

Social Determinants of Health (SDH) Screening Sample Workflow Steps for Non-Clinical Staff <u>After</u> the Clinical Visit

Non-clinical staff includes patient navigators, patient advocates, and community health workers, among others.

Take-Aways:

- Non-clinical staff are often employed from the community, so they can more easily relate to patients, understand their needs, and build trusting relationships.
- Ensures that the staff person administering SDH screening also addresses the needs identified by referring the patient to resources.



- Non-clinical staff have more time to administer and respond to assessments.
- Allows the patient to become familiar and comfortable with the clinical setting.
- Information is not available during the time of the visit.
- Contact information for follow up can be a barrier.
- Increases the patient's time at the clinic.

The Steps:

#1 Clinical Visit w/Provider

#2 Referral to Patient Navigator

In person or w/in a week of visit

#3 Ask SDH Questions

Within 24 hours



• Provider conducts clinical visit.

#6 Follow Up

to determine if resources were

Document in electronic health record.

utilized.

- Provider will refer patient to nonclinical staff (Patient Navigator) on an annual basis.
- Patient navigator explains why they will ask SDH questions and how it can help the patients care plan, either in person or by phone.

#5 Connect Patient to Resources

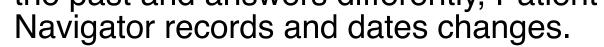
- Patient navigator asks the patient to answer all of the questions in whichever form they like (i.e. with assistance or on their own).
- If patient has already answered questions in the past, ask if they would answer these differently.

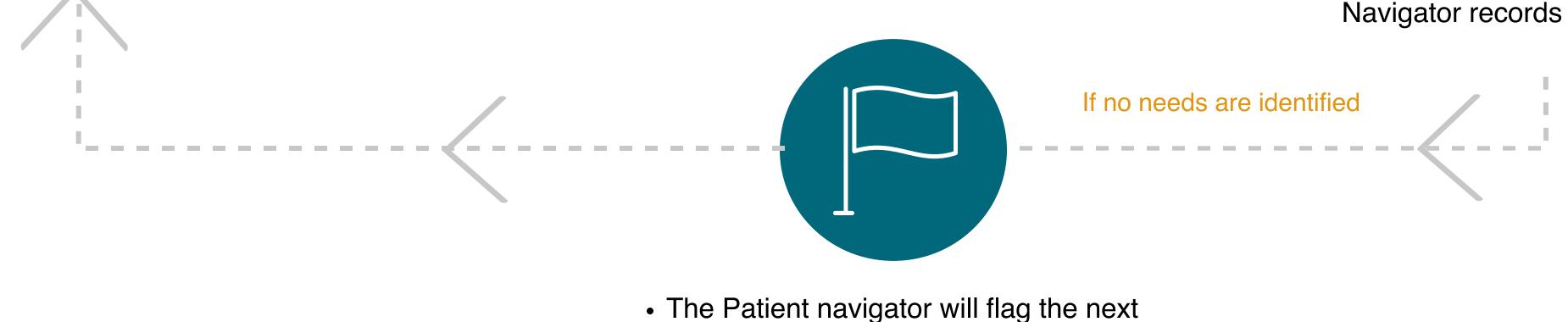
#4 Document Responses



patient to community resources, if those

- Patient navigator records and dates the patient's answers in electronic health record, using z codes where possible.
- If patient has answered the questions in the past and answers differently, Patient





resources are available.

appointment (1 year) for a SDH screening.



Adapted from National Association of Community Health Centers' PRAPARE Toolkit: http://www.nachc.org/wp-content/uploads/2016/08/Chapter_5-Workflow_Implementation_Sept2016.pdf

