

Creation of a Social Determinants of Health Screening and Intervention Framework within an Integrated Health System Specialty Pharmacy Care Model

Carolkim Huynh, PharmD; Andrea Idusuyi, PharmD; Irfana Lakada, PharmD; Martha Stutsky, PharmD; Sefa Kploanyi, PharmD; Nataly Estrin, PharmD; Jennifer L. Donovan, PharmD

BACKGROUND

Social determinants of health (SDOH) are non-medical factors that impact patients' health, medication use, and clinical outcomes. SDOH factors that are tied to medication use include income, housing and food security, language and cultural barriers, transportation, and access to primary care. 80% of health outcome are driven by non-clinical factors.¹⁻⁸ See Figure 1.

Integrated health system specialty pharmacy (HSSP) models and clinical pharmacists are uniquely positioned and equipped to identify and address barriers to SDOH, however there is a lack of a standardized framework for these programs within this setting.^{9,10}

Current gaps in SDOH programs include:

- **Technology Connector:** A platform designed to integrate the entire healthcare system and provide patients with timely access to appropriate resources
- **Standardization:** No consensus on methodology or documentation
- **Data Insights:** While data is being gathered, it is not being effectively utilized to enhance health outcomes and streamline processes
- **Implementation Barriers:** Communication between patients and providers, the timing of interactions, patient's willingness and ability to participate, and training requirements
- **Sustainability:** There is a scarcity of sustainable programs, which include inadequate follow-up and follow-through care, as well as insufficient ongoing patient engagement
- **Human Connection:** Patients' lack of trust in the healthcare system due to a perceived absence of personalized, human interaction

Our objective was to develop a social determinants of health screening and intervention framework within a HSSP model and address some gaps in the current SDOH landscape.

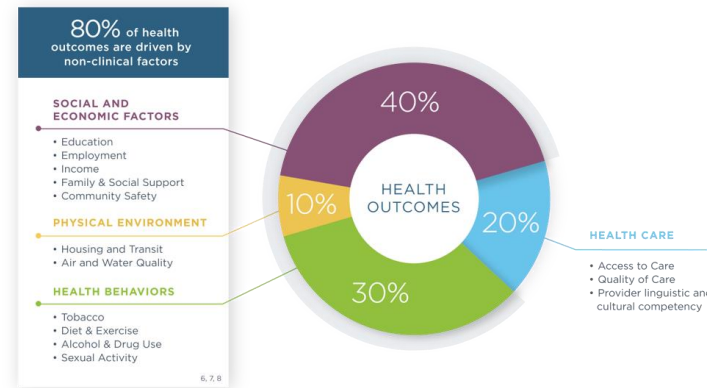


Figure 1: Health Outcomes Driving Factors

METHODS

Based on a review of literature and organizational recommendations, a set of SDOH factors were selected. A gap analysis was conducted to identify data elements currently available in the patient management system or within the electronic health record and those factors that would have to be added. Standardized SDOH screening questions were created. A method for identification of eligible patients, specifically those not meeting disease state outcomes, was developed through data insight reports. A pharmacist workflow was developed including SDOH screening, intervention, documentation, and routine follow ups.

RESULTS

A robust and innovative framework was developed to identify patients meeting criteria for SDOH screening and intervention by pharmacists within a HSSP model. The framework augments the standard HSSP model of people support, data infrastructure, clinical best practices, and patient management with key components to address SDOH. Components of the framework are listed in Figure 2.

- TRX TECHNOLOGY AND DATA**

 - Standardization across healthcare ecosystem
 - Effective and efficient actionable documentation
 - Address patient-provider communication and timing barriers
 - Clinical data analytics and insights as part of clinical management tool
- SUSTAINABILITY**

 - Staffing, training, and the appropriate resources
- HUMAN CONNECTION AND TRUST**

 - Strong patient-provider relationships and mutual understanding through frequent engagements and follow up care
 - Space for patients to have the ability and comfortability to voice concerns, needs and have a space to feel safe and understood
 - Program identification and matching and other solutions tailored to the individual
- EXPERTISE**

 - Accessibility to quality care and financial assistance
 - Provider linguistic and cultural competency
 - Value-based care model

Figure 2: SDOH Framework

CONCLUSIONS

While some programs to address SDOH exist within the pharmacy sector, barriers to successful program implementation remain. The Shields care model and patient management system helps overcome common barriers to addressing SDOH by allowing for the use of data insights to screen patients and to match services to the highest risk patients who need these services most. The framework developed for social determinants of health screening and intervention provides a valuable standard that can be implemented within HSSP models. Patients falling within the framework can be analyzed for the impact of pharmacist interventions on various outcomes measures, including medication adherence, emergency department and hospital utilization, and disease-specific outcomes measures.

REFERENCES

1. World Health Organization. Social Determinants of Health. Accessed December 6, 2022. https://www.who.int/health-topics/social-determinants-of-health#tab=tab_1
2. Office of Disease Prevention and Health Promotion. Healthy People 2030. Social Determinants of Health. Accessed December 6, 2022. <https://health.gov/healthypeople/priority-areas/social-determinants-of-health>
3. Robert Wood Johnson Foundation. Medicaid's Role in Addressing Social Determinants of Health. Accessed December 12, 2022. <https://www.rwjf.org/en/insights/our-research/2019/02/medicaid-s-role-in-addressing-social-determinants-of-health.html#:~:text=Recent%20analysis%20estimates%20that%2030.and%20indirect%20costs%20of%20disparities>
4. The Physicians Foundation. The Physicians Foundation 2022 Physician Survey, Part 1. Accessed December 6, 2022. <https://physiciansfoundation.org/physician-and-patient-surveys/the-physicians-foundation-2022-physician-survey-part-1/>
5. Primary Care Collaborative. Disparities in Health and Health Care: Five Key Questions and Answers. Henry J. Kaiser Family Foundation. 2012. <https://www.pccc.org/resource/disparities-health-and-health-care-five-key-questions-and-answers#:~:text=Recent%20analysis%20estimates%20that%2030.and%20indirect%20costs%20of%20disparities>
6. Ariga S and Hinton E. Beyond Health Care: The Role of Social Determinants in Promoting Health and Health Equity. Henry J. Kaiser Family Foundation. 2018. <https://collections.nlm.nih.gov/catalog/olm/nlm/uid-101740257-pdf>
7. Neighborhood Outreach: Access to Health. Social Determinants of Health. Accessed December 12, 2022. <https://soahhelps.org/soah/>
8. HealthScape Advisors. Social Determinants of Health: Driving Sustainable Healthcare Value as a Convener. Accessed December 12, 2022. <https://www.healthscape.com/insights/2020-sdoh-trends/>
9. Unite Us. Supporting the Shift to Whole-Person Care: Measuring the Impact of Social Determinants of Health. Accessed February 17, 2023. https://global-impact.wellflow.com/SafeID077b5D20085266428453931660644f09e6_UniteUs_2.pdf
10. Moose J and Brarham A. Pharmacists as Influencers of Patient Adherence. Pharmacy Times Oncology Edition. 2014. <https://www.pharmacytimes.com/view/pharmacists-as-influencers-of-patient-adherence>



DISCLOSURES

The authors of this presentation have nothing to disclose concerning possible financial or personal relationships with commercial entities that may have a direct or indirect interest in the subject matter of this presentation.