



Department of Community Based Programs

ADDRESSING SOCIAL DETERMINANTS OF HEALTH

SDOH SCREENING AND REFERRALS BY NURSES

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April 21, 2023 and April 28, 2023



FHC's Department of Community Programs

- Addresses the **social determinants of health**
- Oriented to needs of **immigrant families** from diverse origins: culturally competent, multilingual, multiple points of access, and free-of-charge
- Safety-net programs that mobilize formal and informal resources to **support family development across the lifespan**.
 - Early Childhood Care and Education
 - Youth Development
 - Family Support Services
 - Services for Older Adults
- Strong **collaborative relationships**
- Ongoing engagement with community residents to **assess community need** that drives program development



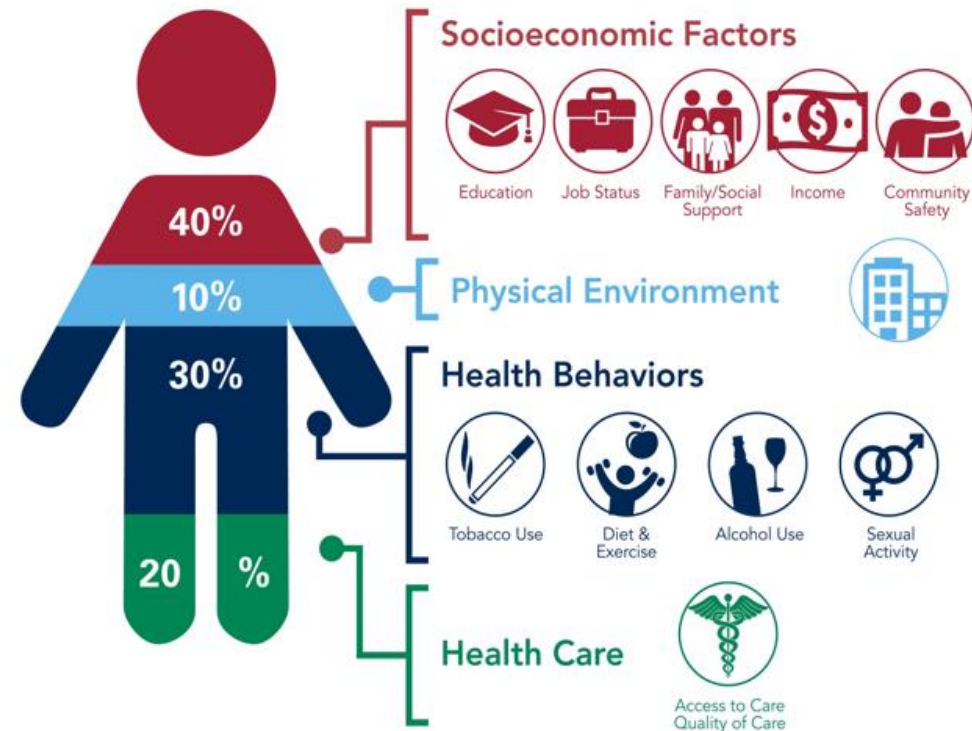
FHC's Department of Community Programs

Community Programs

spearheads the Health Center's work to address social determinants of health.

- Implemented a screening tool within the electronic medical record to screen for social determinants of health needs (food insecurity, educational and housing needs, domestic violence, etc)
- Trained healthcare providers system-wide to use the tool and refer patients to the Family Support Center and other partner agencies for services
- Family Support Counselors provide short-term counseling, and access to benefits and services that address identified needs

Social Determinants of Health



Source: Institute for Clinical Systems Improvement; Going Beyond Clinical Walls: Solving Complex Problems, 2014 Graphic designed by Pric

FHC's Department of Community Programs – Family Support Services

Family Support Services (FSS) is a program within the Department of Community Programs that **provides bilingual and bicultural supportive counseling, crisis intervention and case management services** to community members.

FSS screens clients for social determinants of health to ensure that individuals get the benefits and services that they need to ensure healthy and positive outcomes for themselves and their families.



FHC's Department of Community Programs

In 2022, The Department of Community Programs launched the **Compass Rose EPIC INTEGRATION PROJECT**:

Engaged with MCIT to:

- ✓ improve provider **referral pathways**
- ✓ create **feedback functionality** within EPIC
- ✓ **integrate social and health indicators** into a unified EMR

Epic social care module is called **Compass Rose**

Two programs that went live: **Healthy Steps, Family Support Services**



FHC's Department of Community Programs

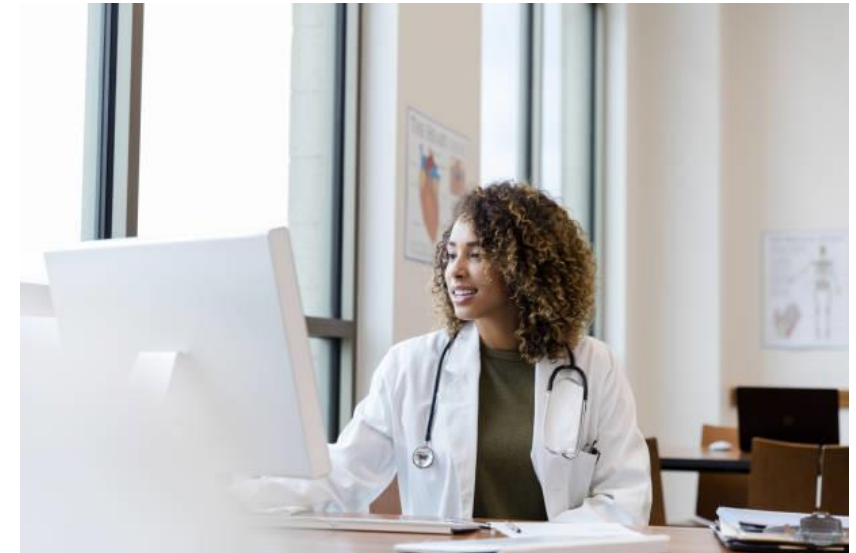
Previous State: MULTIPLE SYSTEMS, MINIMAL COMMUNICATION

	Family Support Services (FSS)	Healthy Steps (HS)
Screening	<ul style="list-style-type: none">✓ Patients screened via EPIC through OCHIN✓ Patients also screened via paper in Peds, manually entered into ETO	<ul style="list-style-type: none">✓ Patients screened via paper, manually entered into ETO
Referral	<ul style="list-style-type: none">✓ Referrals to FSS via 'in-basket messaging'	<ul style="list-style-type: none">✓ Referrals to HS via warm hand-off by provider✓ HS Specialist manual review of screening for indicators
Feedback to Provider	Minimal Communication back to providers (only via 'smart phrases')	Minimal Communication back to providers (most documentation is in ETO)

FHC's Department of Community Programs

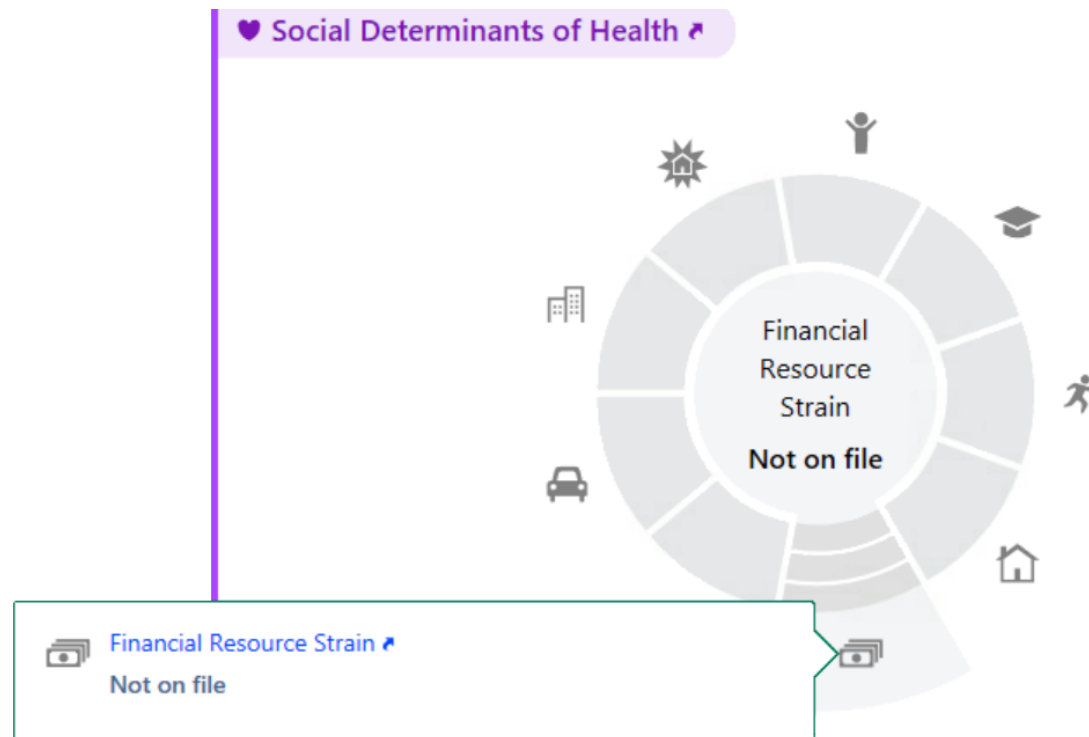
New State: UNIFIED SYSTEM, ENHANCED COMMUNICATION

- ✓ All SDOH screening utilizes the same tool within EPIC (no paper, all electronic)
- ✓ Best Practice alerts to providers for referrals to both FSS/HS
- ✓ Visual indicators of social risk, ease of use for providers
- ✓ All documentation done within EPIC and available to entire care team



Benefits to Using Epic Foundation Tools

- Epic would maintain screening and questions as updates become available
- Synchronization with the SDOH Wheel
 - Quick visual diagram to see where the patient can benefit the most
 - Easy access to questionnaires and responses



Which Patients Should be Screened for SDOH:

Adult Medicine:

- **New Patients**
- **Hospital Discharges**
- **Annual Screening of Existing Patients**

Women's Health:

- **Initial Prenatal Visits**



EPIC SDOH Screener

Social Determinants

+ Add Group

+ Add Row

More ▾

☐ Show Row Info

☐ Show Last Filed Value

☐ Show Details

☒ Show All Choices

Physical Activity

On average, how many days per week do you engage in moderate to strenuous exercise (like a brisk walk)?

0 days

1 day

2 days

3 days

4 days

5 days

6 days

7 days

Patient refused

▼

On average, how many minutes do you engage in exercise at this level?

0 min

10 min

20 min

30 min

40 min

50 min

60 min

70 min

80 min

90 min

100 min

110 min

120 min

130 min

140 min

150+ min

Patient refused

▼

Financial Resource Strain

How hard is it for you to pay for the very basics like food, housing, medical care, and heating?

Very hard

Hard

Somewhat hard

Not very hard

Not hard at all

Patient refused

▼

Housing Stability

In the last 12 months, was there a time when you were not able to pay the mortgage or rent on time?

Yes

No

Patient refused

▼

In the last 12 months, how many places have you lived?

▼

In the last 12 months, was there a time when you did not have a steady place to sleep or slept in a shelter (including now)?

Yes

No

Patient refused

▼

Transportation Needs

In the past 12 months, has lack of transportation kept you from medical appointments or from getting medications?

Yes

No

Patient refused

▼

In the past 12 months, has lack of transportation kept you from meetings, work, or from getting things needed for daily living?

▼

Addressing Concerns

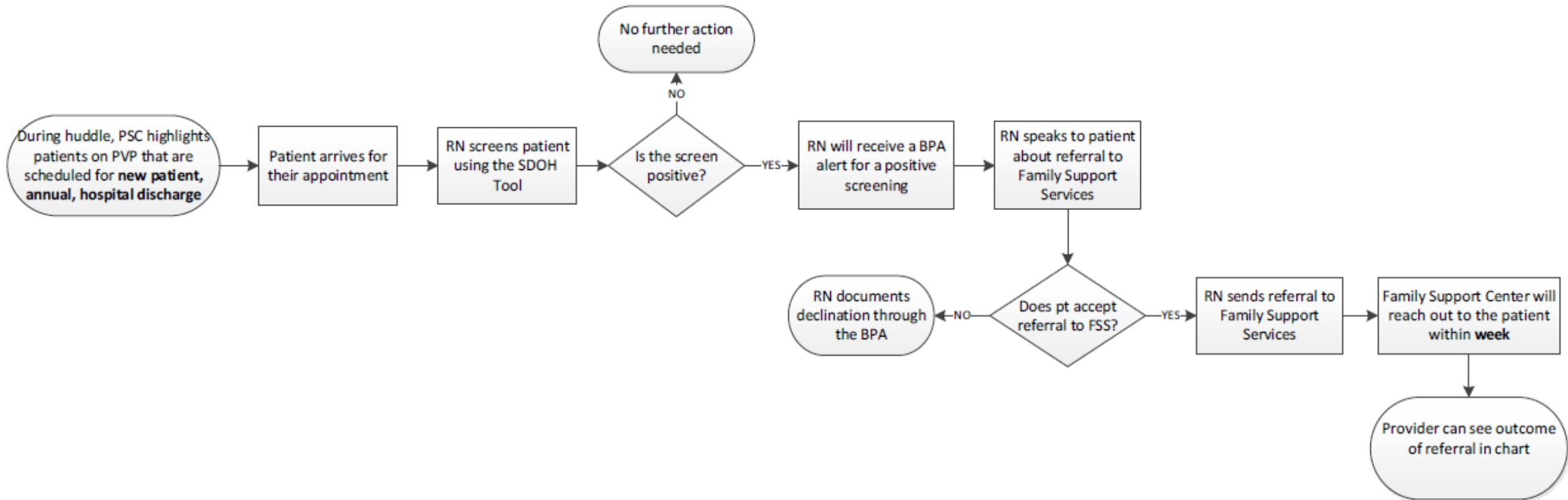
Potential Barriers to SDOH Screening	Strategies to Address Barriers
Patients may feel uncomfortable answering personal questions.	Explain that these questions are being asked to make sure that patients can get assistance for needs that may affect their health.
Patients may worry that answers will not be confidential.	Ensure patients that answers are only shared with health center staff assisting them. Ask questions in an area that offers as much privacy as possible.
Patients may not understand terms used in survey or may have limited English fluency.	Use examples or simpler terms and encourage patients to ask questions if a term is unfamiliar to them. Offer translation if needed.
Patients may worry that their immigration status could make them ineligible for assistance or that receiving help could threaten their immigration status.	Explain that there are many benefits and services that immigrants are eligible for regardless of immigration status that would have no impact on their immigration status.
Patients may fear judgment if they acknowledge challenges or needs.	Tell patients that everyone is being asked these questions because so many of our patients are experiencing these needs or challenges. Let patients know that there are no right or wrong answers.
Patients may be unsure about whether they want a referral for services.	Offer option to speak to physician if they are unsure about a referral. Also explain that if they are referred a counselor will call them to discuss needs and services with an option to decline services at that time.

Screening Workflow

Screening Workflow at SP-Adult Medicine

Implementation Date: 11/1/2018

Updated: 4/3/2023



Workflow

Best Practice Alert trigger SmartSet

BestPractice Allergies Prior to Visit Meds Review

 **BestPractice Advisories** 

 This patient has screened positive on the Social Determinants of Health Assessment. Open SmartSet to refer patient to Social Work and add suggested Z code diagnosis.

Open SmartSet Do Not Open

Social Determinants of Health Suggested Diagnosis and Referral [Preview](#)

Acknowledge Reason

Patient Declined Services

Other (see comments)

 **Accept (1)**

14



FAMILY
HEALTH
CENTERS
AT NYU LANGONE

Referral to Family Support Services (FSS)

- In the order search, type in, “REFERRAL TO FSS”
- Double click to select referral

Order Search

REFERRAL TO FSS

Facility ListDatabase

Panels

(No results found)

Medications

(No results found)

Procedures

	Px Code	Name	Type	Section	Pref List
	REF981	AMB REFERRAL TO FAMILY SUPPORT SERVICES (FSS)	Outpat Ref	Referrals	AMB FAM REFERRALS

Referral to Family Support Services (FSS)

- Select the “Reason for Referral”
- “Click Accept

AMB REFERRAL TO FAMILY SUPPORT SERVICES (FSS)

For Stat Referrals Please Call the Office

Family Support Services (FSS) Provided:

- Employment
- Financial Resource Strain
- Food Security
- Housing and Utilities
- Immigration
- Safety
- Transportation

Priority: Routine Urgent STAT

Class: Internal Referral Internal Referral External Referral

Dept Specialty: Care Coordination Care Coordination Case Management

Reason for Referral:

☐ Employment ☐ Financial Resource Strain ☐ Food Security

☐ Housing and Utilities ☐ Immigration ☐ Safety

☐ Transportation ☐ Other

Comments: + Add Comments

Status: Normal Standing Future

Expected Date: Today Tomorrow 1 Week 1 Month

Expires: 4/13/2024 1 Month 2 Months 3 Months 4 Months 6 Months 1 Year 18 Months

Additional Order Details

Accept Cancel

Next Required

Accept Cancel

QR Code Prep Surgery/Procedure

Letters Routing Sign Encounter

ght have insurance that doesn't send pharmacy benefits.

by Nigel Myland on 5/31/2018 1:48 PM History

☐ Full Search View Procedure-Allergy Interactions View Drug-Allergy Interactions

to add an allergy or a contraindication for this patient.

as Reviewed

on 4/21/2024 at 10:24 AM Verified Post Review

After Visit

AMB REFERRAL TO FAMILY SUPPORT SERVICES (FSS)

Routine, Internal Referral

NYU Langone Hospitals Ambulatory Care Pharmacy 212-263-7319

LEVEL OF SERVICE PEND SIGN ORDERS (1)

Referral to Family Support Services (FSS)

- Associate a Z Code diagnosis by selecting the **Dx Association** button
- Select the **+ Add** button and search for appropriate dx that aligns with referral reason
- Click **Accept**

The screenshot shows the top navigation bar with a purple background. The 'Dx Association' button is highlighted with a green box. Other buttons include 'Edit Multiple', 'Rx Estimates', and 'Options'. Below the navigation bar, the patient information section shows 'After Visit', 'AMB REFERRAL TO FAMILY SUPPORT SERVICES (FSS)', 'Routine, Internal Referral', and 'NYU Langone Hospitals Ambulatory Care Pharmacy' with a phone number '212-263-7319'.

The screenshot shows the 'Associate Diagnoses' dialog box. The patient name 'ZZZTSTEPIC, BUDDY' is at the top. Below it is a search bar containing 'housing inst' and a '+ Add' button. A red arrow points to the '+ Add' button. To the right of the search bar is a 'Problems' dropdown menu. Below the search bar is the text 'Add a diagnosis to get started'. At the bottom of the dialog box, there is a list of diagnoses, including 'AMB REFERRAL TO FAMILY SUPPORT SERVICES...'. At the very bottom, there are 'Accept' and 'Cancel' buttons.

Referral to Family Support Services (FSS)

Diagnoses Search - ZZZTSTEPIC, EPIC AS

housing i

BrowsePreference ListDatabase

Diagnoses

ID	Name	HCC	ICD-10 Codes	ICD-9 Codes	IMO Pref
1685942	Housing instability		Z59.819	V60.9	
1688099	Housing instability after recent homelessness		Z59.812	V60.0	
1688181	Housing instability due to being behind on payments for place of residence		Z59.819	V60.89	
1688184	Housing instability due to frequent change in place of residence		Z59.819	V60.89	
1689808	Housing instability due to housing cost burden		Z59.819, Z59.86	V60.89	
1688106	Housing instability due to imminent risk of homelessness		Z59.811	V60.89	

Associate Diagnoses

ZZZTSTEPIC, BUDDY

Search for diagnosisAddProblems

Housing instability

AMB REFERRAL TO FAMILY SUPPORT SERVI...☒

AllClear

Accept

Cancel

- Associate a diagnosis by checking the box
 - *It is important to select the correct Zcode diagnosis
- Click **Accept**

Outpatient Referral Form

Patient Information:

Name: RODRIGUEZ,CEASAR	Date of Birth: 1/29/1969 (54 years)
Gender: Male	Phone: 347-756-9150
SSN: XXX-XX-XXXX	Address: 6308 11th Avenue 3rd floor
Patient ID: 16003443	BROOKLYN NY 11219

Client/Ordering Site Information:

Department: SUNSET PARK FHC - ADULT MEDICINE
150 55TH STREET, ROOM 2730
BROOKLYN NY 11220-2508
Phone: 718-630-7095
Fax: 646-754-7568

Physician Information:

Ordering: Taranika Sarkar Das, MD
Degree: MD
NPI: 1083175160
UPIN:
Physician ID:

Address 1: 150 55th Street
Address 2:
City, State Zip: Brooklyn, NY 11220
Phone: 718-630-7095
Fax: 718-630-7568

**AMB REFERRAL TO FAMILY SUPPORT
SERVICES (FSS)**

(Epic Order #: 700244896)

Future Order Information

Expires

4/3/2024

Referral Details

FSS Session Visit Workflow

- All documentation completed by FSS counselors during session visits are viewable in chart review by providers in flowsheets hyperlink

1. Counselors will Select the FSS Tab

2. On the left hand side you will see a table of contents to work through

FSS

PATIENT INFO

Demographics

Additional Pat Info

Documents

FAMILY SUPPORT SERVICES REGISTRATION

FSS Registration

SCREENERS AND ASSESSMENTS

SDOH

Social Determina...

PHQ-2/9

FSS SCREENER

Supplemental Sc...

SESSION VISIT

FHC FSS Sessio...

FSS COLLATERAL VISIT

FSS Collateral Visit

REFERRALS

Prgm Commun...

FSS Referral Made

When	Type	With	Department	Description
01/23/2023	Appointment	Care Coordin - Rios, C	LFS RH JC	
08/17/2022	Procedure Pass			
08/17/2022	Family Support Service...	Care Coordin - Clarissa...	LFSFS	
08/17/2022	Patient Outreach	Care Coordin	LFSFS	

Select Font Size

8/17/2022 10:00 AM Patient Outreach

Description: 67 year old female Provider: LFS REDHOOK JUSTICE CENTER Department: LFS FAMILY SUPPORT

Additional Documentation

Flowsheets: Communicable Diseases Screening, Outreach Reason, Family Support Service Registration, FSS Social Determinants, Food Insecurity Risk, Session Visit

SmartForms: CHRONIC CARE MANAGEMENT TIME SPENT WITH PATIENT

Resource Sheet for Needs That Don't Require FSS Referral



Referral List for Family Needs

 **Early Childhood Education**

- Infant, toddler and preschool centers for children birth through 5 years – Early Childhood Services, 718-439-0450
- Family Childcare for children birth through 3 years – Family Child Care Network, 718-630-7150

 **Parenting Supports**

- Home visiting for pregnant persons & new parents – Healthy Families, 347-377-5092
- Early childhood development screening and supports – Healthy Steps, 646-735-1213
- School readiness and parenting for families of young children – ParentChild+, 718-630-7150

 **Adolescents and Young Adults**

- Teen Health Clinic – Project SAFE, 347-880-8042
- Leadership Development – Project SAFE, 718-768-0778

 **Adult Education**

- Workforce Development – Community Empowerment Program, 718-630-7150
- High School Equivalency (GED) prep – Project Reach Youth, 718-768-0778
- English Classes for Speakers of Other Languages (ESOL), Community Empowerment Program, 718-630-7150

 **Food and Nutrition Resources**

- Nutrition support for pregnant women and children 0-5 – WIC, 718-630-7161
- SNAP food stamp benefit enrollment – Family Support Services, 718-630-7186
- Emergency food – The Table Food Pantry, 347-377-4091

 **Financial Security**

- Applications for public benefits – Family Support Services, 718-630-7186
- Earned Income Credit (EIC) – Center for Family Life, 929-480-7175
- Reduced-fare Metrocards – Family Support Services, 718-630-7186

 **Housing**

- Eviction proceedings – CAMBA, 718-287-0010
- Housing Conditions – Fifth Avenue Committee, 718-686-7946

 **Legal Support**

- Legal Information for Families Today (LIFT), 212-343-1122
- New York Legal Assistance Group (NYLAG), 212-613-5000

 **Older Adults**

- Social Adult Day Services for older adults with memory loss – Seniors In Touch, 347-377-5471
- Nutritional, educational, and recreational programs – Sunset Park Older Adult Center, 718-210-1050; Shore Hill Older Adult Center, 718-630-7588
- Caregiver support – Seniors in Touch, 347-377-5471

SmartSet Preview

Social Determinants of Health Suggested Diagnosis and Referral/Resources [21000801]

Social Care Note

Note: References Given to Patient [21000700]

☒ References given to patient NYU AMB HP SDOH- REFERENCES GIVEN

Diagnoses

☒ CONFLICT IN SCHOOL [21000833] Diagnosis

☒ CONFLICT IN SCHOOL [439111]

Close

Family Support Services (FSS) Referral

What happens after a client/program participant is referred to F.S.S?

The FSS manager will assign cases to counselors based on capacity and language. **The counselor will then reach out to the client by phone to schedule an appointment.**

What happens at appointment?

- Assessment:** client needs and strengths, screen for program and benefit eligibility
- Assistance:** provide benefit application assistance, advocacy, short term supportive counseling, and connection to services
- Follow-up:** after appointment in reference to applications and referrals



Screening for Intimate Partner Violence

Preparing to Screen for Intimate Partner Violence

- Patients should be **interviewed** alone or with a professional interpreter (do not use family or friends).
- **Do not ask about intimate partner violence in the presence of children 2 or older**, as the partner may question the child about the visit and this may be traumatic for the child.
- Patient should be assured that the **information they provide will not be revealed to the perpetrator**.
- **Do not ask partner** to confirm or deny history given.

How to Validate When Patients Disclose Intimate Partner Violence

- *I believe you.*
- *Thank you for telling me – I know it was difficult to do.*
- *You are not alone.*
- *You don't deserve to be treated this way.*
- *You are not to blame*
- *There are people who can help you.*
- *I'm sorry you have been hurt.*
- *I'm very glad you told me. I care. I'm concerned about the health and safety of you and your children.*

Screening for Immediate Risk

“Are you in immediate danger?”

“Is your partner at the Health Facility now?”

“Do you feel safe going home?”

“Do you have somewhere safe to go?”

“Has the violence gotten worse or is it getting scarier?”

“Is it happening more often?”

“Does your partner have access to a weapon?”

“Has your partner ever held you or your children against your will?”

“Has your partner ever threatened to kill you, him/herself or your children?”

Referrals and Resources for Intimate Partner Violence

In the event of a positive screening (disclosure of or suspected IPV) assess for immediate risk and make sure that Medical Provider sees patient.

- ✓ **Family Support Services should be called (718) 630-7186.** If a FSS counselor is not available to assist with the case then the screener (medical provider or nurse) should assess for immediate risk and call Intimate Partner Violence hotline (800) 621-4673 with the patient. If the medical provider or nurse needs to consult about case they should contact the NYU Langone-Brooklyn DV Coordinator: (718) 630-7518

Thank you!

Comments? Questions?



Family Support Services

6025 6th Avenue

Brooklyn, NY 11220

718-630-7186

