

Addressing Social and Economic Hardships in Safety Net Health Care Settings Serving Children: The ZSFG Health Advocates Program

Laura Gottlieb, MD, MPH

Dept of Family and Community Medicine

March 14, 2017



Outline

- Describe the buzz around social determinants of health (SDH) and pediatrics;
- Present some of our research on help desk programs in pediatrics primary and urgent care
- Share other innovations around addressing SDH in clinical care settings

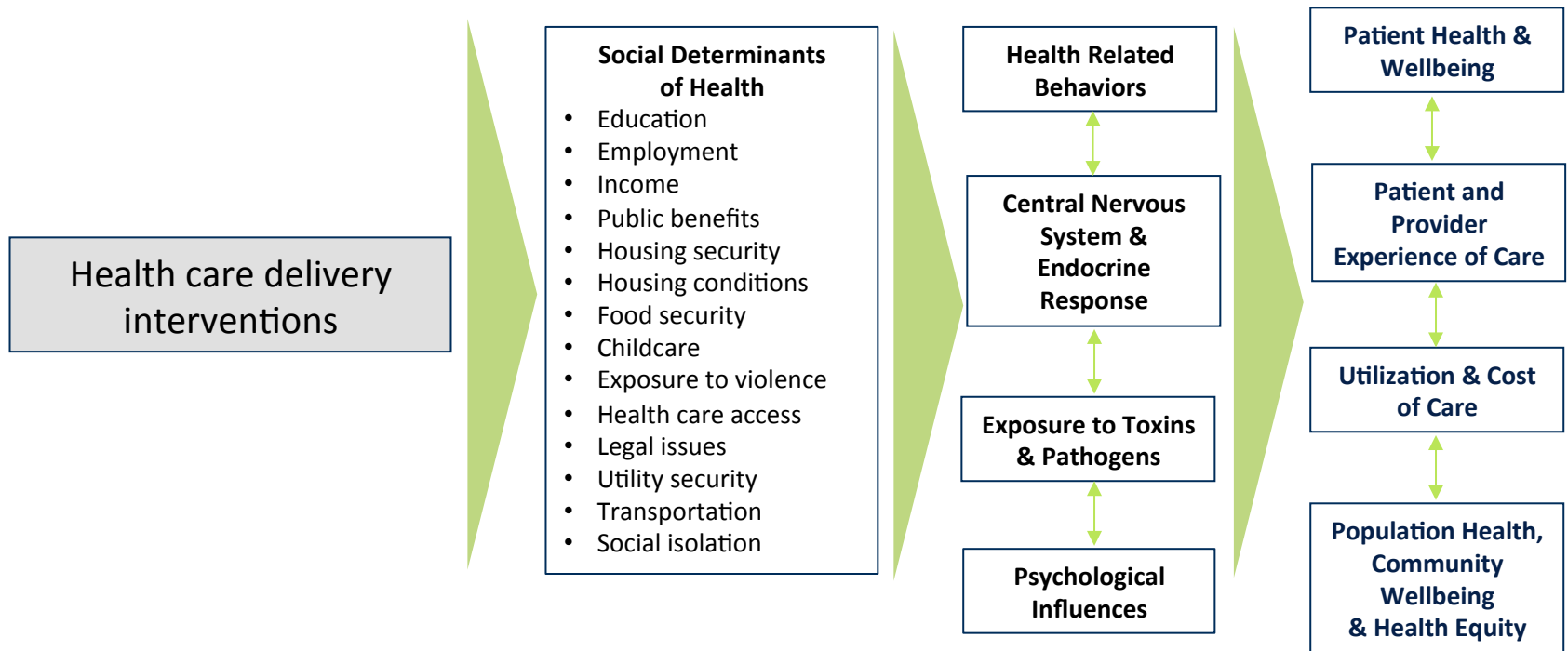
Acknowledgements

- Our patients, whose resilience in the face of adversity is humbling.
- UCSF/ZSFGH Departments of Pediatrics and FCM, UCSF Center for Health and Community, and Health Advocates leadership team, incl. Victoria Keeton, Ellen Laves, Anais Amaya, Joanie Rothstein, Holly Wing, Emerson Sosa, Mara Bernal-Suarez, Philip Herrera and all our Health Advocates.
- ZSFGH-UCSF Benioff Children's Hospital Oakland Help Desk Study Research Team, incl. Dayna Long, Christine Schudel, Tricia Sweeney, Nancy Adler, Leanna Lewis, Jacques Ibula, Telly Cheung, Lisa Brindley, and Stephanie Chernitskiy.
- Bay Area Regional Help Desk Consortium (BARHC), including ZSFGH Health Advocates, UCSF Benioff Children's Hospital Oakland FIND, Alameda Medical System/Highland Medical Center Health Advocates.
- Lisa and John Pritzker Family Fund and Kaiser Permanente.



SDH Interventions in Health Care Delivery Contexts

Interventions in Non-Health Care Sectors



Interventions

Actionable SDH

Mechanisms

Outcomes

Individual and Community Context

SDH Interventions in Health Care Delivery Contexts

Interventions in Non-Health Care Sectors

Interventions to Address Social Determinants of Health in Health Care Delivery Contexts

Patient and Family Encounter Level

- Identification of needs
- Referral/navigation to clinical & community resources
- Direct service

Provider, Clinic, and Institution Level

- Integration with non-health sectors
- Program resource allocation
- Workforce capacity and composition
- Health data & technology

Policy & Systems Level

- Financial incentive structures
- Access to care and coverage
- SDH performance metrics

Social Determinants of Health

- Education
- Employment
- Income
- Public benefits
- Housing security
- Housing conditions
- Food security
- Childcare
- Exposure to violence
- Health care access
- Legal issues
- Utility security
- Transportation
- Social isolation

Health Related Behaviors

Central Nervous System & Endocrine Response

Exposure to Toxins & Pathogens

Psychological Influences

Patient Health & Wellbeing

Patient and Provider Experience of Care

Utilization & Cost of Care

Population Health, Community Wellbeing & Health Equity

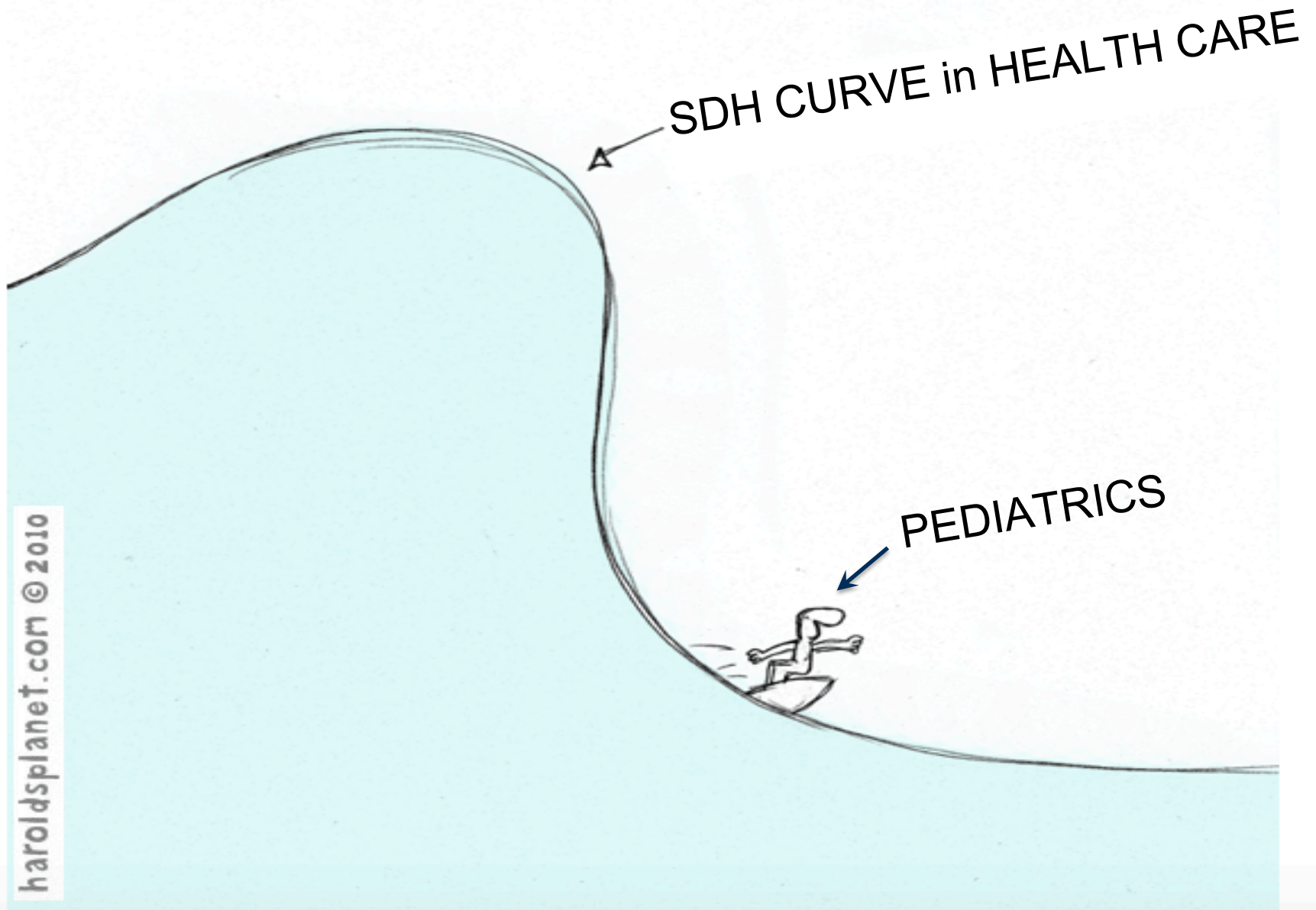
Interventions

Actionable SDH

Mechanisms

Outcomes

Individual and Community Context



Adapted and used with permission from Ralph Lazar. HaroldsPlanet.com.

AAP Recommendations on Food Security, Poverty and Child Health

POLICY STATEMENT

Organizational Principles to Guide and Define the Child Health Care System and/or Improve the Health of all Children

American Academy
of Pediatrics



DEDICATED TO THE HEALTH OF ALL CHILDREN™

Promoting Food Security for All Children

COUNCIL ON COMMUNITY PEDIATRICS, COMMITTEE ON NUTRITION

AAP Recommendations on Food Security, Poverty and Child Health

Pediatrics

March 2016

From the American Academy of Pediatrics
Policy Statement

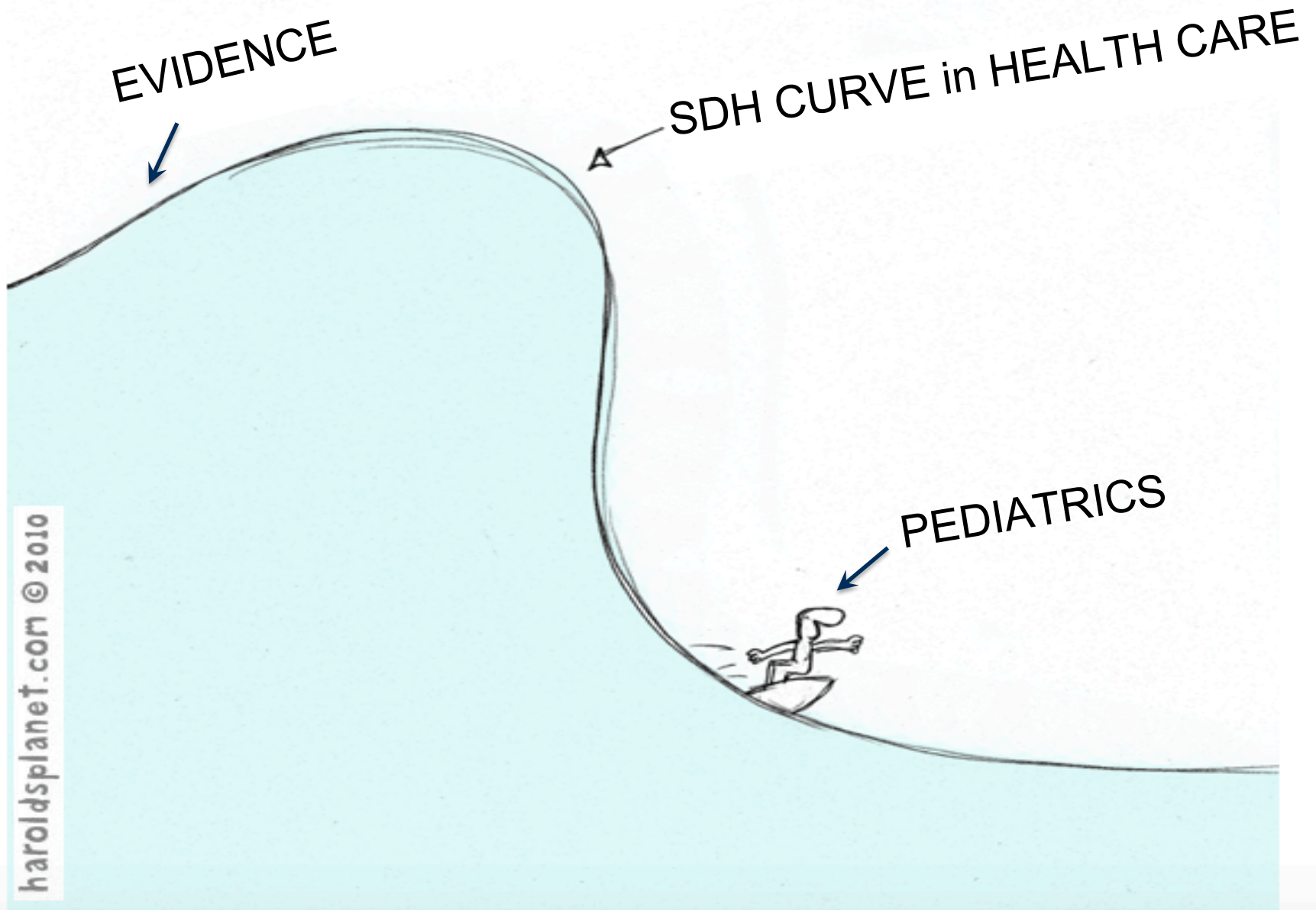
Poverty and Child Health in the United States

COUNCIL ON COMMUNITY PEDIATRICS

Article

Info & Metrics

Comments



Adapted and used with permission from Ralph Lazar. HaroldsPlanet.com.

Help Desk Study: Phase I



Primary research goal

Examine the comparative effectiveness of two interventions that address families' social needs.



Methods: Study Design

- Two hospitals serving low-income, racially and ethnically diverse patient populations
- Primary and urgent care settings
- Cluster randomization by day
- Inclusion criteria for caregivers:
 - English and/or Spanish primary language
 - ≥ 18 years
 - Familiar with the child's household environment
- Exclusion criteria: Child with high severity acute illness or child in foster care

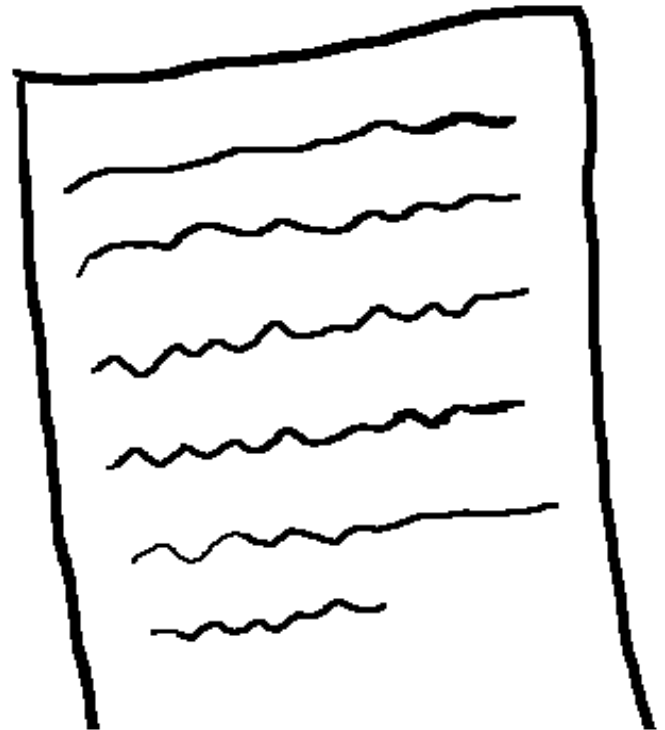
Methods: Study Arms

Active Control: Social screening + written resources
(Exceeds standard of care, inexpensive, easily disseminated)

SOCIAL SCREENING

Do you need...?

- ☐ Food
- ☐ Housing
- ☐ Help with benefits
- ☐ Legal services
- ☐ Utilities assistance



Methods: Study Arms

Navigation arm: Social screening + in-person resource navigation (*More time-consuming and expensive*)

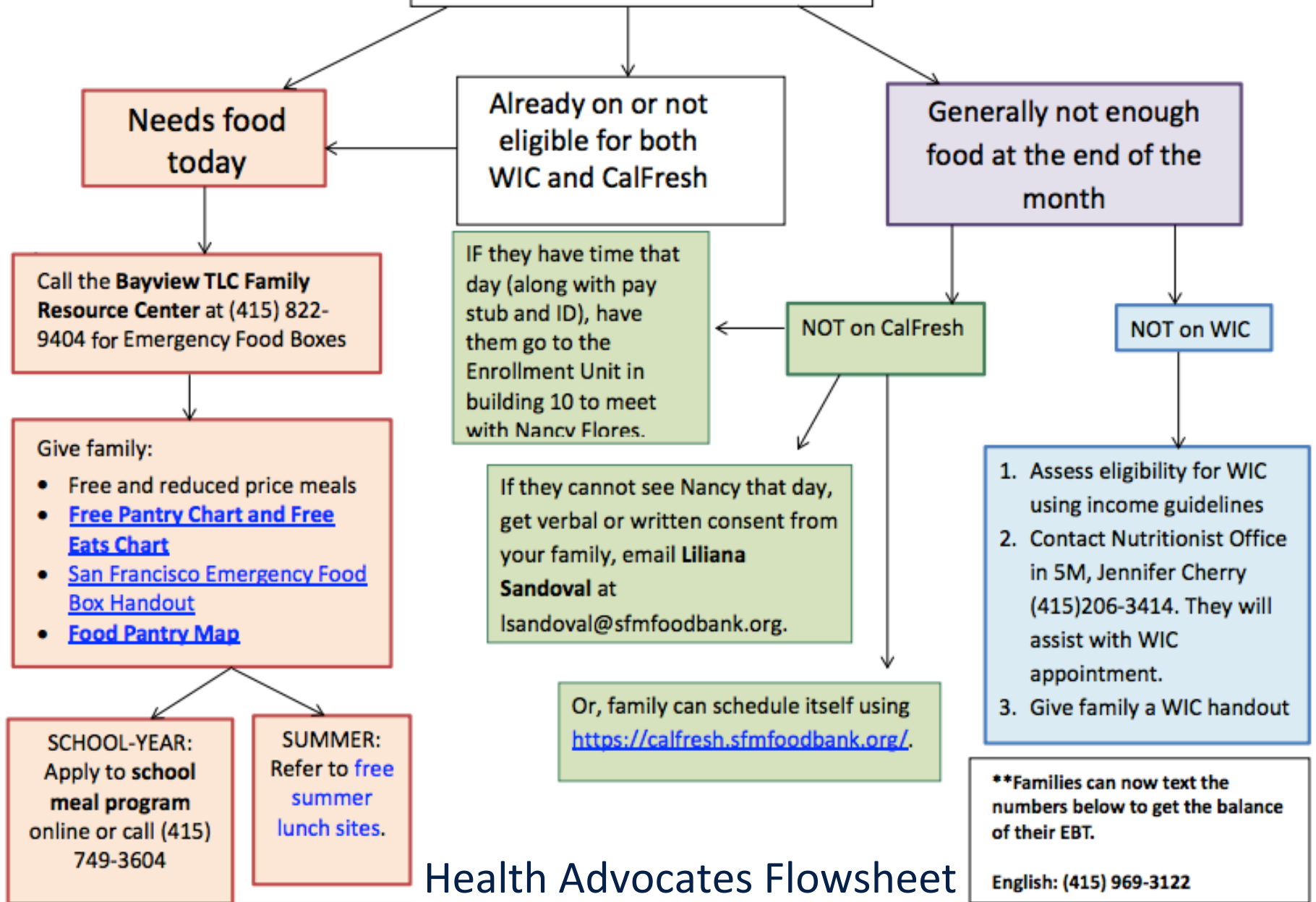
SOCIAL SCREENING

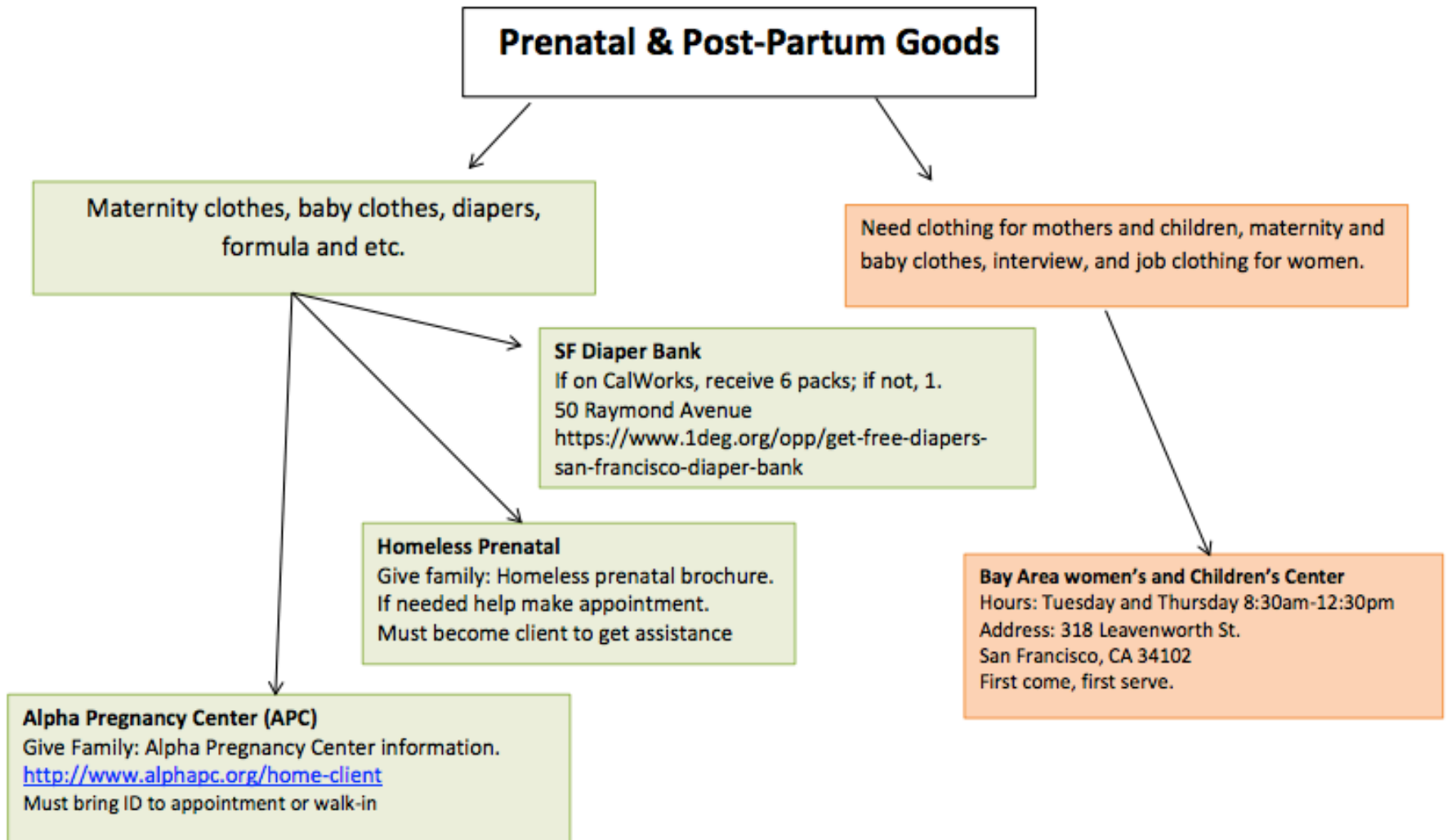
Do you need...?

- ☐ Food
- ☐ Housing
- ☐ Help with benefits
- ☐ Legal services
- ☐ Utilities assistance



Food Insecurity





Methods: Main outcome measures

✓ Social needs

- food insecurity
- money for utilities
- homelessness
- habitability
- medical bills
- help with benefits programs
- health insurance coverage
- source of primary care
- caregiver mental health
- unemployment

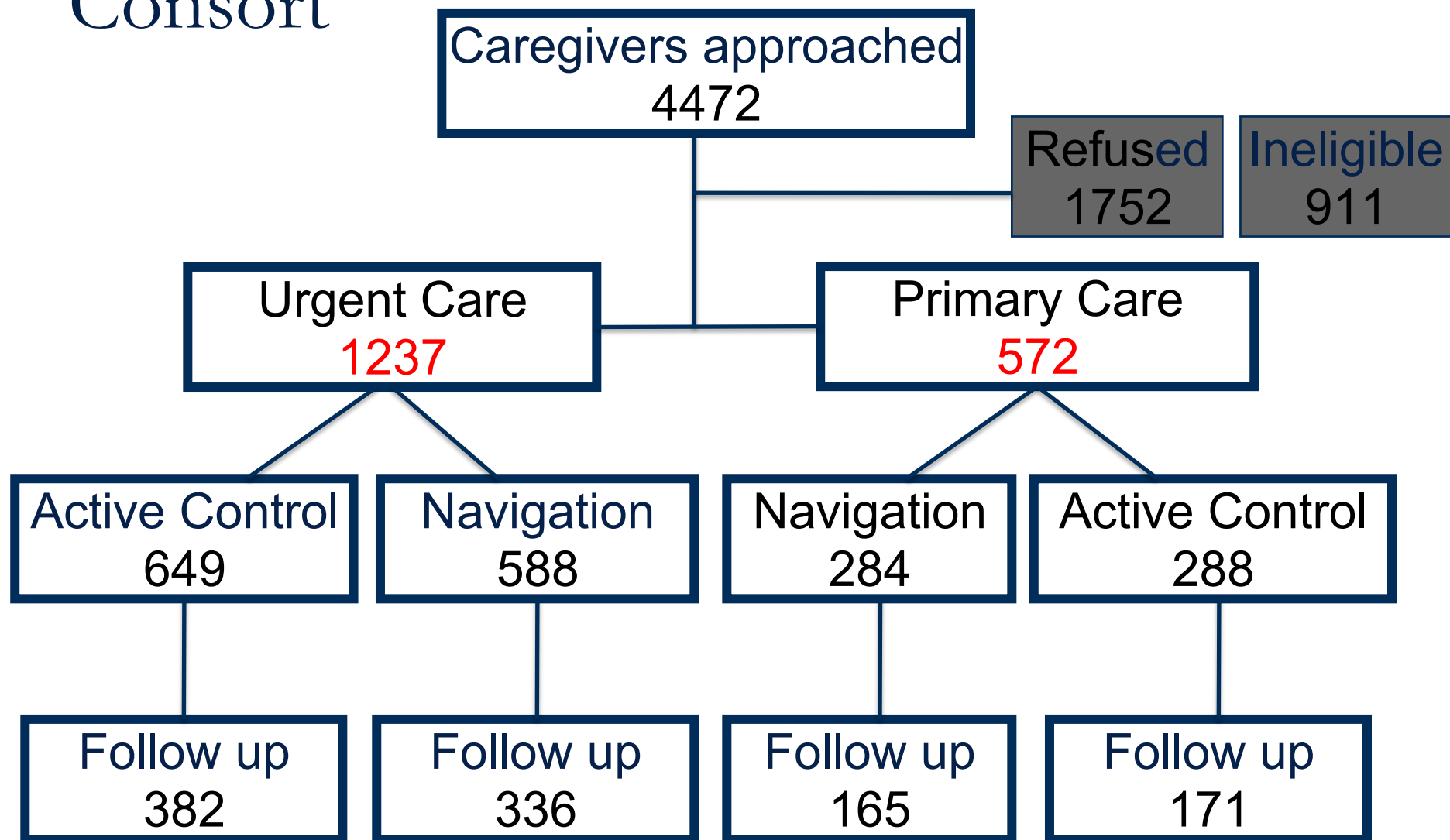
✓ Parent-reported child global health status (NSCH 2011/2012)

✓ Parent-reported and EHR-based child health care utilization (*analyses pending*)

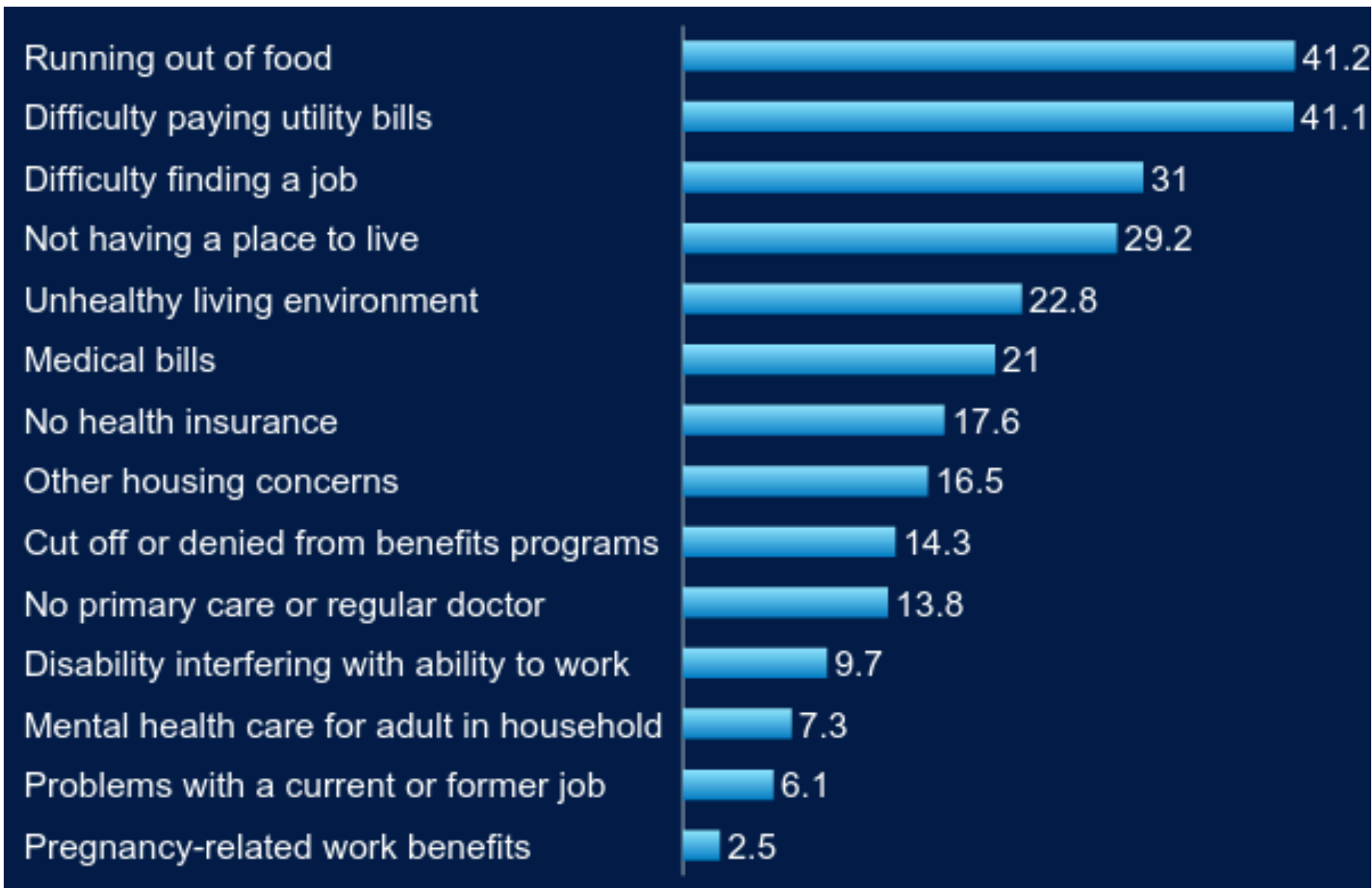
Results



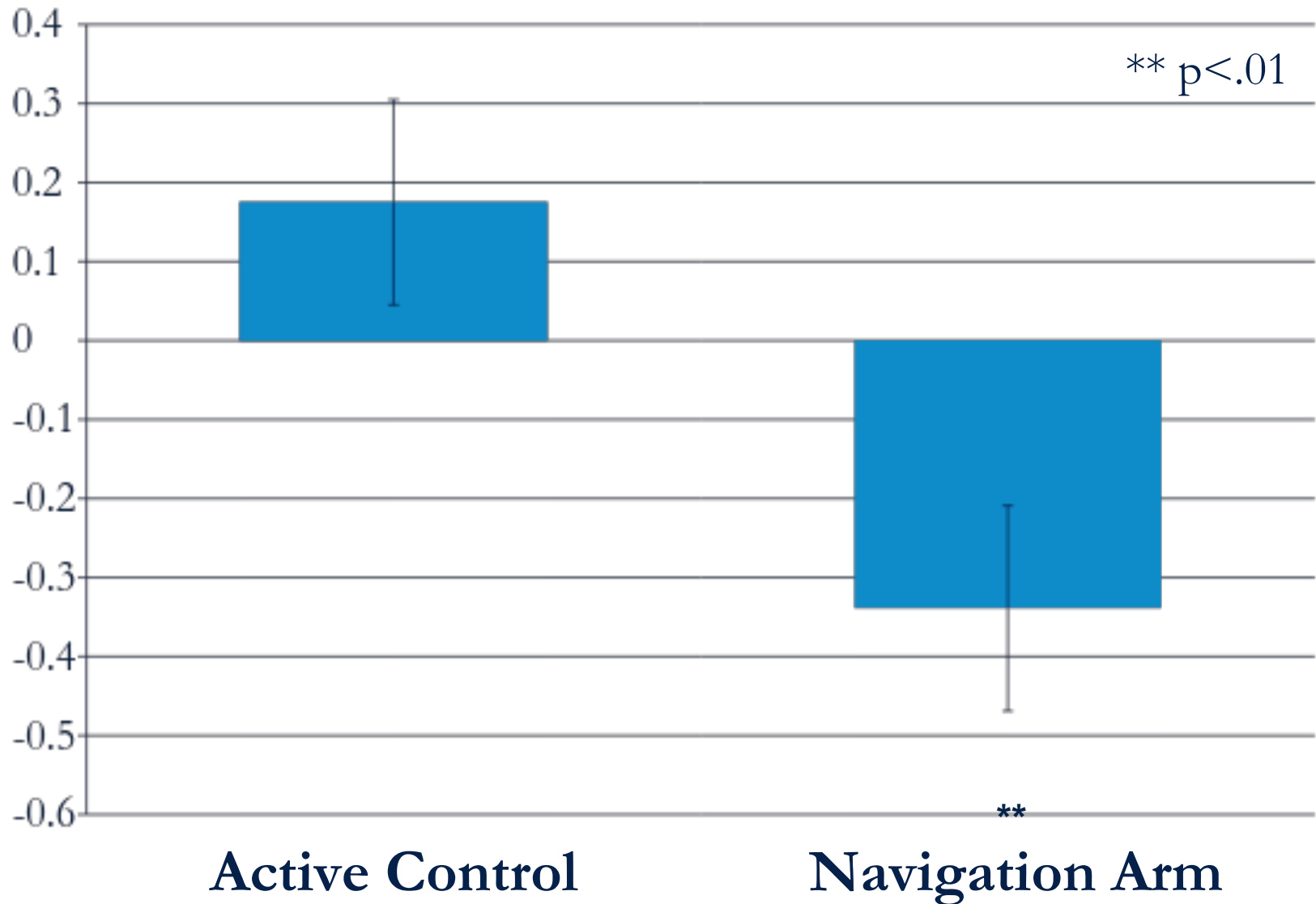
Consort



Results: Prevalence of social needs (% of total sample)



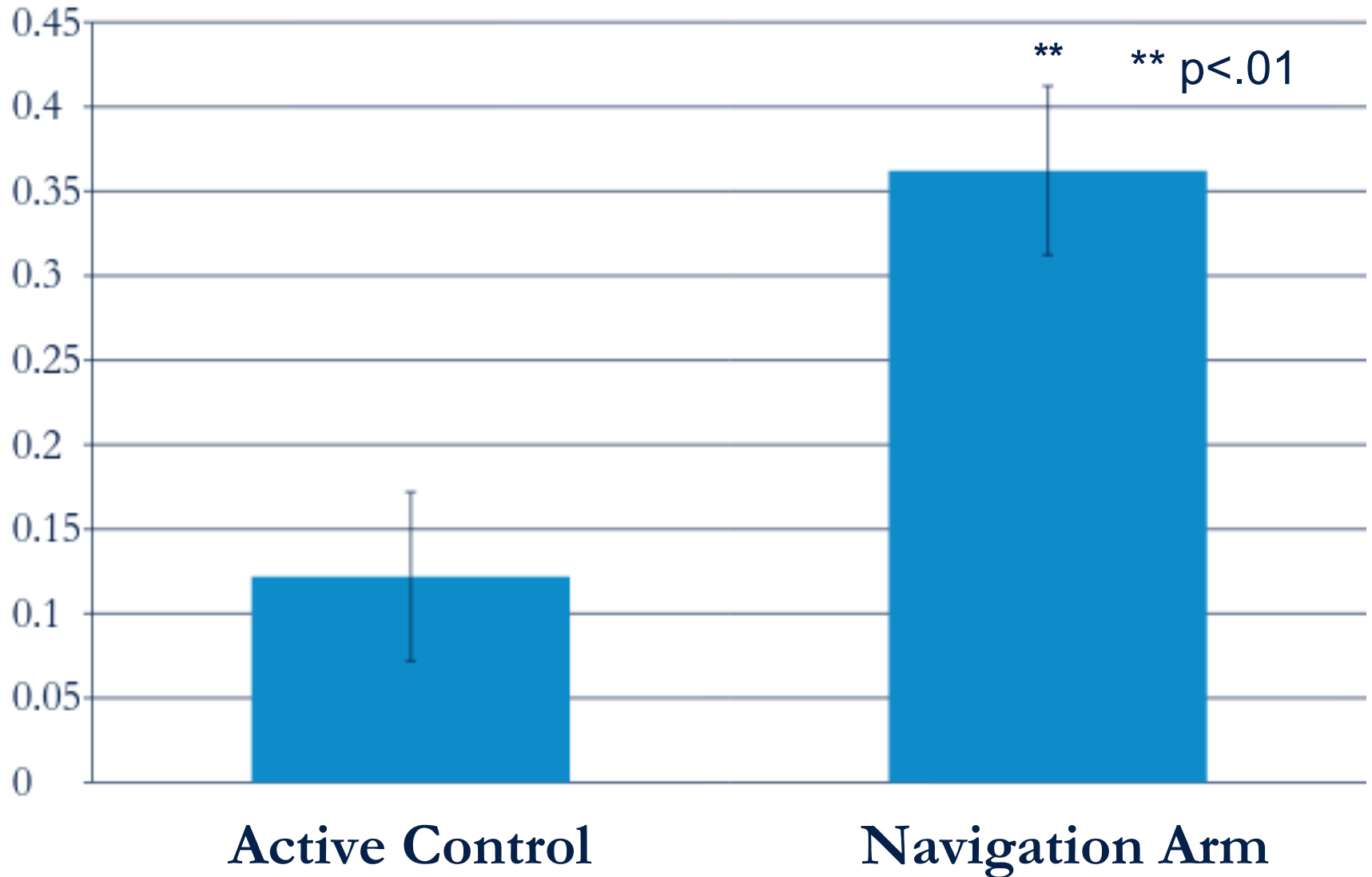
Change in total number of social needs



Change scores in specific social needs

	Active Control (Δ in percent reporting need)	Navigation (Δ in percent reporting need)
Running out of food	-5.8	-13.1
Housing security	6.1	-4.2
Not having enough money to pay utility bills	-1	-9.4
Unhealthy living environments	-2.2	-8.1

Change in parent-reported child health



Health Advocates Study: Phase II



Primary research goal

Examine the comparative effectiveness of two interventions in a pediatric urgent care setting that address families' social needs... on additional child and parent physical and mental health measures.

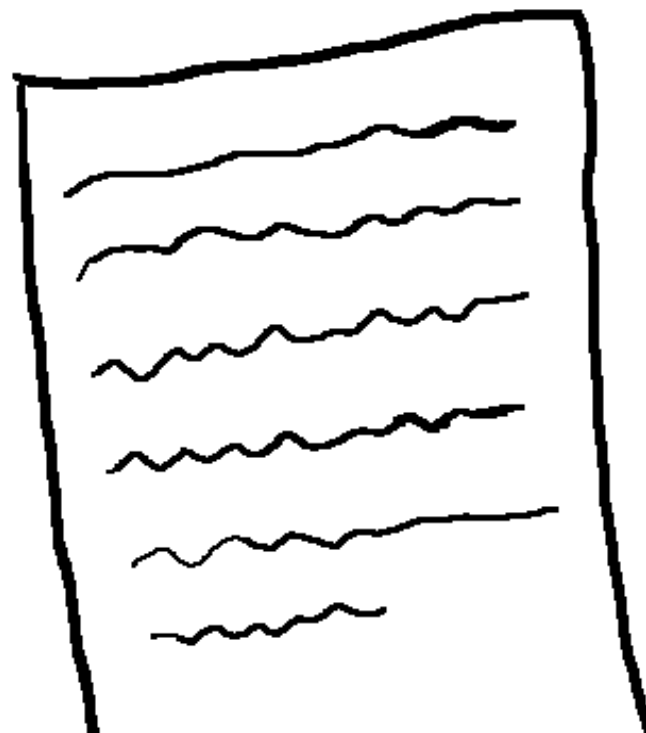
Methods: Study Arms

Active Control: Social screening + written resources

SOCIAL SCREENING

Do you need...?

- ☐ Food
- ☐ Housing
- ☐ Help with benefits
- ☐ Legal services
- ☐ Utilities assistance



Methods: Study Arms

Navigation arm: Social screening + in-person resource navigation

SOCIAL SCREENING

Do you need...?

- ☐ Food
- ☐ Housing
- ☐ Help with benefits
- ☐ Legal services
- ☐ Utilities assistance



Methods: Main outcome measures

- Social needs
- Child health care utilization
- Parent-reported child global health status
- A broader range of child and caregiver outcomes, including:
 - Caregiver stress, depression and health care status
 - Social, emotional, and physical health measures
 - Work and school attendance
- Child and caregiver hair cortisol levels & oral biomarkers of inflammation/stress (IL-2, IL-6, CRP)

What do we know about biomarkers and SDH?

- Early life exposure to environmental adversity leads to physiological changes;
- Since physiological changes may not manifest as disease for many years, biomarkers may be good intermediate outcomes, especially in otherwise healthy children and adults.

Current progress

- HA program continues in the CHC Primary Care clinic full time, 5 days per week!
- Phase II Study launched July 2016 in CHC Urgent Care clinic only
 - Over 250 parent-child dyads enrolled to date
 - Anticipated study end date December 2018
- Challenges of future funding and sustainability for the HA program still remain....

ZSFG Health Advocates Program



ZSFG Medical Legal Partnerships

- Over 250 health care sites in U.S. integrate attorneys into health care teams;
- Direct legal services include benefits denial claims; immigration; family law; and individualized education plans;
- Some evidence supports cost-effectiveness of MLP for hospitals, particularly re: benefits denials.

ZSFG Financial Fitness Clinic

The Financial Fitness Clinic SFGH



Other research projects underway



Social screening tools
and coding guidelines

SDH and provider
burnout

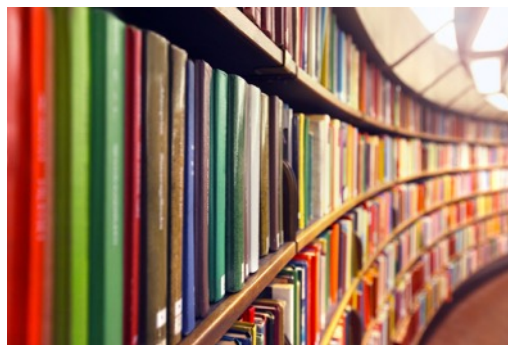
Social Interventions Research & Evaluation Network

SIREN's mission is to catalyze and disseminate high quality research that advances efforts to address social determinants of health (SDH) in health care settings.

Activities include:



Catalyzing high quality
research



Collecting & disseminating
research findings



Providing evaluation,
research, & analytics
consultation services

sirenetwork.ucsf.edu | siren@ucsf.edu | [@SIREN_UCSF](https://twitter.com/SIREN_UCSF) | 415-476-7751

Thank you!

