## Project Description / Purpose

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| **Project Name:** | Health Leads Social Needs Screening |
| **Clinic:** | *La Frontera Center, Inc. (LFC) and Southeastern Behavioral Health Services (SEABHS)* |
| **Process:** | *Regular screening for social determinants of health (SDOH)* |
| **TIP 2.0 Process Milestone:** | *Adult BH, PCP AOC #3- Implement a process for screening HRSN* |
| **Project Description / Purpose** | |
| *Enter a brief description of the project, the purpose for conducting the project and a general description of what is expected to result from the project.*  *Screening for health-related social needs is crucial to ensure we are accurately capturing the full picture of needs for our clients that come in for physical and behavioral health services. Clients who are homeless are unlikely to see an improvement in their depression from medication alone. Clients who are unable to plan for their next meal will have marked difficulty monitoring and managing their blood sugars with their diabetes. The purpose of this project is to train staff on the purpose of the Health Leads Social Needs Screening, ensure accurate screening of clients and families, assignment a corresponding Z and G code, and provide internal or external resources to our clients. Currently we are screening 100% of clients that receive a clinical intake, but less than 5% show a Yes on Health Leads Social Needs Screening. From our internal audits, we show 94% of adults having a Z code on their assessment. We’re hoping through this project to see an increase to 50% of clinical intakes to show a Yes on the Health Leads Social Needs Screening.* | |

## Project Overview

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| **Problem Summary:** | *Enter description of problem or performance gap identified here. Include descriptions of the impact to staff and/or patients.*  *The addition of the Health Leads Social Needs Screening tool was completed more than five years ago. While the screening tool is being completed at a 100%, the accuracy of the screening is suspect. We believe many clients have a health-related social need and they may or may not be getting the resources they need. We believe some staff are either skipping through the section just selecting ‘No’ or clients are saying ‘No’ because they don’t understand the importance or believe that we can help.* |
| **Desired Outcome(s):** | *Decrease the gap between the screenings that have a ‘Yes’ and the number of clients that show a Z code on their assessment to 50%.* |
| **Benefits:** | *Staff will complete the screening more accurately and offer resources to their clients. Clients will feel more comfortable saying ‘Yes’ knowing their Recovery Coach can help them.* |

## Timeline

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|  | **Description of Task and Completion Dates** |
| **Task 1** | *Complete recorded video training on the Health Leads Social Needs Screening tool (7/19/2024)* |
| **Task 2** | *Share recorded video for implementation of screening with the new Clinical Assessment (8/1/2024)* |
| **Task 3** | *Pull a report to see how many screening tools have a Y from 8/1-8/31/24 (9/5/2024)* |
| **Task 4** | *Complete 5 Whys RCA with staff (9/30/2024)* |
| **Task 5** | *Complete PDSA cycles (begin first one 10/1/2024)* |

\* Add new rows as needed.

## Project Scope

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| **In Scope Project Objectives** |
| *The primary objective of this project is to improve screening accuracy through training.* |
| **Out of Scope Project Objectives or Activities** |
| *We are not addressing referrals completed based on the screening or changing screenings.* |

## Project Team

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| **Team Lead:** | Kristin Ross | **Project Champion:** | Kathy Wells |
| **Process Owner:** | Leslie Ulloa & Gina Fiscus | **Process Manager:** | Heather King |

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| **Stakeholders** | | | |
| **Stakeholder** | **Title** | **Department** | **Organization** |
| *Andrea Flores* | *Clinical Supervisor* | *Main Clinic-Adult* | *La Frontera Center, Inc.* |
| *Estefania Featherston* | *Clinical Supervisor* | *East Clinic* | *La Frontera Center, Inc.* |
| *Carmen Morales* | *Clinical Supervisor* | *Southwest Clinic* | *La Frontera Center, Inc.* |
| *Dayna Torres* | *Clinical Supervisor* | *Mountain Clinic* | *La Frontera Center, Inc.* |
| *Wanda Winningham* | *Clinical Supervisor* | *Hope Center* | *La Frontera Center, Inc.* |
| *Annette Carnes* | *Clinical Supervisor* | *Willcox/Benson* | *Southeastern Behavioral Health Services* |

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| **Project Team Members** | |
| **Name** | **Team Role** |
| *Kristin Ross* | *Coordination of communication and ensuring activities meet standard of project* |
| *Leslie Ulloa* | *Implementation of project interventions* |
| *Gina Fiscus* | *Implementation of project interventions* |
| *Kathy Wells* | *Technology and operation support of project interventions* |
| *Heather King* | *Ensuring project interventions meet current clinical practices* |

## Signatures

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| **Process Owner** | Project charter reviewed and responsibility confirmed via email |
| **Project Champion** | Project charter reviewed and responsibility confirmed via email |
| **Team Leader** | Project charter reviewed and responsibility confirmed via email |