Welcome to the Health Leads Network Forum!

While everyone signs in, chat in the following answers:

• Name and organization

• What state are you from?

• What’s one thing you’d like to discuss today?
Health Leads Network Forum:
How social need programs are shifting during the pandemic due to increased demand for essential resources

Social Needs Teams & Workflows

May 29, 2020
12:00pm – 1:00pm ET
Facilitators

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*Director, Communications*  
Health Leads

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*Vice President, Program Services*  
Health Leads
Housekeeping

• Take a second to make sure you have the following panels open
  • Participant Panel
  • Chat Panel

• Click the audio connection information to see
  • Call in number
  • Event number
  • Attendee ID
Housekeeping

• The chat function on the bottom right-hand side of the screen
  • If you experience technical issues, please private message the Learning Network

• To Raise Hand simply click the hand icon on the bottom right-hand side of the screen.

• Send all questions through the chat function to All Participants

• If you wish to come off mute, simply click the Speaker button.

• The webinar is being recorded and will be shared afterwards
Health Leads is an innovation hub that unearths and addresses the deep societal roots of racial inequity that impact health.

**WHO WE ARE**

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.

**OUR MISSION**

Health, well-being and dignity for every person, in every community.

**OUR VISION**
Health Leads Response to COVID-19

1. **Essential Health Resource Network**
   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.

2. **Essential Health Resource Workforce**
   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.

3. **Essential Health Resource Design & Analytics**
   Apply community-owned data to identify gaps, enable local collaboration and rebuild national and local systems so they work together seamlessly.

4. **Essential Health Resource Learning & Thought Leadership**
   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.

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%

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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?

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

**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?

**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 COVID-19 has impacted your social needs workforce

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 One

What factors influence your decision to redeploy staff? (check all that apply)

• The needs of the community
• Current resource landscape
• Needs of community partners
• Current in-person clinic volume
• Internal staff skillsets
• I have not redeployed staff
• Other
Factors to consider when redeploying staff

• Living wage & benefits (vs. unpaid workforce)
• Hiring - streamlined and consistent
• Demographics- resembling population served, benefits of community members
• Connectivity - do they have Wifi, computer, phone access?
• Language skills/needs
• Coverage - accommodating for illness and family caregiving
• Anxiety/stress - workforce may have concerns about their new scope
• Strengths/assets - how you can leverage their existing strengths?
• Credentials needed - minimize where possible
• Credentials existing - accommodating for existing requirements, i.e. mandated reporter, etc.
Question Two

I have created new trainings to account for workforce redeployment in response to COVID-19.

• Agree
• Disagree
Factors to consider when designing trainings

• Adapting your training from in-person to virtual
• Know your audience (skill level, trainings, lived experience)
• Knowing what population your audience will be supporting
• Competencies to include (refreshers & new)
  • Communications
  • Implicit bias
  • Trauma informed care
  • Applying your skills from in-person to virtual /what adaptations are needed?
  • Importance of self-care
  • ‘Red Flag’ protocols and ways they might surface virtually
• Being mindful of time constraints for training
• Maximizing time on screen with interactive sessions (utilize pre-reads when possible)
• Do they need technology training? Understand their comfort level using and navigating technology
• Using pre & post surveys to understand impact of training on skill development and knowledge sharing
Question Three

I have had to provide additional team support because of the COVID-19 pandemic.

• Agree
• Disagree
Helpful management practices and techniques

• Workflow and scope - identifying what has changed due to COVID or redeployment
• Management/supervision/oversight of team
• Support of team - processing, case management, troubleshooting, etc.
• Self-care - essential for all team members including supervisors
• Ongoing learning - opportunities to improve knowledge and services, PDSA cycles
• Professional development - opportunity to build on strengths or gain new skills
• Flexibility - recognizing the shift in work, work cycle and COVID impacts
Open Discussion
Question Four

My organization is collaborating with community partners to ensure patients still have access to resources during COVID-19.

- 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: Community Partnerships

• Date & Time: June 12, 2020; 12-1pm ET

• Information on how to register will be shared
Thank You!

Questions?

Send to:
Network@healthleadsusa.org

https://healthleadsusa.org/network/

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