



PENN PARTNERS IN CARE

# SDOH Goals and Initiatives

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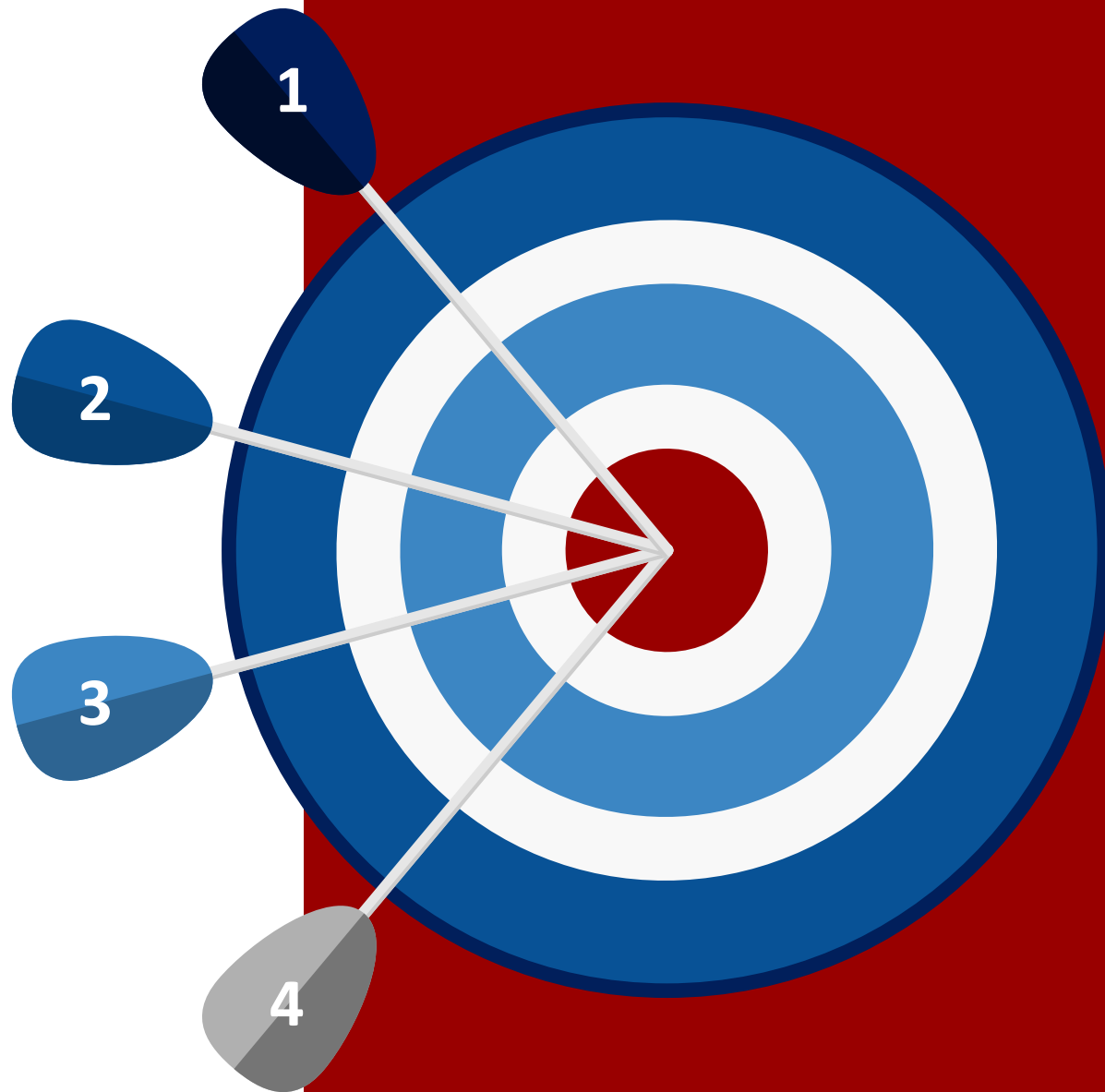
Director, Penn Partners in Care

May 16, 2023

# Penn Partners in Care

## SDOH GOALS 2017-2023

- 1 Increased SDOH Assessment rates**  
2019-Care Management assessments in EPIC
- 2 Automate SDOH Questionnaire**  
2023-SDOH Assessments with pre-visit planning.
- 3 Improved patient access to resources**  
Automated SW referrals  
Access to Resource Connects via portal  
Website  
AVS-TBD Findhelp QR Code  
SW referrals and outreach  
Use of volunteer groups  
Grew SW team from 4 to 8 in 5 years
- 4 Closing Loops**  
SW Team & Care Partner follow-up



# Automated SDOH Questionnaires

## Auto Assignment of Questionnaire

- ▶ Patients scheduled at PCSL department will automatically be sent the UPHS Social Factors (SDOH) questionnaire up to (7) days before appt.

Note – the assignments based off specific visit types (Visit types listed at end of PowerPoint)

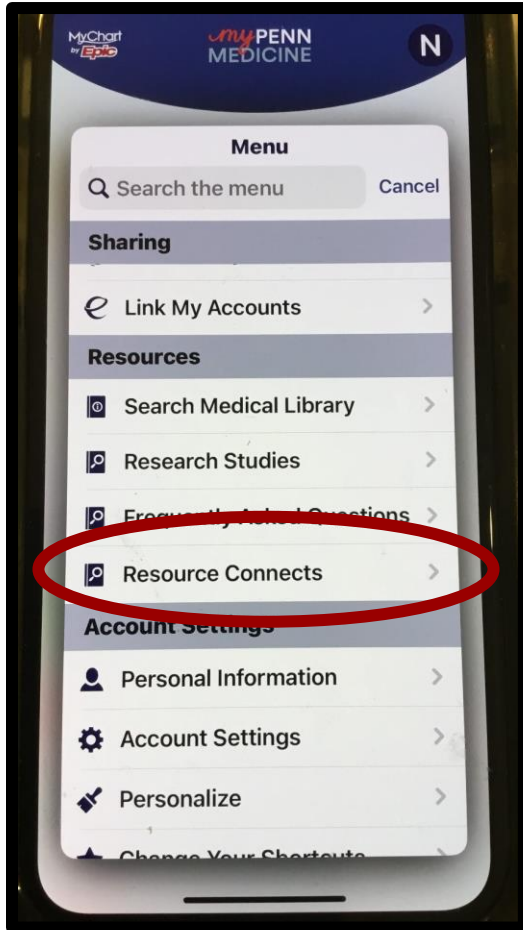
The screenshot displays the Epic EHR interface for a patient named Christopher Cole. The main window shows a schedule for August 12, 2022, with a 3:00 PM appointment at Penn Family Care PMUC Department. The patient's preferred name is Cole, Mpmreq, and the appointment type is ANNUAL MEDICARE WELLNESS. The interface includes a calendar, a patient list, and a sidebar with navigation options like 'Orders', 'Specimen Collection', and 'Medications'.

# Automated SDOH Questionnaires

The screenshot displays the MyChart patient portal interface. At the top, the URL is <https://nonprodmpm1.mypennmedicine.org/MyChart/POC/Questionnaires>. The MyChart by Epic logo is in the top right, along with a 'Log out' button. A navigation bar includes 'Your Menu', 'Visits', 'Messages', 'Test Results', and 'View Care Team'. On the right, there is a user profile for 'MPM Todd Switch'. The main content area is titled 'Questionnaires' and shows 'Assigned Questionnaires' for an upcoming appointment with 'Joseph Teel'. A specific questionnaire, 'Social Determinants Questionnaire', is listed as 'In Progress' (last edited just now) with a due date of '5/9/2022'.

# Resource Connects

[WWW.FINDHELP.ORG](http://WWW.FINDHELP.ORG)



Patients are directed to Resource Connects for self-service via the patient portal.



# Best Practice Alerts in PennChart

The screenshot shows the 'In Basket' interface in PennChart. On the left is a navigation pane with categories like 'My Messages', 'Attached & Covering Users', 'Follow-up', 'Search', 'Sent Messages', and 'Completed Work'. The main area displays a 'BestPractice' folder with 0 new and 3 total messages. The messages are listed in a table:

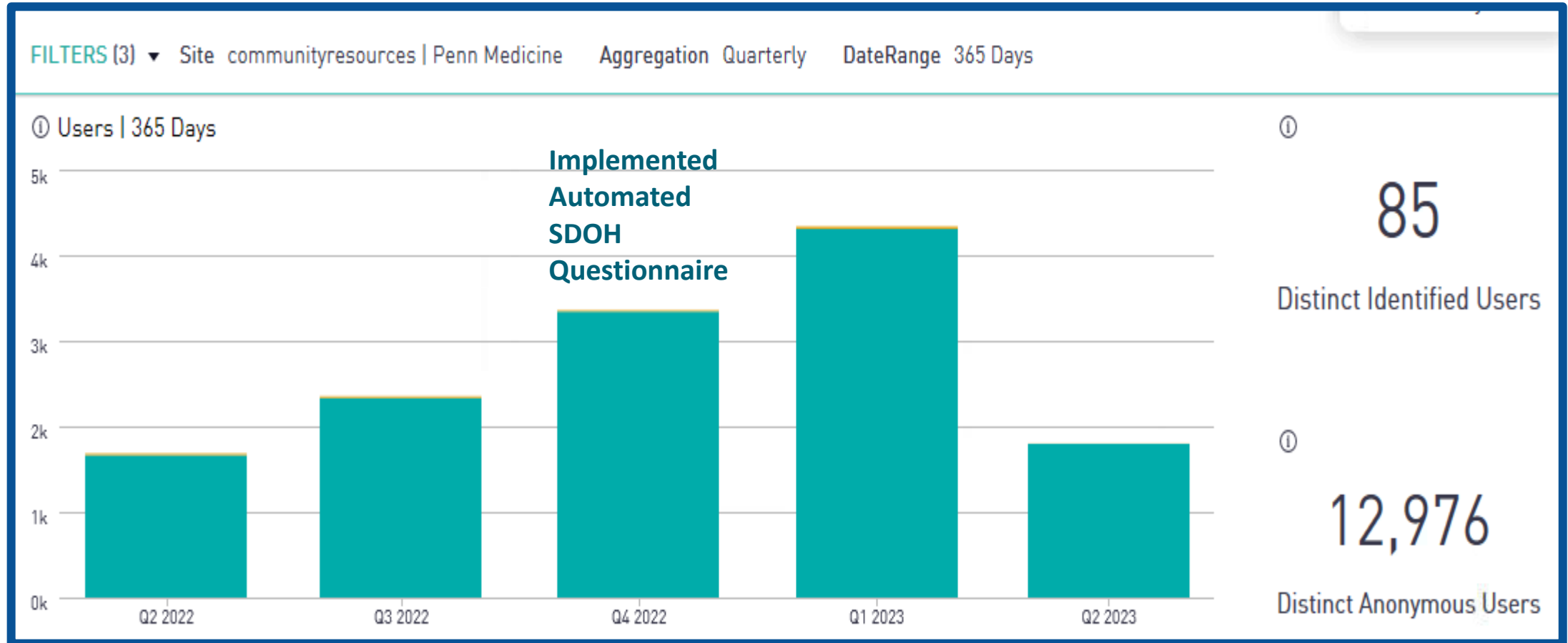
Status	Subject	Msg Date	Patient
Read	SDOH PT Screened at Risk Visit: 12/12/2022 Enc Provider: Peifer, Maryanne K, MD Pool?:	12/12/2022 0... Type: Appointment Department: Delancey Medical Associates	Mpm, Frankentodd
Pend	Pt. screened at risk (conce... Visit: 10/06/2022 Enc Provider: Test, Doctor, MD Pool?: X	10/06/2022 0... Type: Out of Office Visit Depart... : PennCare Internal Medicine Assoc. of Dela... Comment: Calling Pt. Later this week	Name, Preferred
Pend	Pt. screened at risk (conce... Visit: 09/29/2022 Enc Provider: Smith, Elizabeth, MSW Pool?: X	09/29/2022 1... Type: Telephone Department: RENAL TRANSPLANT BUCKS COUNTY Comment: Call 10/20	Test, Marissa

- SW alerts come to “Best Practice” folder via “SDOH Response Pool”.
- Reason for alert is listed in the BPA .
- Currently triggered for food insecurity.
- Alert is managed by Penn Partners Team or Volunteer groups.

# Penn Medicine Website Link

The screenshot shows the Penn Medicine website header with navigation links: About, Locations, Health & Wellness, Giving, Academic Departments, and myPENNMEDICINE. A search bar is present on the right. Below the header, there are dropdown menus for 'For Patients and Visitors', 'For Health Care Professionals', and 'Research at Penn', along with the phone number 800-789-7366. A red banner contains 'Coronavirus Information' links: Vaccinations, Testing, Safety Policies & Visitor Guidelines, Appointments & Scheduling, COVID Symptoms, and FAQs, with a 'Close X' button. The main content area features a sidebar with 'About' (expanded) and links to 'Serving Our Community', 'Community Resources', 'Our Team', 'Upcoming Community Events', 'Request Volunteers Form', and 'Community Outreach Video'. The main heading is 'Find Community Resources', followed by a paragraph about Penn Medicine's commitment to community support. The 'Resource Connects' link is circled in red, with a sub-paragraph explaining it is a free online tool powered by FindHelp.org for finding support and resources like food, transportation, and housing.

# Findhelp Search Volume



Data shows increased use of Resource Connects by patients with introduction of portal access to link.



# Commonly Used CBOs in West Philadelphia



Utility Emergency Services Fund



