

Value of Social Determinants of Health Data Collection

**eCW User Group
May 12, 2020**



This is a NYS Health Center Controlled Network (NYS-HCCN) Activity
A HRSA-Funded Project of the Community Health Care Association of New York State



Social Influences Greatly Impact Health



Hood, CM, Gennuso, KP, Swain, GR, & Catlin, BB. (2015). County health rankings: Relationships between determinant factors and health outcomes. *American Journal of Preventive Medicine*.

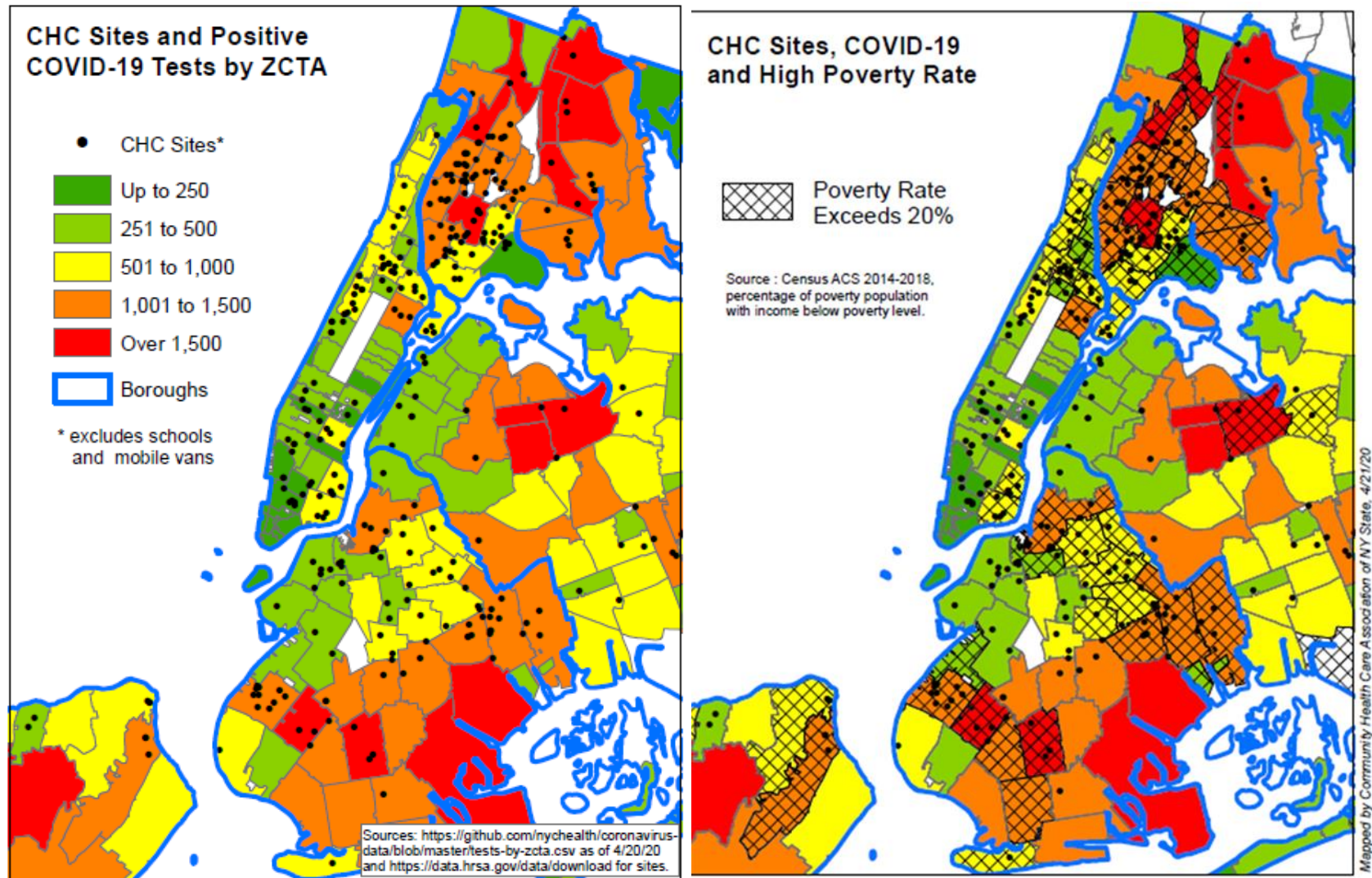
Value Statement

It is critical part of an evolving value-based care strategy that will empower FQHCs to be better positioned to negotiate enhanced reimbursement and value-based contract arrangements for high-need patients that will better support patient care delivery and to advocate for health policy development around patients' social determinants of health.



NYC CHC sites and COVID

4



UDS 2020 - PAL 2020-04

APPENDIX D: HEALTH CENTER HEALTH INFORMATION TECHNOLOGY (HIT) CAPABILITIES

Q11. Does your health center collect data on individual patients' social risk factors or social determinants of health, outside of the data reportable in the UDS?

- a) Yes
- b) No, but in planning stages to collect this information
- c) No, not planning to collect this information



APPENDIX D: HEALTH CENTER HEALTH INFORMATION TECHNOLOGY (HIT) CAPABILITIES

Q12. Which standardized assessment(s) to collect information on the social determinants of health or social risk factors, if any, do you use? (Select all that apply)

- a) Accountable Health Communities Screening Tools
- b) Upstream Risks Screening Tool and Guide
- c) iHELP
- d) Recommend Social and Behavioral Domains for EHRs
- e) Protocol for Responding to and Assessing Patients' Assets, Risks, and Experiences (PRAPARE)
- f) Well Child Care, Evaluation, Community Resources, Advocacy Referral, Education (WE CARE)
- g) WellRx
- h) Health Leads Screening Toolkit
- i) Other (please describe _____)
- j) We do not use a standardized assessment

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APPENDIX D: HEALTH CENTER HEALTH INFORMATION TECHNOLOGY (HIT) CAPABILITIES

Q12a. Please provide the total number of patients that screened positive for the following:

- a) Food insecurity _____
- b) Housing insecurity _____
- c) Financial strain _____
- d) Lack of transportation/access to public transportation _____

Q12b. If you do not use a standardized assessment to collect this information, please comment why (Select all that apply)

- a) Have not considered/unfamiliar with assessments
- b) Lack of funding for addressing these unmet social needs of patients
- c) Lack of training for staff to discuss these issues with patients
- d) Inability to include in patient intake and clinical workflow
- e) Not needed
- f) Other (Please specify): _____

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ADDING INTERNATIONAL CLASSIFICATION OF DISEASES (ICD)-10 CODES TO CAPTURE HUMAN TRAFFICKING AND INTIMATE PARTNER VIOLENCE (IPV)

Human Trafficking, PAL page 5

- T74.5 Forced sexual exploitation, confirmed
- T74.6 Forced labor exploitation, confirmed
- T76.5 Forced sexual exploitation, suspected
- T76.6 Forced labor exploitation, suspected
- Z04.8 Encounter for examination and observation for other specified reasons
- Z62.813 Personal history of forced labor or sexual exploitation in childhood
- Z91.42 Personal history of forced labor or sexual exploitation

Intimate Partner Violence, PAL page 6

- T74.11 Adult physical abuse, confirmed
- T74.21 Adult sexual abuse, confirmed
- T74.31 Adult emotional/psychological abuse, confirmed
- Z69.11 Encounter for mental health services for victim of spousal or partner abuse
- Y07.0* Spouse or partner, perpetrator of maltreatment and neglect used to identify perpetrator in cases of confirmed abuse (T74 codes)

UDS 2020 - PAL 2020-04



Building Capacity to Respond to SDH

People

- Roles & Responsibilities

Process

- Policies & Procedures
- Communication & Training

Technology

- EMR
- CPCI DRVS
Azara
- Other Tools

eCW PRAPARE Benefits

- SDH Data is part of the patients chart
- Reporting capabilities
- Utilize eCW existing functionality
 - Structured Data, e.g. smart form
 - Order Sets
 - Templates
 - Patient Portal Use/Patient Engagement
- Identify patient needs for resources, referrals and services
- Risk Stratification
- Population Health

PRAPARE Workflow Sample

| | |
|-----------------------------------|---|
| WHAT | <ul style="list-style-type: none">• Screen all adult patients (18 yrs. and older)• Frequency: Quarterly |
| WHO | <ol style="list-style-type: none">1. Clinical Staff (RNs, MAs, LPNs, etc.)2. Community Health Workers3. Patient Self-Administration |
| WHERE | <ol style="list-style-type: none">1. In the Exam Room2. Telehealth/ Telephone3. Patient Portal |
| WHEN In-person and/or Remotely | <ul style="list-style-type: none">• Clinical staff: During Triage• Non-clinical: when conducting outreach to patients |
| HOW | <ul style="list-style-type: none">• Administer eCW PRAPARE• Provider reviews SDH responses & adds SDH ICD10 codes• Generate referral to enabling services |

ICD-10 Z Codes for Social Determinants of Health Diagnoses

Pt. Info Encounter Physical Hub Education

Assessment Smart Search Social Determinants of Health Map to ICD10 ☐ Default

| Code | Consent | Diagnosis |
|---------|---------|--|
| Z77.22 | public | Contact with and (suspected) exposure to environmental tobacco smoke |
| Z77.011 | public | Contact with and (suspected) exposure to lead |
| Z77.120 | public | Contact with and (suspected) exposure to mold (toxic) |
| Z77.128 | public | Contact with and (suspected) exposure to other hazards in the physical environment |
| Z63.6 | public | Dependent relative needing care at home |
| Z65.5 | public | Exposure to disaster, war, and other hostilities |
| Z59.0 | public | Homelessness |
| Z55.9 | public | Illiteracy and low-level literacy |
| Z59.4 | public | Lack of adequate food and safe drinking water |
| Z73.2 | public | Lack of relaxation and leisure |
| Z59.6 | public | Low income |
| Z60.8 | public | Other problems related to social environment |
| Z91.82 | public | Personal history of military deployment |
| Z59.9 | public | Problem related to housing and economic circumstances, unspecified |

Find In Social Determinants of Health ICD-10 Z

Contains Notes ☐ Axis 4 ☐ Axis 5

PRAPARE Reporting

In April 2020, eCW released an updated version of the PRAPARE Reporting User Guide.

Types of reports:

- PRAPARE Utilization Analysis Report
- Patients seen without PRAPARE documentation
- PRAPARE Social Determinants Analysis

You can find this guide at <https://my.eclinicalworks.com/eCRM/jsp/index.jsp>



Patient Engagement

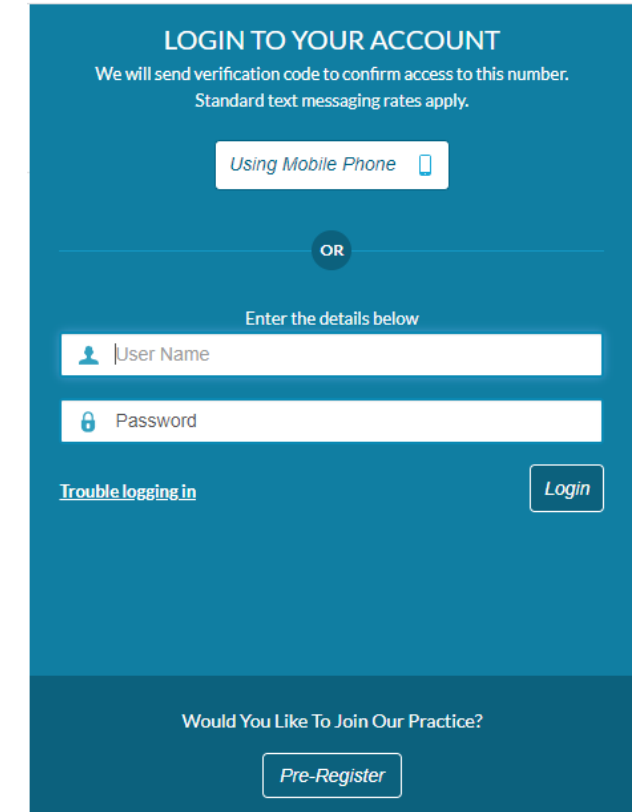
PRAPARE Self-Assessment Approach by using the Healow Patient Portal tool.

Advantages

- Self-assessments may lead to more honest answers because they provide more privacy
- Does not lengthen clinic visit much at all, except to respond to needs identified.

Tradeoffs

- If patient has trouble understanding the questions, there may not be a staff person available to explain and provide clarity



The screenshot shows the 'LOGIN TO YOUR ACCOUNT' page of the Healow Patient Portal. At the top, it says 'We will send verification code to confirm access to this number. Standard text messaging rates apply.' Below this is a button labeled 'Using Mobile Phone' with a mobile phone icon. A horizontal line with a circle containing 'OR' separates this from the standard login section. The standard login section has the text 'Enter the details below' above two input fields: 'User Name' (with a person icon) and 'Password' (with a lock icon). To the left of the password field is a link for 'Trouble logging in'. To the right of the password field is a 'Login' button. At the bottom of the page, there is a dark blue section with the text 'Would You Like To Join Our Practice?' and a 'Pre-Register' button.

Questionnaire Setup 1

Patient Portal Settings Admin Dashboard Batch web Enable/Disable

Spanish Portal Settings

Settings

Message Settings

Facility Accessibility Options

E-mail Message Settings

Appointment Settings

Appointment Visit Type configuration

Labs Settings

Form(Ques &Imm) Settings

Menu Settings

Consent Form Settings

Questionnaire Setting

Questionnaires that are to be uploaded to patient portal

Select the Number of Questionnaires you wish to upload to portal: 1

| Selected Questionnaire | Portal Menu Name |
|----------------------------------|------------------|
| 1. Social Determinants of Health | Social History |

Questionnaire Display Option

- ☒ Display previously submitted patient responses in portal questionnaire(s)
- ☒ Display previously submitted Surgical History, Allergies and Hospitalization responses in portal

Immunization Setting

- ☐ Mark Portal filled Immunization form document as 'Reviewed' by default

Immunization designer not enabled

Save



QUESTIONNAIRE

Social History

Social Determinants of Health

PRAPARE

Medical History

Updated/Updated:

05/10/2020 (mm/dd/yyyy)

Medical History

Surgical and Allergies

housing situation

☒ I do not have housing (staying with others,

☐ I choose not to answer this question

Questionnaire Setup 2

Questionnaire-Visit Mapping

Provider : Default Browse Facility : Default ADD

Display 10 records per page Search:

| Visit Types | Questionnaire | Provider | Facility |
|-------------------------|---------------|------------------|----------|
| ANN VISIT(Annual Visit) | PRAPARE | Willis Sam,Multi | CHCANYS |

Showing page 1 of 1

Previous Next

Print S

Feature

Schedule Job

Questionnaire Setting

Visit Status / Code Mapping

Visit Note

View All

APPOINTMENTS

Sam,Multi Willis

Community Health Care Association of New York State

111 BROADWAY,RM 1402,NEW YORK,NY 10006...

05/11/2020

1:40 PM EDT


Please fill the questionnaire. before your visit with the doctor.


Fill Questionnaire


16


Patient Portal View


>


Dashboard


My Account


Messages

Medical Records

Appointments

Questionnaires

Trackers

QUESTIONNAIRE

PRAPARE

Please complete your health questionnaire to the best of your ability.

PRAPARE

Date Completed/Updated:
 MM/dd/yyyy

What is your current housing situation?

☐ I have housing

☐ I do not have housing (staying with others, in a hotel, in a shelter, living outside on the street, on a beach, or in a park)

☐ I choose not to answer this question

Are you worried about losing your housing?

☐ Yes

☐ No

☐ I choose not to answer this question

What is the highest level of school that you have finished?

Healow-Patient Portal Workflow

The screenshot displays the Healow Patient Portal interface. At the top, a patient's profile is shown with a red box highlighting the 'Hub' icon. Below the profile, a 'Medical Summary' tab is selected, showing patient information: ZzTEST, ECW11, MC, 26 Y, H. The patient's address, phone, and insurance details are listed. A 'Subjective' section is visible, containing a list of medical history items. A blue callout box points to the 'Hub' icon, stating: 'Completed form is located in the Healow Hub & ready to be imported into the progress note.' To the right, a 'Questionnaire' window is open, displaying the 'PRAPARE SMART FORM'. The form title is 'PRAPARE Protocol for Responding to and Assessing Patient Assets, Risks, and Experiences'. It includes a 'Date Completed/Updated' field with the value '04/24/2020' and a 'What is your current housing situation?' question with radio button options: 'I have housing', 'I do not have housing (staying with others, in a hotel, in a shelter, living outside on the street, on a beach, or in a park)', and 'I choose not to answer this question'. Below this is another question: 'Are you worried about losing your housing?' with radio button options: 'Yes', 'No', and 'I choose not to answer this question'.

Completed form is located in the Healow Hub & ready to be imported into the progress note.

HEALOW interface showing patient information and a list of problems.

Calendar: N 0, S 0, D 0, R 2, T 5, L 6, M 0

Ins: Self Pay
Acc Bal: \$ 0.00
Gr Bal: \$ 0.00
Ren: Willis, Sam, Multi

NOTES
This patient may need a FIT test.

SECURE NOTES
This is secure notes.

HEALOW
Last Login: 3 hours ago

Flowsheets Notes

Overview DRTLA History CDSS Ordersets Templates Dental

Mouse, Mickey, 40Y, M as of 05/11/2020
[Problem List SNOMED](#)

Right Panel data last modified on: 05/11/2020 01:19 PM

Global Alerts

Advance Directive

Problem List

| 10 | E11.9 | Type 2 diabetes mellitus without complications | | |
|----|-------|--|--|--|
| 10 | M72.2 | Plantar fascial fibromatosis | | |
| 10 | I10 | Essential hypertension | | |

Allergies

- Penicillin G Potassium : hives
- milk : stomach upset
- apple : rash - Criticality Low

Current Medication



HEALOW
Last Login: 3 hours ago

Download icon (red square with white arrow pointing down)



Mouse, Mickey 40 Years, male

01/01/1980 123-456-7890 ali@chcanys.org

123 Disney Lane , New York, NY 10016

Questionnaires 1

Trackers

External Health Records

Questionnaires

PRAPARE

(Pages: 1)

Please complete your health questionnaire to the best of your ability.

← PRAPARE

← Date Completed/Updated:

05/11/2020 (mm/dd/yyyy)

← What is your current housing situation?

- ☐ I have housing
- ☐ I do not have housing
(staying with others, in a hotel, in a shelter, living outside on the street, on a beach, or in a park)
- ☒ I choose not to answer this question

← Are you worried about losing your housing?

- ☐ Yes
- ☐ No
- ☒ I choose not to answer this question

← What is the highest level of school that you have finished?

- ☐ Less than a high school degree
- ☐ High school diploma or GED
- ☐ More than high school

Import Current Page

Reviewed


Reject

Page 1 of 1

Cancel

Will save in
patient docs
and import
into the
progress notes

Will save in
patient docs
ONLY



Mouse, Mickey , 40 Y , M INFO HUB **ASK EVA**

123 Disney Lane , New York, NY10016

01/01/1980 | 123-456-7890

ali@chcanys.org

Allergies Billing Alerts

Wt: 02/07/20:150 lbs.

Appt(L): 05/11/20 (SW)

PCP: Willis, Sam,Multi

Lang: English

Trans: No

Ins: Self Pay

Acc Bal:\$ 0.00

Gr Bal: \$0.00

Ren: Willis, Sam,Multi

NOTES

This patient may need a FIT test.

SECURE NOTES

This is secure notes.

HEALOW

Last Login: 3 hours ago

Medical Summary CDSS Labs DI Procedures Growth Chart Imm T.Inj Encounters Patient Docs Flowsheets Notes

Progress Note Scribe Orders

Quick Order

05/11/2020 Physical

Overview DRTLA History CDSS Ordersets Templates Dental

Mouse, Mickey, 40Y, M as of 05/11/2020

Right Panel data last modified on: 05/11/2020 01:19 PM

Medical History

- Type 2 diabetes mellitus without complications
- Plantar fascial fibromatosis

Surgical History

- APPENDECTOMY 02/200
- GRAFT FOR FACE NERVE PALSY 08/201

Family History

- Father: deceased, type II diabetes, hypertension, diagnosed with DM Type 2, HTN
- Mother: alive 68 yrs, type II diabetes, DM Type 2
- Spouse: alive 38 yrs, hypertension, HTN
- Daughter(s): alive 5 yrs
- 1 brother(s) - healthy.

Social History

- Tobacco Use/Smoking

Are you a: current smoker , When did you start smoking?: 02/05/2018, How often do you smoke cigarettes?: some days, but not every day, How many cigarettes a day do you smoke?: 5 or less, How soon after you wake up do you smoke your first cigarette?: 31-60 minutes, Are you interested in quitting?: Thinking about quitting

Social Determinants

PRAPARE

Date Completed/Updated: 05/11/2020

What is your current housing situation? *I have housing*

Are you worried about losing your housing? *No*

What is the highest level of school that you have finished? *Less than a high school degree*

What is your current work situation? *Part time or temporary work*

In the past year, have you or any family members you live with been unable to get any of the following when it was really needed? Check all that apply *Food,Clothing,Utilities*

Has lack of transportation kept you from medical appointments, meetings, work or from getting things needed for daily living? *Yes, it has kept me from medical appointments or from getting my medications*

How often do you see or talk to people that you care about and feel close to? (For example: talking to friends on the phone, visiting friends or family, going to church or club meetings) *1 or 2 times a week*

How stressed are you? Stress is when someone feels tense, nervous, anxious, or cant sleep at night because their mind is troubled *A little bit*

In the past year have you spent more than 2 nights in a row in a jail, prison, detention center, or juvenile correctional facility? *Yes*

Do you feel physically and emotionally safe where you currently live? *Yes*

In the past year, have you been afraid of your partner or ex-partner? *No*

Are you a refugee? *Yes*

Exercise

Do you exercise? *No*

Diet

Are you dieting? *No*

Dank salt intake *Med*

Send Print Fax Record Lock Details Templates Claim Letters Ink Attachments

Progress Note last refreshed : 03:19:18 -0400

Announcement:

HCCN SDH Learning Collaborative Opportunity

Two-month workgroup from June-July 2020, 4 sessions:

- Optimize your PRAPARE use and expand SDH ICD-10 coding Documentation.
- Receive guidance on Community Referral Management and Enabling Services



If interested or would like more details, please contact

Anita Li at ali@chcanys.org.



PRAPARE Implementation Resources:

- CHCANYS Clinical eLibrary- Social Determinants of Health
http://www.chcanys.org/index.php_src=gendocs&ref=Social_Determinants_Health+&link=Social_Determinants_Health+.html
- NACHC Website
<http://www.nachc.org/research-and-data/prapare/>
- PRAPARE Implementation and Action Toolkit
<http://www.nachc.org/research-and-data/prapare/toolkit/>
- Empathic Inquiry Resources
<https://www.orpca.org/initiatives/empathic-inquiry>