Health Leads Network Forum:
How social need programs are shifting during the pandemic due to increased demand for essential resources

Screening practices and strategies

April 17, 2020
12:00pm – 1:00pm ET
Facilitators

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Housekeeping slide

- The chat function is located on the bottom right-hand side of the screen
  - If you experience technical issues, please private message Learning Network
- Send questions and feedback through the chat function
- If you wish to come off mute, simply click the Hand Raise icon on the right side of your screen so we can unmute you
- We will be taking polls throughout today’s event
- The forum is being recorded and will be shared afterwards
OUR VISION:
Health, well-being and dignity for every person in every community.

OUR MISSION:
We partner with communities and health systems to address systemic causes of inequity and disease. We do this by removing barriers that keep people from identifying, accessing and choosing the resources everyone needs to be healthy.
# Health Leads Response to COVID-19

<table>
<thead>
<tr>
<th></th>
<th>Essential Health Resource</th>
<th>Description</th>
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</thead>
<tbody>
<tr>
<td>1</td>
<td><strong>Network</strong></td>
<td>Design and build community-owned crisis-resilient tech infrastructure that breaks down current data silos and provides a complete, open view of available resources and the potential impact on health.</td>
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<tr>
<td>2</td>
<td><strong>Workforce</strong></td>
<td>Ensure the families and communities who need it most have food, housing and other essential resources, while creating opportunities for displaced workers to earn an income.</td>
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<tr>
<td>3</td>
<td><strong>Design &amp; Analytics</strong></td>
<td>Apply community-owned data to identify gaps, enable local collaboration and rebuild national and local systems so they work together seamlessly.</td>
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<td>4</td>
<td><strong>Learning &amp; Thought Leadership</strong></td>
<td>Share/connect front line workers with key insights, learnings, data and perspectives to speed broad adoption of equitable approaches and policies that address immediate resource needs and rebuild for the future.</td>
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All focus areas are designed with equity and community engagement principles central to the Health Leads mission and values.
We asked, you answered!

What type of resources would be most helpful for you to receive over the next few weeks and months? (n=228)

- Examples of how healthcare delivery organizations are adjusting their social needs programs to account for the rise in individuals/families with essential needs: 35%
- Strategies to support the most vulnerable populations, such as unsheltered communities or those with unstable housing and complex conditions: 31%
- Guidance on how to navigate current resource availability in your community: 24%
- Other (Technology, Essential Resources Access, Clinical Supports, Policy): 10%
Primary drivers of social needs integration

**Leadership & Change Management**
How will this work benefit your patients and staff?
How will you engage them in the design process?
What funding sources are available? Have you identified a social needs champion with the ability to allocate resources?

**Navigation & Resource Connections**
For which specific social needs will you offer support? What level and type of support?

**Social Needs Team & Workflow**
Who will provide resource support for patients? How will this integrate with broader clinical/behavioral processes?

**Community Partnerships**
What community-based organizations are critical to the health of your patients? How will you continually improve access to resources?

**Patient Identification & Screening**
Which patient population will you support and how will you surface their social needs and goals?

**Data & Health Information Technology**
How will you monitor and improve quality of your model? How will you maximize the impact of your investment?
Objectives for today

1) Discuss how screening practices and strategies have been impacted by the COVID-19 crisis

2) Create a space for dialogue to share what’s working in your community – and what’s not

3) Engage with and learn from one another
Question Two

What needs are you finding most prevalent in your communities during this time?

• Housing
• Food
• Utilities
• Transportation
• Childcare
• Employment
• Finances
• Personal safety
Question Three

I have adapted my social needs screening questions during COVID-19.

- Agree
- Disagree
Question Four

I have adapted my social needs screening workflows and processes during COVID-19.

- Agree
- Disagree
Open Discussion
Question Five

With the resource landscape quickly and continuously changing, are you finding you have to adapt your resource navigation pathways?

• Agree
• Disagree
Join Us!

Health Leads Network Forum: How social need programs are shifting during the pandemic to meet significant increases in demand for essential resources

• Next topic: Resource Navigation

• Date & Time: To be confirmed!

• Information on how to register will be shared in the follow-up email
Thank you!

Questions?

Send to:
Network@healthleadsusa.org

https://healthleadsusa.org/network/