## Project Description / Purpose

|  |  |
| --- | --- |
| **Project Name:** | *Health Related Social Needs* |
| **Clinic:** | *Corazon Behavioral Health Services* |
| **Process:** | *Operational: Implement a new HRSN screening protocol with an evidence‐based questionnaire.* |
| **TIP 2.0 Process Milestone:** | *New Milestone* |
| **Project Description / Purpose** | |
| *Implementation shall include:*  *1. Screening members served by the practice annually using an evidence‐based, standardized HRSN screening tool that*  *includes (at least) the following domains: housing instability, utility assistance, food insecurity, transportation needs, and*  *interpersonal safety.*  *2. Documenting screening results in the member’s Electronic Health Record (EHR) and claims (i.e. G codes and Z codes)*  *and establishing processes to maintain the confidentiality of patient data.*  *3. Identifying, selecting, and establishing partnerships with CBOs, especially those focused on shelter, food, utility*  *assistance, and transport, to deliver resources and/or interventions. Practices should prioritize relationships with CBOs*  *that address social needs that are prevalent within the practice population.*  *4. Develop referral and communication processes with each CBO to refer members for community resources and/or*  *interventions using the statewide closed‐loop referral system CommunityCares.*  *5. Making referrals to and tracking the status of member referrals to CBOs to ensure receipt of services and/or*  *interventions.*  *6. Ensuring practice team members are effectively sharing and receiving referral data from CBOs, through*  *CommunityCares or other means.* | |

## Project Overview

|  |  |
| --- | --- |
| **Problem Summary:** | *Despite the recognized importance of HRSN, there is a significant gap in the systematic screening and*  *addressing of these needs within healthcare settings. Patients with unmet social needs often*  *experience poorer health outcomes, higher healthcare utilization, and increased costs. The lack of*  *standardized screening processes and tools, coupled with insufficient integration of HRSN data into*  *clinical workflows, impedes the effective identification and management of patients' social needs.* |
| **Desired Outcome(s):** | *1. Improved identification of patients' health‐related social needs.*  *2. Enhanced ability of healthcare providers to address and manage social needs.*  *3. Better health outcomes for patients with previously unmet social needs.*  *4. Reduced healthcare utilization and costs associated with unmanaged social needs.*  *5. Greater integration of social care into healthcare delivery.* |
| **Benefits:** | *By addressing these challenges and objectives, the project aims to create a more holistic approach to*  *patient care, where social determinants of health are routinely considered and managed alongside*  *medical needs.* |

## Timeline

|  |  |
| --- | --- |
|  | **Description of Task and Completion Dates** |
| **Task 1** | Task 1 The Administrative Team will review and implement a standardized HRSN screening tool by |
| **Task 2** | Task 2 The Administrative Team will develop a seamless workflow for HRSN screening that minimizes disruption to clinical practices |
| **Task 3** | Task 3 The Clinical Director will train providers on the importance of HRSN, how to use the screening tool, and how to address identified needs |
| **Task 4** | Task 4 The Administrative Team will collaborate with CommunityCares to implement the data management system to securely collect, store, and analyze HRSN data |
| **Task 5** | Task 5 The Administrative Team will establish partnerships with community resources and services to address identified social needs. |

\* Add new rows as needed.

## Project Scope

|  |
| --- |
| **In Scope Project Objectives** |
| *Objective: To implement the HRSN screening tool. Due Date: September 30th, 2024*  *Objective: To develop and implement an internal workflow for the HRSN with minimal disruption to clinical practices. Due Date:*  *September 30th, 2024*  *Objective: To train all staff on the importance of the HRSN Screening tool, its use, and the process of referring as needed. Due*  *Date: September 30th, 2024*  *Objective: To implement the Unite US/ Health Current/ Community Cares platform. Due Date: September 30th, 2024*  *Objective: To partner with Community Based Organizations by enlisting them to join the Community Cares platform and*  *streamline the referral process for HRSNs.*  *Objective: To provide all clients with Client Rights form to ensure best practices of patient privacy and confidentiality.* |
| **Out of Scope Project Objectives or Activities** |
| *By September 30 th*  *, 2024*  *Objective: Complete LabCorp Attestations for HealthCurrent participation. Due Date: September 30th, 2023*  *Objective: Complete the HealthCurrent Portal Project for HIE 3.0 Portal training and onboarding for administrative staff. Due*  *Date: September 30th, 2023*  *Objective: A minimum of 1 staff member to attend the SDOH CommunityCares Stage 1 Introduction Meeting. Due Date: April*  *22 nd*  *, 2024*  *Objective: A minimum of 1 staff member to attend the SDOH CommunityCares Stage 2 Unite Us Engagement Session. Due Date:*  *April 23 rd*  *, 2024*  *Objective: Submit the completed SDOH Contact & Community Partners Spreadsheet and workflow. Due Date: April 30 th , 2024*  *Objective: All staff to attend the SDOH CommunityCares Program‐ Go Live. Onboarding, Launch Plan, New User Training Due*  *Date: May 31 st*  *, 2024.*  *Objective: The Web Manager will attach the HTML code for the Assistance Request linked to the Corazon website. Due Date:*  *September 30 th , 2024* |

## Project Team

|  |  |  |  |
| --- | --- | --- | --- |
| **Team Lead:** |  | **Project Champion:** |  |
| **Process Owner:** |  | **Process Manager:** |  |

|  |  |  |  |
| --- | --- | --- | --- |
| **Stakeholders** | | | |
| **Stakeholder** | **Title** | **Department** | **Organization** |
| Kim Briggs | Kim Briggs | Kim Briggs | Kim Briggs |
| Kim Briggs | Kim Briggs | Kim Briggs | Kim Briggs |
|  |  |  |  |
|  |  |  |  |

|  |  |  |
| --- | --- | --- |
| **Project Team Members** | |  |
| **Name** | **Team Role** |  |
| Kim Briggs | Kim Briggs |  |
| Kim Briggs | Kim Briggs |  |
|  |  |  |
|  |  |  |
|  |  |  |

## Signatures

|  |  |
| --- | --- |
| **Process Owner** |  |
| **Project Champion** |  |
| **Team Leader** |  |