks of breastfeeding](#)

[Newborn feeding: Formula](#)

[Infant Formula Substitution List](#)

[Constipation](#)

[Vitamin D](#)

[Sore nipples during lactation](#)

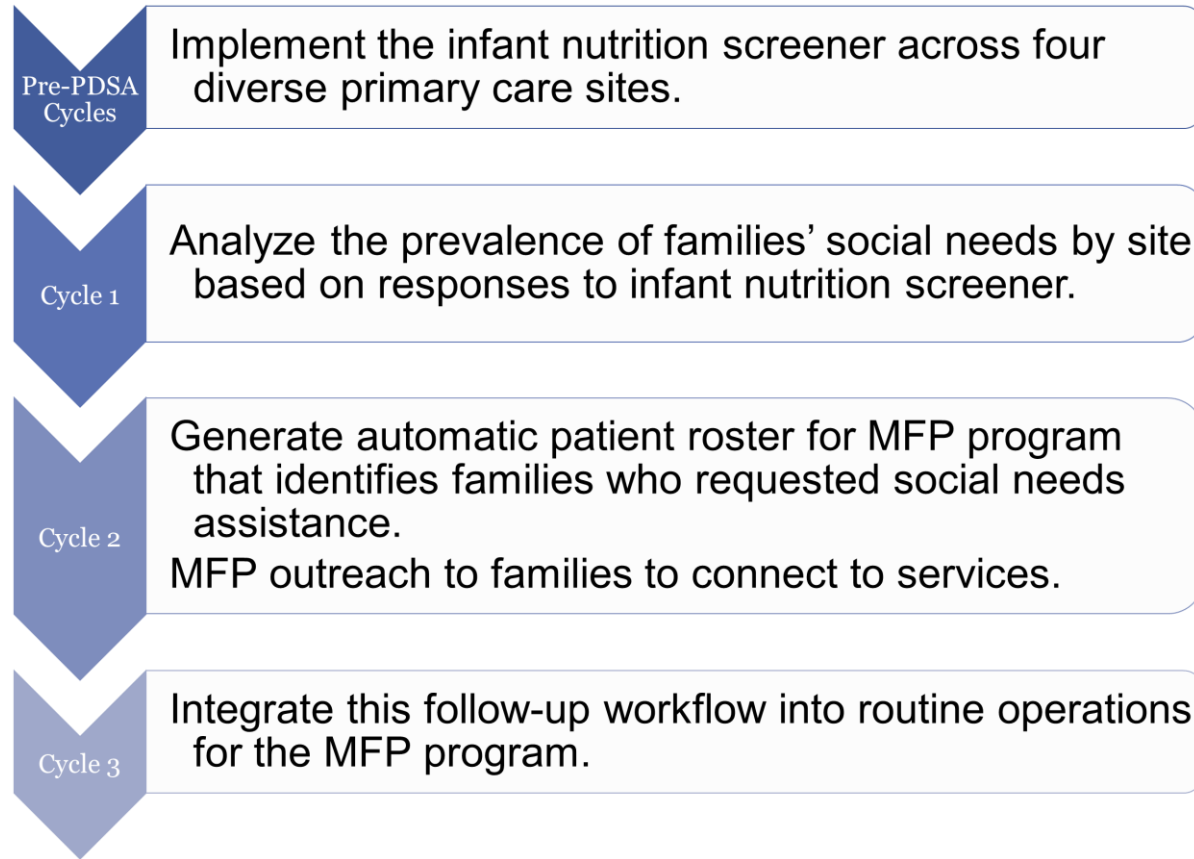
[Breast/Chest Engorgement](#)

[Plugged or Blocked Milk Ducts](#)

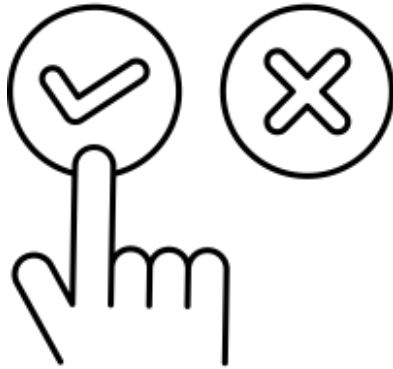
- Can print info for family
- MFP navigator calls/texts after visit
  - Connection rate: 39%
- Uses opportunity to do comprehensive benefit review



# MFP Workflow



# Lessons learned so far @ CHOP



# Acknowledgements

- CHOP Possibilities Project
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  - Amazing Community Health Navigators: Paige Prince, Sharda Butler
  - Tyneshia Harris-Howzell

**CHOP Social Care Governance  
Committee: Looking to weave the  
lessons learned into a BIG sturdy  
blanket that can keep all of our families  
safe and warm**