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Overview

The social determinants of health account for 40% of health outcomes. Most health systems, however, are not fully integrated with community and social services to manage patients' social needs. Student volunteers, eager for meaningful clinical experiences, are an untapped resource that health systems can better leverage to improve integrated patient care.

Our team partnered with Lincoln Community Health Center to implement a student "Help Desk" to help address social barriers patients face like food insecurity, access to medical care, financial instability, and transportation. Given its high prevalence in the Lincoln patient population, we are focusing on food insecurity this semester. Our Help Desk team consists of three taskforces: health service delivery, quality improvement and evaluation, and health policy and community engagement.

Health Service Delivery

Lincoln case managers screen patients for unmet social needs

Lincoln case managers refer patients to community resources

We trained student volunteers to become community resource navigators to conduct follow-up calls with patients. Volunteers assess success of connections with community-based resources, provide information to patients to troubleshoot reported barriers, and motive follow-through.

Operations

Ensure high-quality telephonic service to patients

Create standardized pathways to follow-up on food resource referrals

Recruit and train competent volunteer workforce

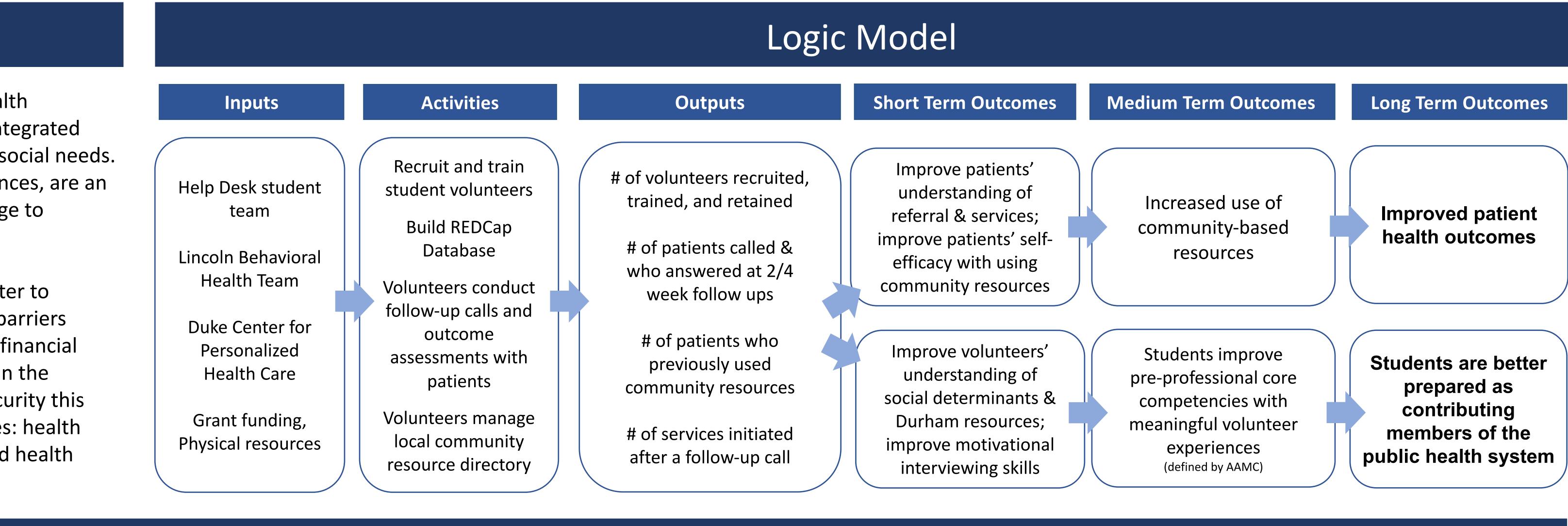
Sustainability

Create toolkit to document current operating model for future leadership

Assess costs of Help Desk and create financial plan

Strengthen existing and create new partnerships

Help Desk: A Student-Led Initiative to Address Social **Determinants of Health in Durham, N.C.**



Help Desk Taskforces 2019-2020

Quality Improvement & Evaluation

We are creating data-driven reports that will inform improvement of the Help Desk program. We will divide our general analysis into the following sections: 1. Demographics and Social Determinants of Health, 2. Referral Quality, and 3. Call Outcomes.

Help Desk Data Project Flow

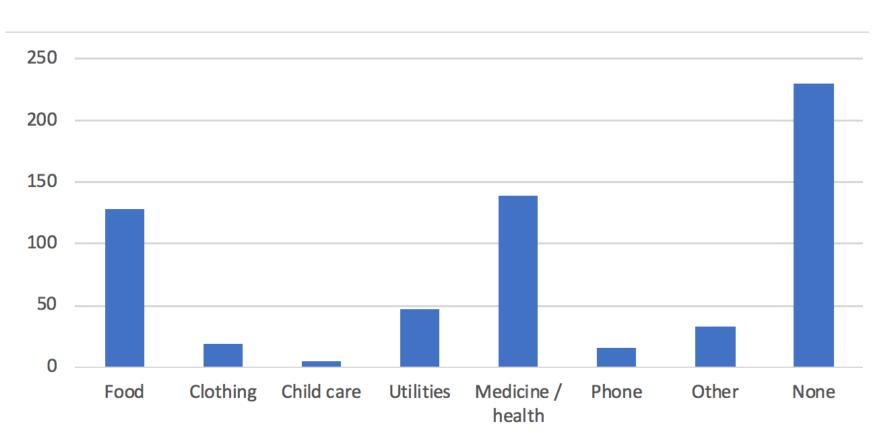
Data Cleaning: What variables are most relevant?

Data Visualization: How can we best see and understand trends?

This semester we will focus on food insecurity. We will identify the prevalence of food insecurity in the screened population, distribution of food resource referrals, rate of successful resource connections, and patient feedback on the ease of use and usefulness of food resources.

Example visualization:

In the past year have you or any family members you live with been unable to get any of the following when it is was really needed?

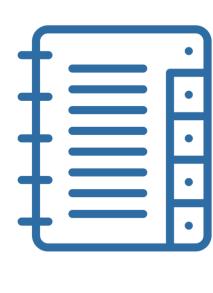


Volunteers make follow-up calls to connect patients with resources

Recommendations: How does our data inform future care?

Health Policy & Community Engagement

To best serve Lincoln patients and inform future policy, we are conducting a social network analysis to determine the strength and span of Durham's food insecurity resources.



Build and categorize food resources directory based on existing resources and online research



Create social network analysis depicting network connectedness



Share findings with health and social policy leaders to inform future social needs referral policy







Lincoln leadership to improve breadth and efficacy of referrals

> Repeat process for housing and transportation organizations

Conduct interviews

with organization

collaboration and

Share findings with

leaders on

partnerships