

Screening youth for social needs in primary care:

An opportunity for
collaboration and connection

CPCCO Community Health Summit
October 8, 2024

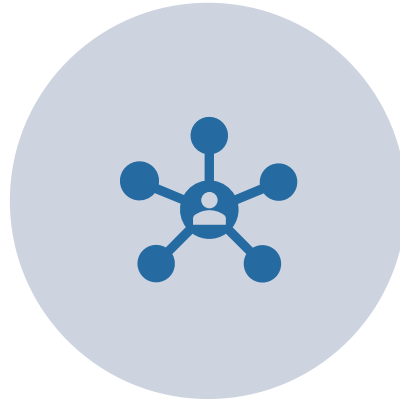
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Learning Objectives



DESCRIBE THE **5 DISTINCT PHASES** OF THE PATIENT SOCIAL NEEDS SCREENING PROCESS.



NAME AT LEAST ONE IDEA FOR MAKING THE EXPERIENCE OF SCREENING FOR YOUTH **MORE PERSON-CENTERED & TRAUMA INFORMED.**



MAKE **CONNECTIONS** WITH OTHERS INVOLVED IN SCREENING YOUTH FOR SOCIAL NEEDS IN PRIMARY CARE.

Agenda for today

15 min



Introductions &
Screening Overview

35 min



Radio Play with
Panelist Commentary

10 min



Discussion

Session Facilitators



Katie Snow

she/her

- CPCCO
- Primary Care Innovation Specialist
- snowk@careoregon.org

Susan Palmer

she/her

- CPCCO
- Social Health Specialist/Traditional Health Worker Liaison
- palmers@careoregon.org

Andrew Huff

he/him

- CPCCO
- Behavioral Health Innovation Specialist
- huffa@careoregon.org

Session Panelists



Nick Clark

he/him

- Youth Era
- Program Manager
- Traditional Health Worker
- Specialty in advocacy and peer-delivered services

Youth/peer



Leo Leshley

he/him

- Leader in Columbia County Youth Advisory Council
- Member of Youth Era for over 3 years

Youth/peer



Anya Reeser

she/her

- Tillamook County Community Health Center (TCCHC)
- Chief Operations Officer
- Implemented social needs screening workflows & clinical community health worker program

Operations



Jenni Travis

she/her

- Nehalem Bay Health Center & Pharmacy (NBHCP)
- CSWA in a school-based health center through NBHCP
- Specialty in trauma & youth

Healthcare team/mental health



What type of social needs screening occurs in primary care clinics?

Food



Transportation



Housing



Unmet health-related social needs are associated with **health disparities, poor clinical outcomes & increased health costs.**

5 phases of a robust primary care social needs screening process



Prepare: Scheduling, pre-visit surveys, survey review, daily huddles



Check-in: Providing paper survey if not filled out electronically



Rooming: Obtaining and entering paper surveys, reviewing results of electronic or paper surveys



Provider Visit: Review & skillful discussion of survey and referrals



Health Management/Care Connections: Referrals are received and followed up on, “closed loop” processes in place, warm handoffs, patient receives meaningful referrals if available

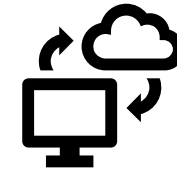
Participants in Screening Process



Patient



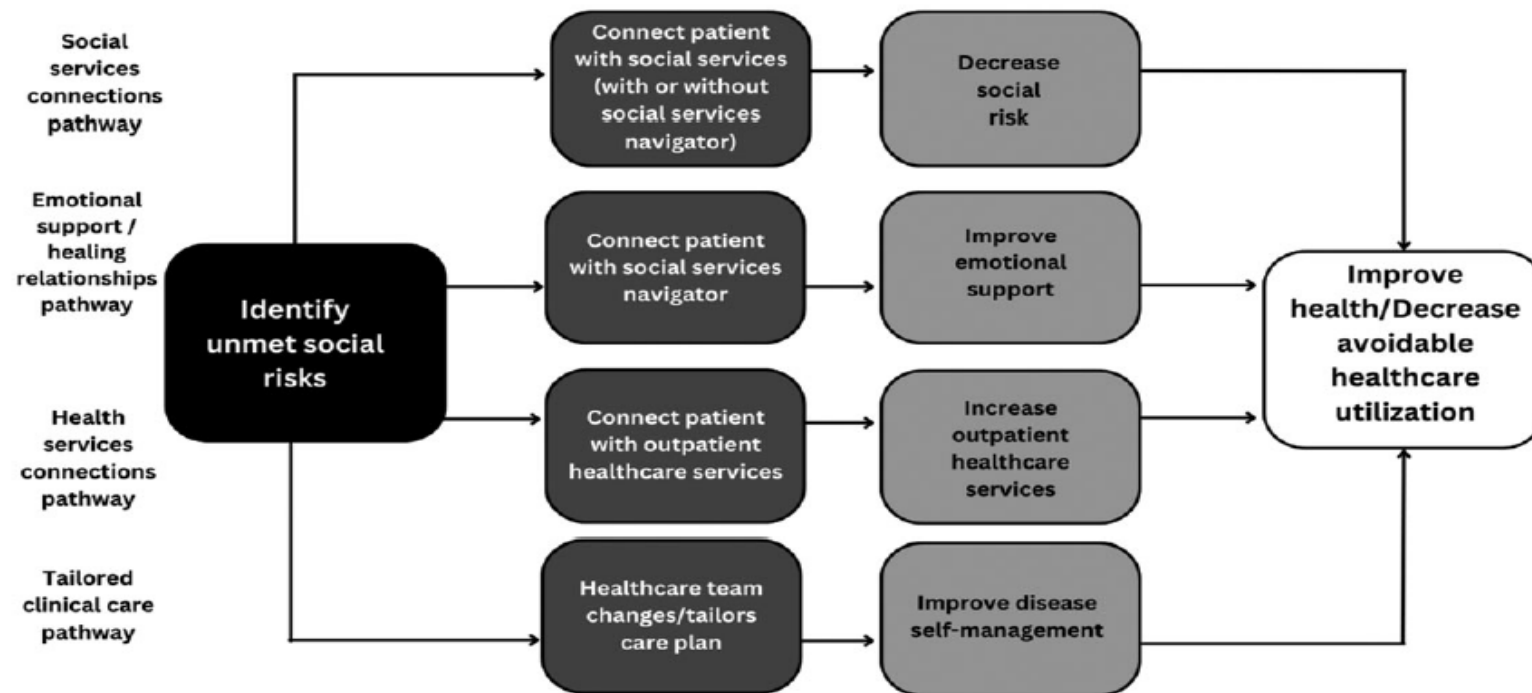
Healthcare Team:
Front office, MA,
CHW, provider, RN,
BHC...



Operations Team:
IT, Electronic Health
Record Specialist,
Staff Training....

Impact of screening: Beyond Resources

Figure 5. Social Interventions Research and Evaluation Network (SIREN)'s Social Care Logic Model



Recent studies have found that patients benefit from supportive conversations regarding social needs even if the social needs themselves are not met.

Benefits

- Emotional support
- Health care connections
- Health education

From: *Revising the Logic Model Behind Health Care's Social Care Investments*, Milbank Quarterly, June 2024

Gottlieb, Hessler, Wing, Gonzalez-Rocha, Cartier & Fichtenberg



Radio Play: A Day at the Health Center

What is a radio play?

- An auditory-only performance
- Helps paint a picture of a scenario in the listener's mind
- In popular education, radio plays are used as an approach to teaching that is informal and designed to honor lived experience and engage learners

Roles

Narrator: Susan

Taylor: (17-year-old patient)

Donna: (front desk staff)

Maria: (medical assistant)

Tom: (nurse practitioner)

Monica: (community health worker)

Your job today

During the radio play, please **take note of your ideas** about where the screening process could be *more person-centered & trauma-informed*, particularly for a teen or young adult, & where you think it went well:

Some examples:

- **Better explanations.** *At what point? What is missing from the perspective of a young person newly navigating the health care system on their own?*
- **Information on why the questions are being asked.** *At what point? Is the youth being told why this is important for their care? How should this sound?*
- **Telling the patient what will happen to their information.** *At what point? What is helpful for youth to know about their privacy?*
- **Where are there opportunities to earn trust?** *What might this sound or look like?*



The radio play will have several pauses, during which our panelists will **comment on the process from their respective lenses:** Community Health Worker, Youth, Mental Health Provider & Primary Care Operations.

Thank you!

Questions?

snowk@careoregon.org

