

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

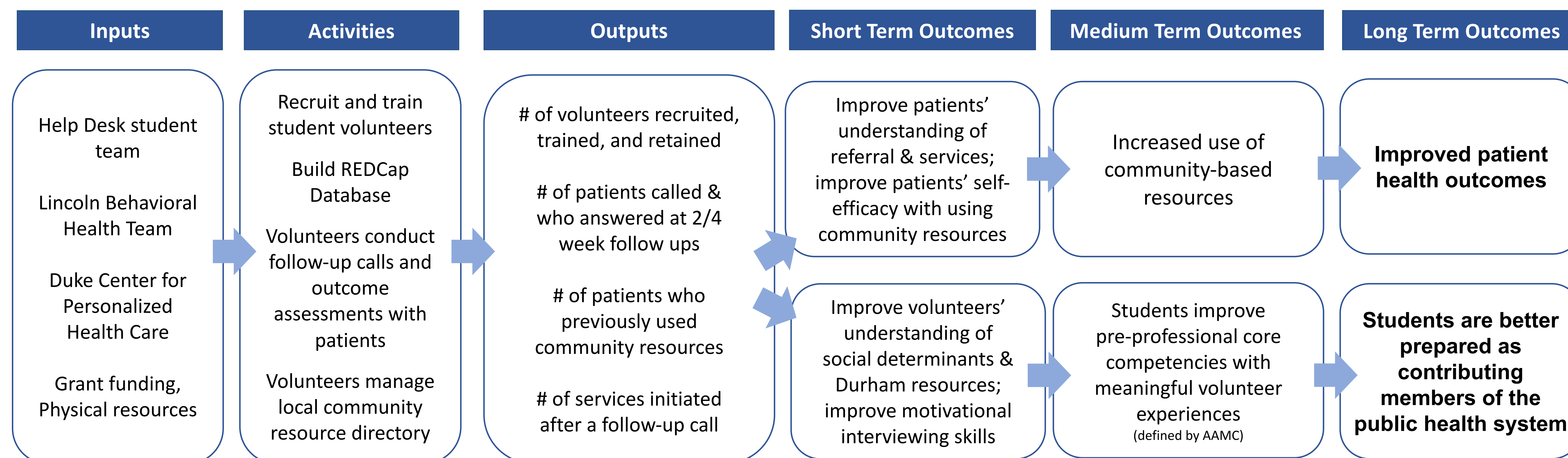
Sahil Sandhu, Connor Drake, Erika Dennis, Diwas Gautam, Elizabeth Gu, Elmira Hezarkhani, Kate Kutzer, Tyler Lian, Meril Pothen, Anisha Watwe, Janet Bettger

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.

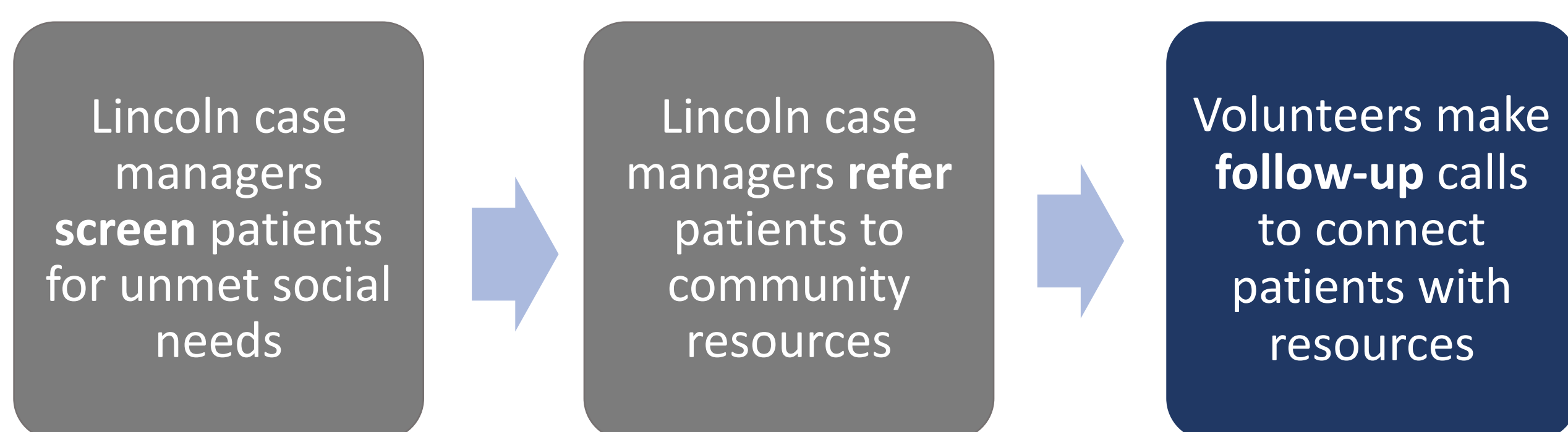
Our team partnered with Lincoln Community Health Center to implement a student "Help Desk" to help address social barriers patients face like food insecurity, access to medical care, financial instability, and transportation. Given its high prevalence in the Lincoln patient population, we are focusing 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.

Logic Model

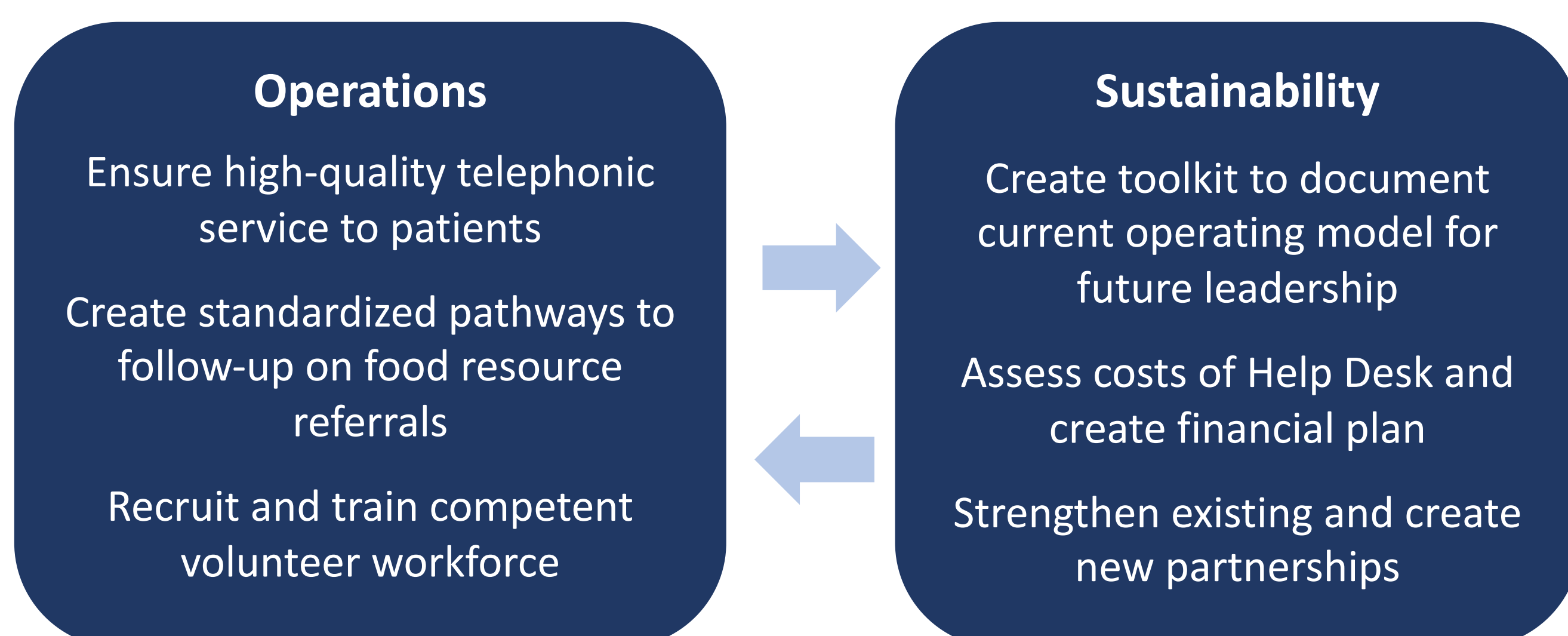


Help Desk Taskforces 2019-2020

Health Service Delivery



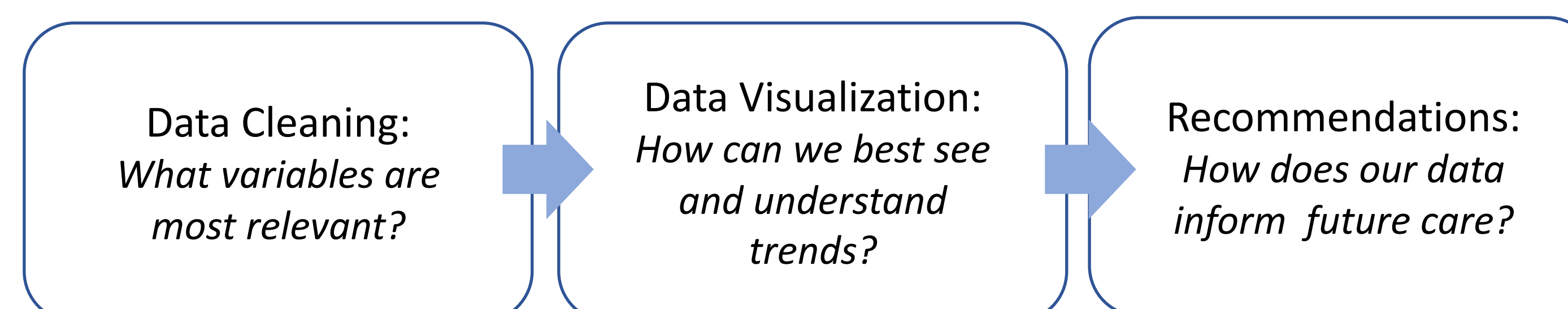
We trained student volunteers to become community resource navigators to conduct follow-up calls with patients. Volunteers assess success of connections with community-based resources, provide information to patients to troubleshoot reported barriers, and motive follow-through.



Quality Improvement & Evaluation

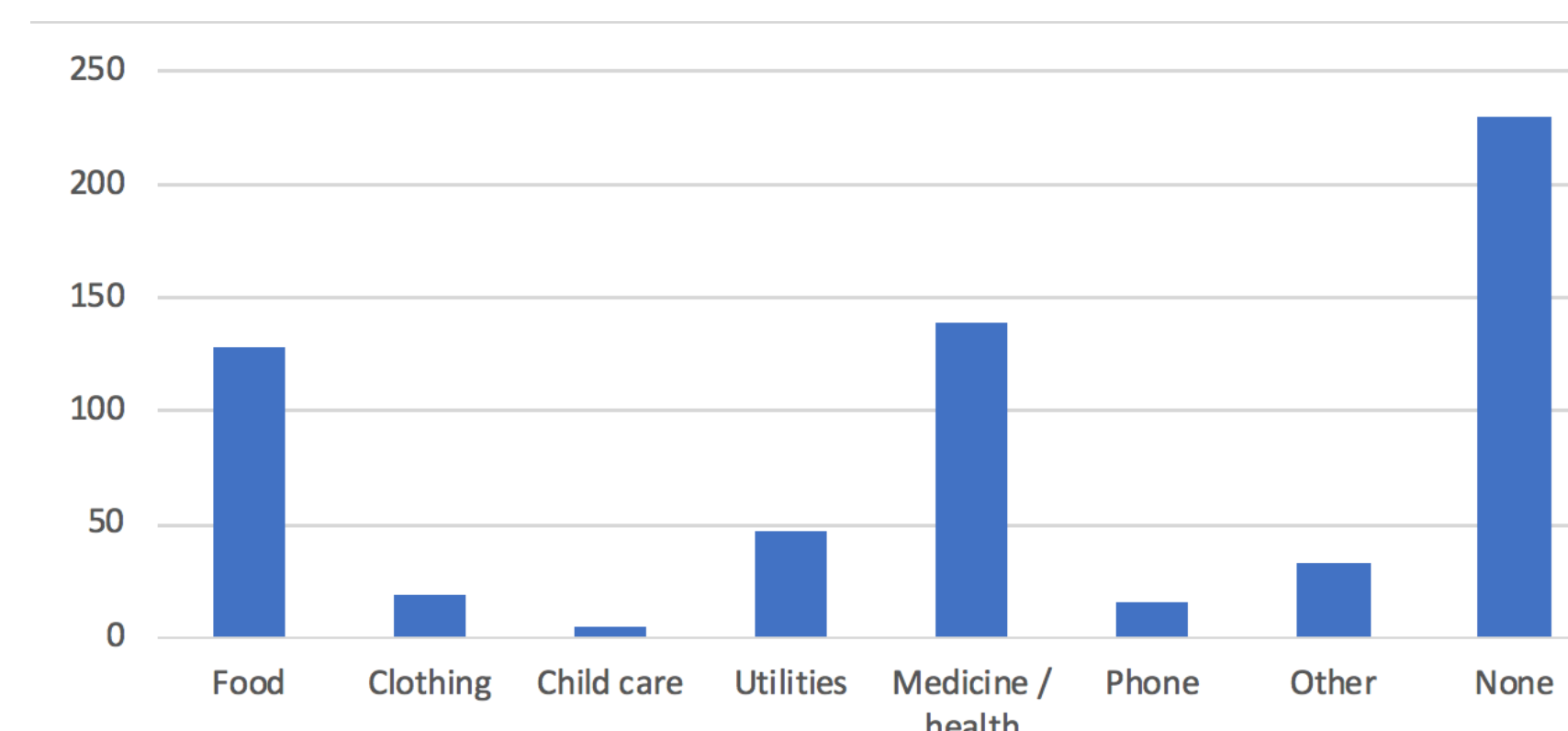
We are creating data-driven reports that will inform improvement of the Help Desk program. We will divide our general analysis into the following sections: 1. Demographics and Social Determinants of Health, 2. Referral Quality, and 3. Call Outcomes.

Help Desk Data Project Flow



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?



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.

