

Emergency Department Social Work Care Managers and Social Determinants of Health

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Introduction

Social determinants of health (SDOH) are critical to positive health outcomes. These needs are often not identified in the emergency department and not connected with appropriate community resources.

The purpose of this initiative was to implement in-person social determinant screening within the emergency department population. This process would allow the care team to assess rates of social determinant needs to receive further intervention.

Objectives

- Identify social determinant needs
- Assess if an in-person social work care manager evaluation impacts identified need
- Assess if payers' line of business impacts rates of positive screen among population

Methods

- Standardized Social Determinant Screening implemented
- Positive responses to a social determinant need were collected
- Emergency Department screening completed in-person with screening tool
- Comparison Group had an automated screening tool
- Payers were noted to determine rates of positive screen among population

Outcomes of Implementing Social Determinants Screening & Assessments



Increased Engagement with care managers, providers, and patients to openly discuss social determinants



Developed organizational commitment to identifying social determinants and resolving barriers

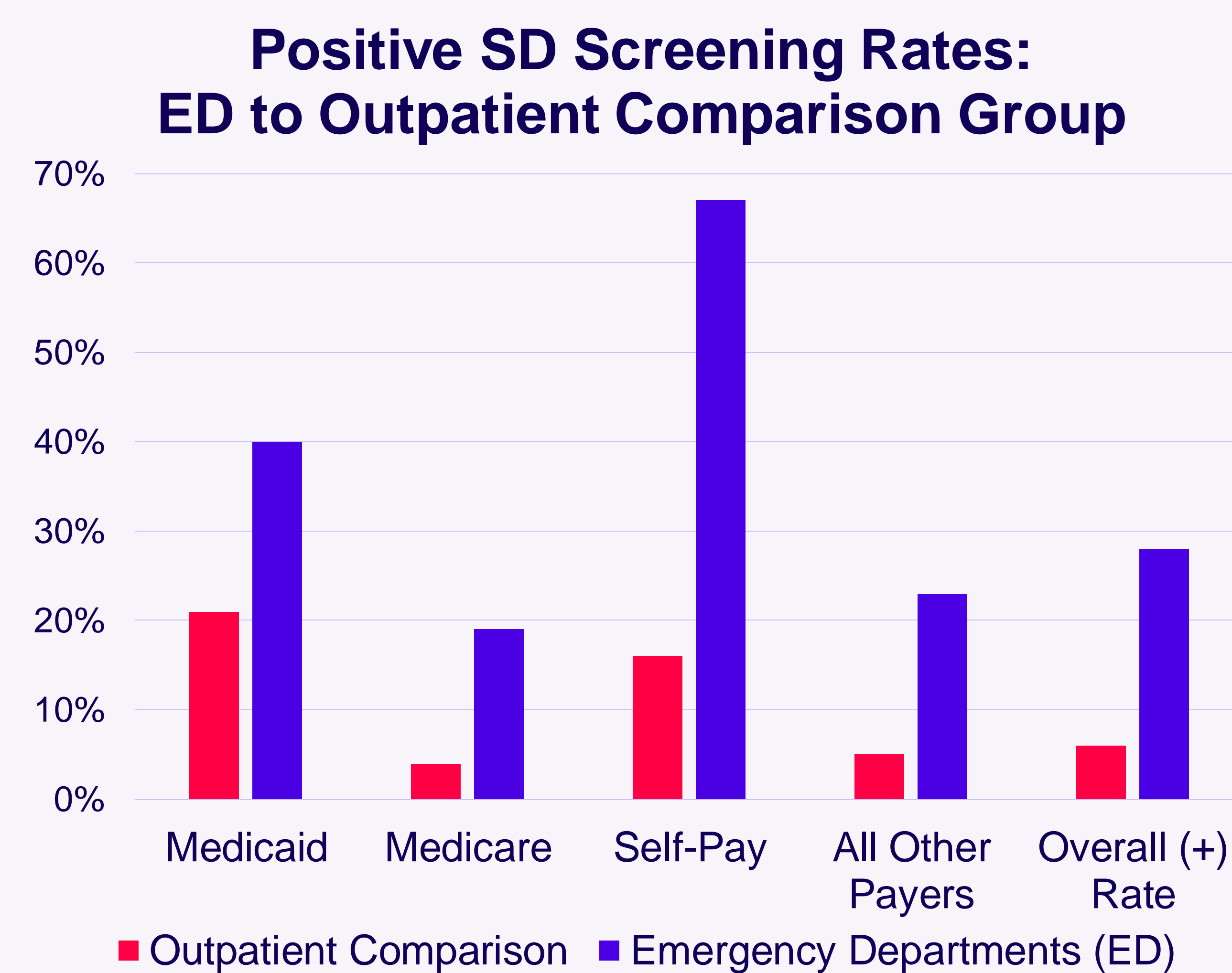


Increased referrals to care management to assist with social determinants



In-person screening reflects high efficacy for outcomes to support holistic focus on patient care and their environments

Results



- Positive screen rates within a payer class occur significantly more frequently in the EDs than they do in outpatient
- Future opportunity to determine impact on emergent vs. Outpatient health status in addition to online or in-person evaluation
- Measure social determinant intervention impact on ED utilization

Recommendations for Organizations

1. Focus on social determinant screening tool
2. Identify process for social determinant screen
3. Train staff to delivery of social determinant screen
4. Develop reporting and response systems
5. Train nurses and providers how to respond and support care managers in this work
6. Implement social determinant care as holistic treatment in an emergency department setting
7. Document in patient's records for continuity of care with community providers for follow up