



**Select  
Health**

# Addressing Social Needs

Quality Provider Program  
2023 Fall Best Practice Conference  
September 27, 2023

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Select Health Social Determinants of Health

# Why do we screen for social needs?

Collecting, analyzing, and interpreting SDOH data is an essential step toward health equity, improved health outcomes, and lower healthcare costs



## Screening for social needs:

- Gives a more complete picture of individuals
- Addresses barriers to meeting healthcare goals
- Informs provider's care



# Best ways to screen for social needs

## Social Check

Name: \_\_\_\_\_

We want to help you live the healthiest life possible so we are asking about any common challenges you may be facing that can impact your health. If you have challenges, we might be able to connect you to resources.

Are you or your household going without or worried about going without any of the following when needed?

(Please check all that apply)

- Food (enough food, healthy food, clean water)
- Housing (a safe and stable place to live)
- Utilities (electricity, water, heat, internet, phone)
- Transportation (working car, bus pass)
- Child-related services (childcare, education support)
- Medical care for physical or mental health (medication, doctor visits)
- Dental care
- Substance use treatment (for drug or alcohol concerns)
- I/my household do not have any of these challenges
- I choose not to answer

Social Check was derived from the national PRAPARE® social determinants of health protocol developed by the National Association of Community Health Centers, the Association of Asian Pacific Community Health Organizations, and the Oregon Primary Care Organization and their development partners. [www.nachc.org/prapare](http://www.nachc.org/prapare) @National Association of Community Health Centers. All Rights Reserved.

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# How to make referrals for social needs





About Us



Talk to a 2-1-1 specialist



Text a 2-1-1 specialist



Search volunteer opportunities



Set location



Resource PDFs



2-1-1

UTAH

CATEGORIES SEARCH FAVORITES

Press an icon to see more information.



utilities



food assistance



housing



mental health



health care



income



transportation



substance abuse



legal



clothing/household



education



family support



disability




disaster




older adults


## 2-1-1 Idaho Careline


Get connected. Get answers.


 ALCOHOL/DRUG ABUSE


 CAREGIVER RESOURCES


 DISASTER

 DOMESTIC VIOLENCE


 EDUCATION


 EMPLOYMENT


 FINANCIAL ASSISTANCE


 FOOD/MEALS

 HOUSING/SHELTER

 LEGAL ASSISTANCE

 MEDICAL/HEALTH CARE

 MENTAL HEALTH

 MILITARY/VETERANS

 PUBLIC BENEFITS

 TRANSPORTATION



# Social Needs Resources

Social  
Check  
Assessment

211 Flyer-  
Utah

211 Flyer-  
Idaho



# Provider & Staff Engagement

Select Health | Fall 2023 Best Practice Conference  
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Michelle Fuller, Administrator & Michelle Markarian, Office Manager  
Pediatric Care+

# How to get providers/staff involved in quality initiatives?

Starts from the top down:

- BE a company that people WANT to be a part of.
- When you invest in staff, they will invest in you.
- Make staff feel like their contribution is valuable.



# What is your company culture?

- Does everyone know what the goals are for the company? Am I communicating appropriately?
- Do all employees have a "want-to" attitude? Are the right people in the right place?
- Does leadership exemplify what we want from employees?

# How do employees feel?

- What is most valued by the business? Are employees a highly valued resource?
- Do the employees trust leadership? Do they know you care?
- Is time being spent showing employees their value?



# Is there value in each employee?

- Do employees feel empowered to contribute and make changes? Is there ownership?
- Good ideas come from everywhere? Are you listening?

Why perspective is so important.



# At the end of the day,

Happy staff  
=  
Productivity  
=  
Happy patients  
=  
Healthy practice!

## Happy employees are 12% more productive than unhappy employees on average <sup>1</sup>

ACCORDING TO RESEARCH BY SOCIAL MARKET FOUNDATION ON HAPPINESS AND PRODUCTIVITY: UNDERSTANDING THE HAPPY-PRODUCTIVE WORKER, HAPPIER EMPLOYEES SHOWED APPROXIMATELY 12% GREATER PRODUCTIVITY THAN THOSE WHO WERE UNHAPPY.

HAPPY EMPLOYEES ARE PRODUCTIVE AND TEND TO BENEFIT TEAM LEADERS AND THE ORGANIZATION IN THE FOLLOWING WAYS:

A low turnover rate saves management time and funds in training new employees.



Happy employees also aim to **treat customers well**, resulting in **happier customers**.



Companies with **satisfied staff** see a **significant increase in cost and time efficiency** among employees.



Having happy employees means **fewer sick days or work breaks**.



**Increased productivity** equals **higher profits** for the company.



Happy employees also help **promote your company** by showcasing a **positive work culture**.

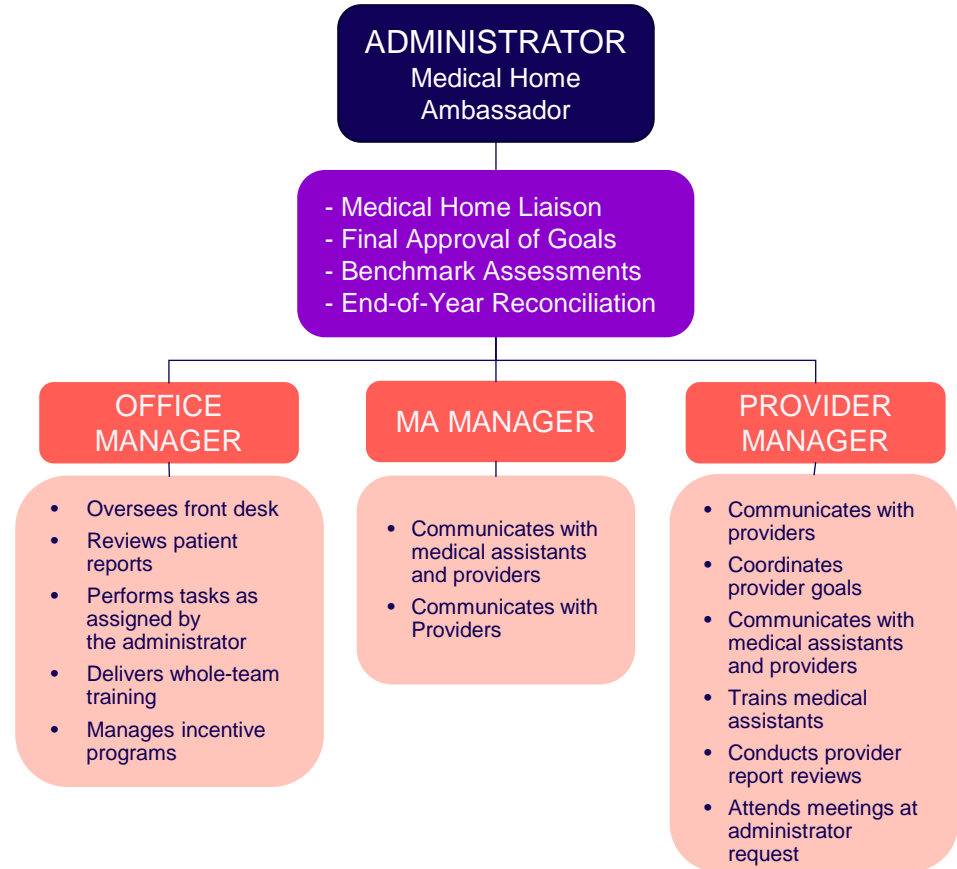


**this is where quality care begins.**

# Strategic Implementation

- What needs to be done?
- What is currently happening?
- Who should do what?
- How do we get this done?

## PRACTICE QUALITY IMPROVEMENT





# Set your team up for success



# Effective Communication

- Is information available in multiple forms?
- Does training happen consistently?
- Is training uniform and streamlined?



Tasks & Messages

Staff Messages Direct Messages Patient Messages **Tasks**

View Filter the list

Inbox Sent Priority All Normal Low Status All New Viewed


Note: Only Messages received in the last 30 days are displayed below. Use the 30/60/90 Day options and Date fields to display more. Search Messages for a custom search.

30 Day 60 Day 90 Day 05/31/2023 to 08/29/2023 Search Messages

From	To	Received	Subject
<input type="checkbox"/> NextGen Office (1)	Fuller, Michelle	08/25/2023 10:12 AM	August 24 Release
<input type="checkbox"/> NextGen Office (1)	Fuller, Michelle	08/22/2023 01:38 PM	Critical Issue NewsFlash - Electronic Lab Results May Not Show All Result Values

Newsfeed

Start a conversation

 Michelle Fuller

Peds Care Team- please check out our new SharePoint. You will be able to find all shared company documents on this site as well as other exciting news. Please put a link to this site on your desktop and check it out often. This is a way for all of us to stay connected on changes with in Pediatric Care. This is especially helpful for the part time staff!! -Thanks Michelle

Thursday, September 29, 2016 Like Reply ...

SHOW MORE POSTS

# Incentivize

Positively drive results; ideas include:

- Golden shoe award
- Gift cards
- Point systems
- Verbal praise
- Thank-you staff gifts
- Lunches
- Privileges



# Transparency & Feedback


## Accountability- Good & Bad

- How does patient feedback get back to your office?
- Do you close the loop on behavior issues?
- How do patients see your staff efforts?
- Do they see why your office is different?

2 reviews

★★★★★ 5 months ago

They truly care about their patients and put themselves in their patients shoes always. This is the place to go of you want a comfortable stress free environment in which if something goes unplanned or even just forgotten about due to life they still take care of you. 100% recommend Pediatric Care.

 Like

**Response from the owner** 9 months ago  
Really appreciate the feedback! We are so delighted to hear that you had a great experience.

# Reference

1. Teambuilding.com. *Happy Employees Statistics and Facts*. <https://teambuilding.com/blog/happy-employee-statistics>. Updated June 23, 2023. Accessed September 14, 2023.

# Resources

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- Murdrick, Ross. *How to Develop Employee Incentive Programs that Boost Morale and Productivity*. Businessnewsdaily.com. Updated July 28, 2023. <https://www.businessnewsdaily.com/9240-engaging-employee-incentives.html>.
- Masterclass. *The Ultimate Guide to Setting Business Goals*. Masterclass.com. Updated August 30, 2021. <https://www.masterclass.com/articles/the-ultimate-guide-to-setting-business-goals>.

# Thank you!

