

Medical Center Improves Quality and Clinical Outcomes Through Enhanced Screening for Social Determinants of Health

The Fenton Medical Center was challenged with how to integrate social determinants of health (SDOH) screen to meet payer requirements.

OVERVIEW

The SDOH screen was required as part of the medical center's participation in a large payer's population health management initiative. The staff struggled to implement a program and properly act on positive screen results.

CHALLENGES

- Staff felt the SDOH screening was intrusive to the patient.
- Staff lacked knowledge about community resources to assist patients with positive SDOH screens.
- The additional screen was perceived as an administrative burden to practice staff.

SOLUTION

The medical center engaged Medical Advantage Group to help incorporate the screening into their workflow and educate staff on how to follow-up with at-risk patients. Using its Practice Catalyst methodology, Medical Advantage Group's in-practice consultants assessed practice process and workflows, identified process gaps, developed an action plan, and implemented educational interventions. The educational interventions were conducted with both practice staff and leadership to gain support in implementing:

- A process for the gradual integration of the SDOH screening in practice workflow starting with small subsets of the patient population.
- Face-to-face meetings with practice staff and leadership to answer questions and troubleshoot issues.
- A customized approach based on staff size, workflow, and current staff responsibilities and expectations.

RESULTS

After two months of working with Medical Advantage Group, the medical center achieved the following:

- Successfully built a formal screening process to determine if a patient has any SDOH.
- Attained social screening and tracked Patient-Centered Medical Home (PCMH) capabilities.
- Improved quality and decreased healthcare costs.
- Improved patient, physician, and care manager relationships by encouraging patients to be forthcoming about SDOH needs.

Ultimately, the screening allowed the practice to be a more effective population health manager and improve clinical outcomes in payer quality programs.



BACKGROUND

For over 77 years, the medical center has cared for the Fenton community. In 2009, the center was designated as a Patient-Centered Medical Home and has been re-appointed each year due to the quality of care and performance standards achieved by taking care of their patients.

POPULATION

Serves all patient demographics but mainly Medicaid and Medicare patients.

SPECIALTIES

A multi-provider independent primary care practice that offers family practice medicine, pediatrics, internal medicine, gynecology, geriatric medicine, dermatology, preventative medicine, and chiropractic services.

LOCATION

Fenton, Michigan



800-1,000 Patients screened



46% Medicaid population receiving care management interventions



88% ↑ Improvement in blood pressure control



28% ↑ Improvement in diabetes related A1c control



15% ↓ Reduction in acute hospital admissions



20% ↓ Reduction in all cause readmissions