ASSESSING AND ADDRESSING THE SOCIAL DETERMINANTS OF HEALTH USING PRAPARE:

PROTOCOL FOR RESPONDING TO AND ASSESSING PATIENTS’ ASSETS, RISKS, AND EXPERIENCES
WEBINAR OBJECTIVES

- Strategize the PRAPARE implementation process
- Introduce EHR template for data collection/patient engagement
- Describe health center implementation experience, including workflow
- Previous webinars located in the “Social Determinants of Health Resources” folder at http://www.healthcarecommunities.org/ResourceCenter.aspx
## IN DEVELOPMENT: IMPLEMENTATION AND ACTION TOOLKIT

<table>
<thead>
<tr>
<th>Categories</th>
<th>Examples of Potential Resources to Include</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Step 1: Understand the Project</strong></td>
<td>Project overview, project framework, defining risk, case studies, FAQs</td>
</tr>
<tr>
<td><strong>Step 2: Engage Key Stakeholders</strong></td>
<td>Messaging materials, change management guidance</td>
</tr>
<tr>
<td><strong>Step 3: Strategize the Implementation Plan</strong></td>
<td>Readiness assessment, PDSA materials, 5 Rights Framework, Implementation timeline, progress reports, legal documents</td>
</tr>
<tr>
<td><strong>Step 4: Technical Implementation</strong></td>
<td>PRAPARE paper assessment, data documentation, EHR templates, sample data dictionaries, data specifications, data warehouse and retrieval strategies, guidelines for using design and requirements documents</td>
</tr>
<tr>
<td><strong>Step 5: Workflow Implementation</strong></td>
<td>Workflow diagrams, data collection training curriculum, lessons learned and best practices</td>
</tr>
<tr>
<td><strong>Step 6: Understand and Report Your Data</strong></td>
<td>Reporting requirements, sample database, sample data outputs, sample data analyses and reports, cross-tabulating data, evaluation protocol, population-level planning, guidelines for data integration</td>
</tr>
<tr>
<td><strong>Step 7: Act on Your Data</strong></td>
<td>Strategy for detecting risk, report on best practices and processes for using SDH data, examples of SDH interventions, SDH response codes, linking to enabling services codes</td>
</tr>
<tr>
<td><strong>Step 8: Use Your Data to Drive Payment and Policy Transformation</strong></td>
<td>Strategy to engage payers, funding SDH efforts, data visualization templates</td>
</tr>
<tr>
<td>Categories</td>
<td>Examples of Potential Resources to Include</td>
</tr>
<tr>
<td>------------------------------------------------</td>
<td>------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Step 1: Understand the Project</td>
<td>Project overview, project framework, defining risk, case studies, FAQs</td>
</tr>
<tr>
<td>Step 2: Engage Key Stakeholders</td>
<td>Messaging materials, change management guidance</td>
</tr>
<tr>
<td>Step 3: Strategize the Implementation Plan</td>
<td>Readiness assessment, PDSA materials, 5 Rights Framework, Implementation timeline, progress reports, legal documents</td>
</tr>
<tr>
<td>Step 4: Technical Implementation</td>
<td>PRAPARE paper assessment, data documentation, EHR templates, sample data dictionaries, data specifications, data warehouse and retrieval strategies, guidelines for using design and requirements documents</td>
</tr>
<tr>
<td>Step 5: Workflow Implementation</td>
<td>Workflow diagrams, data collection training curriculum, lessons learned and best practices</td>
</tr>
<tr>
<td>Step 6: Understand and Report Your Data</td>
<td>Reporting requirements, data analysis and reports, sample data outputs, sample data analyses and reports, population-level planning, guidelines for using design and requirements documents, guidelines for using design and requirements documents</td>
</tr>
<tr>
<td>Step 7: Act on Your Data</td>
<td>Strategy for using data, examples of SDH interventions, SDH response codes, linking to enabling services codes</td>
</tr>
<tr>
<td>Step 8: Use Your Data to Drive Payment and Policy Transformation</td>
<td>Strategy to engage payers, funding SDH efforts, data visualization templates</td>
</tr>
</tbody>
</table>

Available in August through an End User License Agreement
The chat feature is available to ask questions or make comments anytime throughout today’s webinar.

We will answer as many questions as possible.

Submit to “All Panelists” and click the send button.
PRAPARE: PROTOCOL TO RESPOND TO AND ASSESS PATIENT ASSETS, RISKS, AND EXPERIENCES
The goal of PRAPARE was to develop and pilot a consensus-driven national standardized patient risk assessment protocol that not only helps health centers better understand and manage their patient populations, but also supports development of a more appropriate payment methodology that sustains SDH-related interventions.

Assessing SDH risk factors:
- Improve our ability and capacity to manage patient populations
- Comprehensively address patient health needs, directly or indirectly
- Improve health outcomes
- Develop and build existing community partnerships
- Control costs
DESIGN OF TOOL

- Individual-level
  - Patient and Family
    - Improve health
  - Care Team Members
    - Better manage patient needs with services
  - Health Center
    - Better understand patient population
  - Community Policies
    - Inform advocacy efforts related to local policies around SDH
- Local-level
  - Local Health System
    - Provide comparison data for other local clinics and to inform partnerships
  - Payment Negotiation
    - Demonstrate the relationship between patient SDH and cost of care for fair provider comparisons (risk adjustment)
- State and national-level
  - State and National Policies
    - Improve health center capacity for serving complex patients (payment reform)
## DOMAINS

<table>
<thead>
<tr>
<th>UDS Domains</th>
<th>Non-UDS Domains</th>
<th>Optional Questions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Race</td>
<td>Education</td>
<td>Incarceration History</td>
</tr>
<tr>
<td>Ethnicity</td>
<td>Employment</td>
<td>Refugee Status</td>
</tr>
<tr>
<td>Veteran Status</td>
<td>Material Security</td>
<td>Country of Origin</td>
</tr>
<tr>
<td>Farmworker Status</td>
<td>Social Integration</td>
<td>Safety</td>
</tr>
<tr>
<td>English Proficiency</td>
<td>Stress</td>
<td>Domestic Violence</td>
</tr>
<tr>
<td>Income</td>
<td>Transportation</td>
<td></td>
</tr>
<tr>
<td>Insurance</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Neighborhood</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Housing</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
HISTORY OF ENABLING SERVICES

- Collecting data on enabling services. Such services include case management, benefit counseling, health education, interpretation, transportation, etc.
- Participated in a study with AAPCHO to collect data on enabling services and illustrated the impact these services had on health outcomes.
- Prior to this study we cross walked enabling services to service codes.
- The use of these codes along with the data in EPM/EHR helped us as developed the project.
PLANNING

- Created a PRAPARE team: EHR, HIT, Community Health Services
  - EHR: Developed a draft template
  - HIT: Created database and reporting mechanisms
  - Community Health Services: Created a training tool for implementation and clinic staff
- Initially took the “no wrong door” approach to “paint” an accurate picture of the patient we serve
- Difficult to oversee data input from a broad range of staff in multiple clinics
NextGen PRAPARE Template

- Interview style format
- Instructions for interviewer on EPM data entry
- Used shared EMR and EPM fields
NextGen PRAPARE Template

- Included optional questions
- Omitted questions
- Read only fields with allowed responses
IMPLEMENTATION

- Built our Community Resource database
- Care Coordinators (RN CM)
- Initially implemented SDH survey into their workflow – HRA - unsuccessful, time-consuming
- Adapted process - SDH survey be the drive for a “talk story” session
- Phone/face to face
Screened just over 500 patients

15min +

Majority needed an intervention/referral

Feedback

- Income
- Follow up questions for at risk homeless
- Homeless vs Houseless
- Incarceration
- Domestic Violence
ACTION

- Continue to use the survey, gain more data for population management
- Smaller efforts
  - Built community partnerships
  - Work more cohesively with homeless outreach team
  - Utilized diabetic support groups and gym services
  - Promoted farmers markets
  - Developed social isolation processes
NEXT STEPS

- Survey in patient mode – tablets/computers in exam rooms
- Additional questions addressing
  - healthcare access
  - healthcare costs
  - insurance costs
  - Transportation
  - Legal concerns – partnership for an MLP
  - Chronic Conditions
  - Hospital admittance
  - BH services
- Working on triggers for referral
NextGen PRAPARE Enhanced
NextGen PRAPARE Enhanced

Money and Resources
6. What is your current work situation?

How many jobs do you work?

How many hours per week do you work?

9. Do you have insurance through your employer?

C Yes  C No

10. During the past year, what was the total combined income for you and the family members you live with?

11. In the past year, have you or any family members you live with been unable to get any of the following when it was really needed? Check all that apply.

12. Has lack of transportation kept you from medical appointments, meetings, work, or from getting things needed for daily living?

Yes, it has kept me from non-medical meetings, appointments, work, or getting things needed for daily living

No

13. What are your current legal concerns? (Check all that apply)

14. Do you have other concerns regarding your legal rights, the law, and the courts such as the following (Check all that apply)

Social and Emotional Health
15. Over the last 2 weeks, how often have you been bothered by any of the following problems?

Little interest or pleasure in doing things

Feeling down, depressed or hopeless

16. How often do you see or talk to people that you care about and feel close to?

17. Have you or been referred to a psychologist or psychiatrist in the last 3 months?

Medical Conditions
18. Have you stayed in the hospital overnight two or more times in the past 30 days?

19. In the past week have you forgotten or decided not to take one or more of your medications?

20. Have you been told you have any of the following medical conditions? (Check all that apply)

Optional Questions
21. In the past year have you spent more than 2 nights in jail, prison, detention center or private correctional facility?

If yes, what was your release date?

22. Do you feel physically and emotionally safe where you currently live?

23. In the past year, have you been afraid of your partner or ex-partner?


Import PRAPARE – NextGen Clients

- Import / Export Utility
NextGen Tools

- Template modifications

![Image of NextGen Tools interface with SDOH Survey Template]
QUESTIONS?