## Project Description / Purpose

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| **Project Name:** | HRSN Screening |
| **Clinic:** | Neighborhood Outreach Access to Health – Primary Locations – Copperwood & Palomino |
| **Process:** | Implementation of comprehensive HRSN screening tool |
| **TIP 2.0 Process Milestone:** | *Milestone 3, Year 2* |
| **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.*  Health-Related Social Needs screening is an important part of caring for the whole person. HRSN barriers can contribute to decreased health outcomes and increased chronic diseases, risk of hospitalization and increased cost to the patient. Neighborhood Outreach Access to Health is currently screening for HRSN on a very limited basis. The purpose of this project is to implement a comprehensive, evidence-based screening tool that will allow patients to be connected to resources through community-based organizations and improve their overall health outcome. | |

## 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.*  Limited HRSN screening has been conducted at NOAH since 2020. The initial intent was for medical assistants to ask questions regarding food insecurity and transportation upon rooming a patient for a provider appointment. While this practice was implemented in all 6 NOAH locations, the use of screening tool was not widely adopted. Screenings continue to be completed by MA’s, and now also Community Health Workers as part of our Community Resource Team. This team connects patients to resources to reduce HRSN barriers. Screening efforts have led the NOAH team to provide on-site food resources for patients who are food insecure. Opportunities for screening, provisions of food, and referrals for other HRSN needs continues to be the focus for our team. The current screening rate for transportation needs is 31% and food insecurity 51% through 5/31/2024. This has had a direct negative impact on patients as many patients that could benefit from screening and HRSN interventions are not receiving the resources needed. |
| **Desired Outcome(s):** | *Describe the desired outcome(s) of the project.*  The desired outcome of this project is to implement a more robust, comprehensive screening tool for food insecurity, housing instability, utility assistance, transportation needs and interpersonal safety for all patients at NOAH. The goal screening rate is 70%. |
| **Benefits:** | *Enter a description of the expected benefits here.*  Implementation of a robust HRSN screening tool will increase NOAH’s patient access to community resources and services that can improve their independence, lifestyle, and health outcomes. |

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|  | **Description of Task and Completion Dates** |
| **Task 1** | Implement collaborative meetings with strategic initiative objective team to determine scope of project. – Completed 6/2024 |
| **Task 2** | Determine past food insecurity screening rates – Completed 6/2024 |
| **Task 3** | Determine which evidence-based screening tool will be implemented – Completed 6/2024 |
| **Task 4** | Explore impact/implementation plan and necessary electronic medical record changes 7/2024 |
| **Task 5** | Analyze operational impact/implementation and training plan with Operations Team 7/15/2024-7/31/2024 |
| **Task 6** | Finalize workflows and training documents 8/2024 |
| **Task 7** | Train staff on new screening tool 9/1/2024-9/15/2024 |
| **Task 8** | Launch HRSN screening tool within electronic medical record 9/16/2024-9/30/2024 |

## Project Scope

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| **In Scope Project Objectives** |
| *Enter a description of the objectives that are in scope here.*  The objective of this project is to implement a comprehensive HRSN screening tool to improve the overall health outcomes of NOAH patients. |
| **Out of Scope Project Objectives or Activities** |
| *Enter description of the objectives or activities that are out of scope here.*  There are no objectives or activities that are out of scope for this project. |

## Project Team

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| **Team Lead:** | Dora Correal/Kerry Nickerson | **Project Champion:** | Kerry Nickerson |
| **Process Owner:** | Dora Correal | **Process Manager:** | Crystal Medina |

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| **Stakeholders** | | | |
| **Stakeholder** | **Title** | **Department** | **Organization** |
| Dr. Jennifer Rosas | CMIO/Project Executive Sponsor | Administration/Family Medicine | NOAH |
| Katrina Morgan | Chief Operating Officer | Administration | NOAH |
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| **Project Team Members** | |
| **Name** | **Team Role** |
| Kerry Nickerson | Director of Nursing & Quality |
| Dora Correal | Director of Community Equity |
| Crystal Medina | Community Resource Manager |
| Tina Hasemeier | IT Informatics Manager |
| Dr. Rachel Giroux | Regional Medical Director |

## Signatures

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| **Process Owner** | Dora Correal, Director of Community Equity |
| **Project Champion** | Kerry Nickerson, Director of Quality & Nursing |
| **Team Leader** | Dora Correal/Kerry Nickerson |