



# CARDI•OH

Ohio Cardiovascular Health Collaborative



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# Addressing Social Determinants of Health: Connecting Disadvantaged Primary Care Patients to United Way Community Resource Navigation

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1: Better Health Partnership 2: The MetroHealth System 3: Cuyahoga County Board of Health 4: United Way of Greater Cleveland 5:  
Case Western Reserve University



# Disclosure-None

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The following planners, speakers, moderators, and/or panelists of the CME activity have no financial relationships with commercial interests to disclose:

Jonathan Lever, MPH, NRP



# Background & Problem

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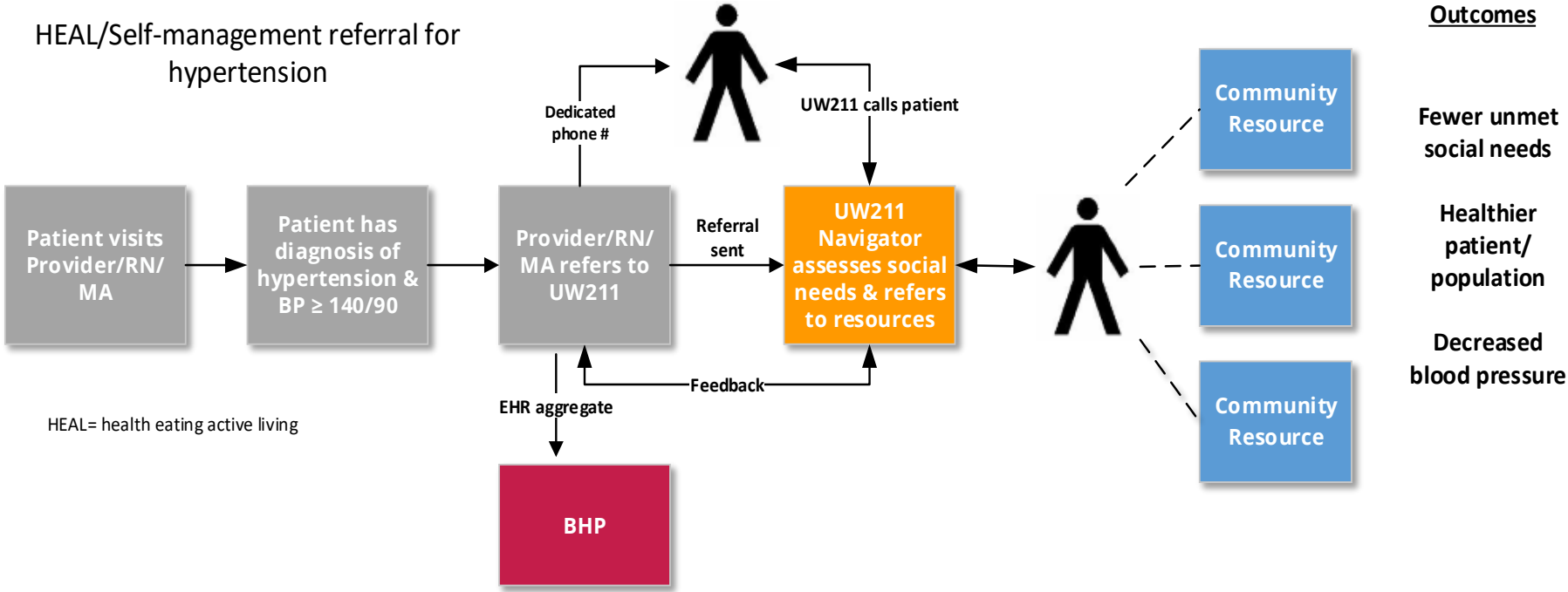
- About 1 of 3 U.S. adults (~75 million people) have hypertension<sup>1</sup>
- Non-medical determinants can have a significant impact on patients with hypertension
- Many communities and health systems are experimenting with ways to address SDOH
- Few communities have implemented and evaluated a scalable model for use across multiple EHR systems

1: CDC website  
<https://www.cdc.gov/bloodpressure/index.htm>  
Accessed 4-7-2019



# Program Description

## Clinic to Community Linkage for Hypertension



# Workflow



BestPractice Advisory - MTest,Kathleen

**ⓘ** If the patient consents to a Referral to UNITED WAY, please place the Referral Order order UW211ADULT. If not, click on DISMISS.

Your blood pressure today was 155/100. One way to help improve blood pressure is to connect you to community resources for healthy eating, active living and self-management. I would like to make a referral to UW211 for you today. United Way 2-1-1 is a free service that helps get our patients connected with resources that can help with your blood pressure. May I make the referral for you?

<input type="button" value="Order"/>	<input type="button" value="Do Not Order"/>	<input type="button" value="Adult United Way 2-1-1 Referral"/>
<input type="button" value="Add"/>	<input type="button" value="Do Not Add"/>	<input type="button" value="Click ADD if patient consents to a referral to United Way Adult Services."/>

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**AFTER VISIT SUMMARY**

John Test DoB: 4/7/1950 8/31/2018 1:15 PM J Glen Smith Medicine-Pediatrics 216-957-5600

**Instructions** from Joseph K. Daprano, MD

**UNITED WAY 211 REFERRAL**  
Address: 1111 Euclid Avenue CLEVELAND OH 44115  
Multiple visits requested (expires 3/3/2019)  
You have received a referral to United Way of Greater Cleveland today. United Way's 2-1-1 program is a free service to help you find assistance for things like food, exercise, self-management workshops, housing, finances, and other needs to keep you well.  
You will be contacted by a navigator from United Way in the next day or two. Look for a call from 833-225-2211. Or you can call 833-225-2211 to speak with a navigator.  
When you speak with the Navigation Specialist, he/she will ask you some questions to help find community resources that may be useful for you. There is no cost for this service.

**Today's Visit**  
You saw Joseph K. Daprano, MD on Friday August 31, 2018.

**Blood Pressure**  
Goal Blood Pressure below 140/90

140	165
90	105

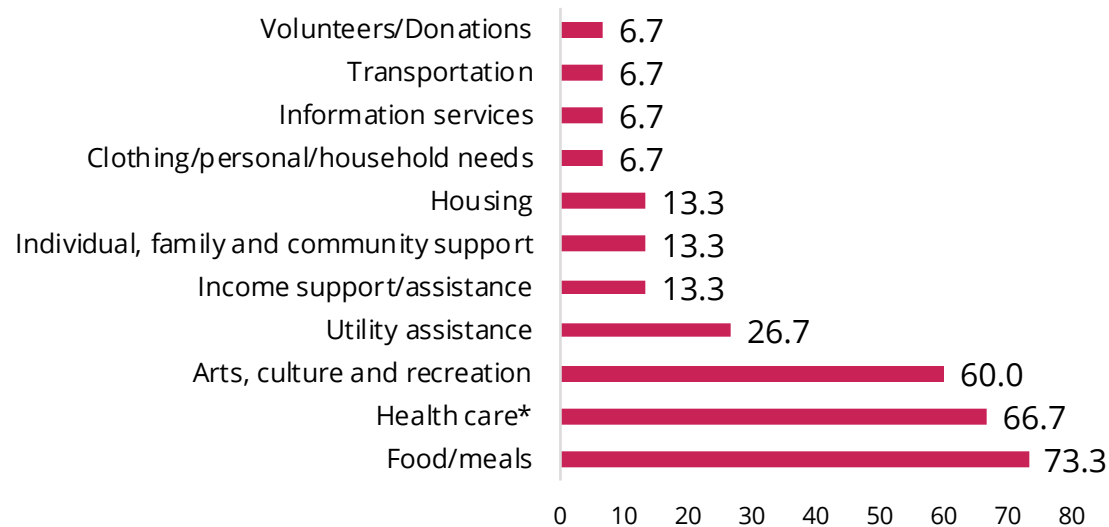
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# Key Outcomes

- 27% of eligible patients referred to date
- 15 patients reached
- 44 needs identified
- 124 total referrals provided
- 4 (Range 1-8) = Average number of needs per patient
- 8 (SD 4) = Average number of referrals to community resources

**% of Patients by Need (N=44) for first 15 Patients (9/24/18-10/28/18)**



\* includes healthcare & nutrition education/self management, BP screening, & prescription assistance

# Summary

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- Patients with elevated blood pressure are interested in being referred to UW2-1-1
- Patients reported an extensive set of needs
  - Majority included food insecurity, health education, physical fitness opportunities, and utility assistance
- Whether addressing these needs impacts overall health is not yet known, but something we will be evaluating
- This serves as a scalable model across EHRs to connect patients with community resources to better address the social determinants of health





# Acknowledgements

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  - United Way of Greater Cleveland Community Impact HUB



# Questions

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