

# Health Equity @ Advocate Aurora Medical Group

Organization and Strategy

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## Organizational Structure

- AAMG joins cross-functional and inclusive departmental leadership committees that oversee delivery of health equity in an approach with six specific targeted areas and directional goals for three core groups.
- Committees and councils include senior representation from Population Health, Analytics, HIT, Medical Group, Behavioral Health, Hospital/Market Ops, Human Resources, Government Affairs, Continuing Health, Pharmacy, etc.

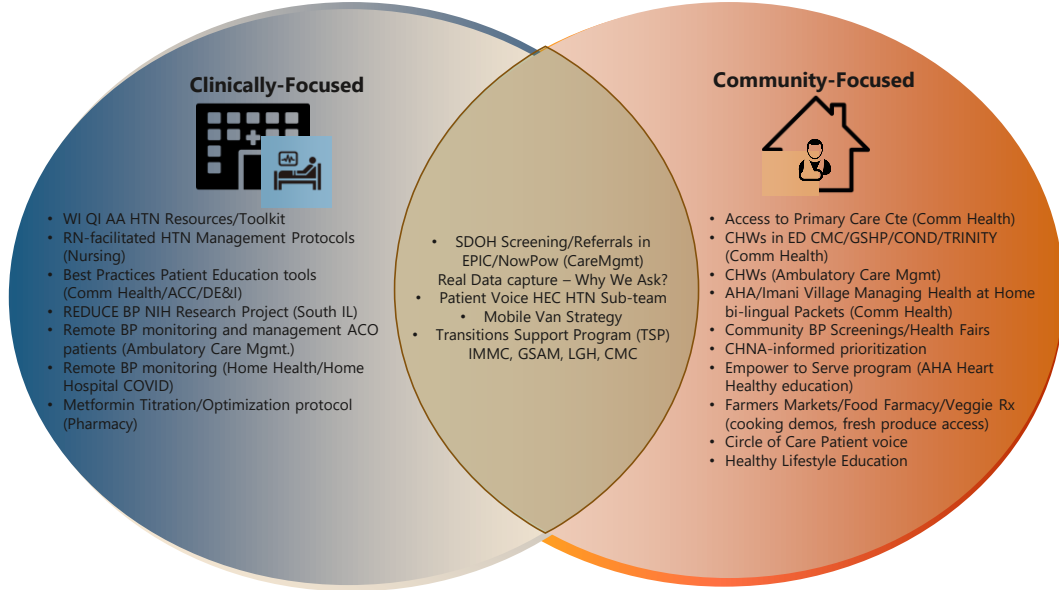
## Health Equity Directional Goals

- **Patient-facing goal is to reduce disparities in outcomes and optimize care management, automate screening of social determinants, and enhance patient engagement**
- Team member-facing goal is to promote diverse representation in hiring, retention, and promotion and foster an inclusive work environment.
- **Community-facing goal is to address social needs in access, workforce development, safety, housing, and food security**

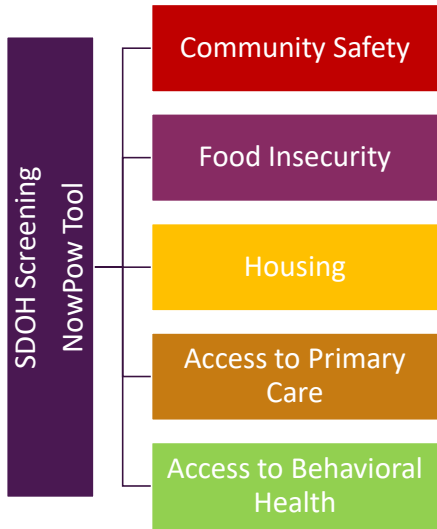
## Targeted Areas

- AAH organizes efforts to improve equity in six key areas: workforce development, housing, community violence and safety, access to primary care, access to behavioral health services and food insecurity.
- Examples of current programs with demonstrated success include (EMR as data source):
  - Improved outcomes for African-Americans with hypertension, diabetes and other chronic diseases by addressing the social and economic barriers that prevent healthy habits. Leveraging the Healthy Living Food Pharmacy.
  - Primary Care Connection Program deploys community health workers to serve patients in the ED.
  - Address health inequities through targeted CVOD-19 testing, flu vaccinations, screenings and other health services to communities with the greatest gaps in care access and disproportionate burden of disease.

## HEC HTN Inventory of Current State Programs and Interventions



## Community Strategy – Aligns with SDOH Workgroup/Screening Expansion



### NowPow Screening Tool Needs

- Full integration into SDOH wheel in Epic
- Capabilities needed for closed-loop referrals
- Completion of pilot sites
- Rollout to additional sites

# Screen for SDOH in Epic, Display Needs on Wheel, Offer Resources



Showing results. Filtered by: Favorite, Provided Service ⓘ Most relevant matches on top ▾










★	<b>CFD</b> Cooks for Community Food Delivery, Grocery Delivery	27 Jasper Hill Rd Holliston MA 01746
★	<b>FFF</b> Food for Families - Boston Grocery Delivery	850 W Roxbury Pkwy Chestnut Hill MA 02467
★	<b>TFP</b> The Food Pharmacy Food Pantry, Nutrition Education	81 Winthrop St Holliston MA 01746

\*Once the resource has been searched and added, *it is automatically added to after-visit summary*

# Approved SDOH Screening Questions

SDOH Domain	AAH SDOH Screening Questions, March 28, 2021		
<b>Alcohol</b>	How often do you have a drink containing alcohol? How many drinks containing alcohol do you have in a typical day? How often do you have six or more drinks on one occasion?	<b>Transportation needs</b>	In the past month has the lack of transportation kept you from medical appointments or from getting medications? Has the lack of transportation kept you from meetings, work, or from getting things needed for daily living?
<b>Depression</b>	Little interest or pleasure in activity? Feeling down, depressed, or hopeless?	<b>Housing</b>	What is your housing situation today? Are you worried about losing your housing?
<b>Financial Resource Strain</b>	In the past year, have you or any family members you live with been unable to get any of the following when it was really needed? -Food -Utilities -Clothing -Child care-Medicine -Phone	<b>Postnatal Depression</b>	I have been able to laugh and see the funny side of things I have looked forward with enjoyment to things I have blamed myself unnecessarily when things went wrong I have been anxious or worried for no good reason I have felt scared or panicky for no good reason Things have been getting on top of me I have been so unhappy that I have had difficulty sleeping I have felt sad or miserable I have been so unhappy that I have been crying The thought of harming myself has occurred to me
<b>Food Insecurity</b>	How often in the past 12 months would you say you are worried or stressed about having enough money to buy nutritious meals?	<b>Education and Employment</b>	What is the highest level of school that you have finished? What is your current work situation? How many hours per week do you work? How many jobs do you work?
<b>Intimate Partner Violence</b>	In the past, have you ever been physically hurt, threatened, controlled, or made to feel afraid by someone close to you? Currently, are you in a relationship where you are being physically hurt, threatened, controlled, or made to feel afraid?		Standard Epic Questions Modified from Standard Epic Questions
<b>Physical Activity</b>	On average, how many days per week do you engage in moderate to strenuous exercise (like waking fast, running, jogging, dancing, swimming, biking, or other activities that cause a light or heavy sweat)? On average, how many minutes do you engage in exercise at this level?		
<b>Social Connections</b>	How often do you see or talk to people that you care about and feel close to?		
<b>Stress</b>	Stress is when someone feels tense, nervous, anxious, or can't sleep at night because their mind is troubled. How stressed are you?		
<b>Tobacco Use</b>	Tobacco use?		

# Adherence Barriers

Type		Barriers	Solutions	Frequency
System		<ul style="list-style-type: none"> <li>Appointment required</li> <li>Labs required</li> <li>Transportation issue</li> <li>No refills remaining</li> </ul>	<ul style="list-style-type: none"> <li>Facilitate appointment/labs</li> <li>Change dispensing pharmacy/strategy</li> <li>Conversion to 90-day supply</li> <li>Request refill</li> </ul>	
Motivation		<ul style="list-style-type: none"> <li>Medication beliefs</li> <li>Polypharmacy</li> <li>Side effects</li> </ul>	<ul style="list-style-type: none"> <li>Motivational interviewing</li> <li>Recommendation to prescriber</li> </ul>	
Understanding		<ul style="list-style-type: none"> <li>Dosing confusion</li> <li>Knowledge gap</li> </ul>	<ul style="list-style-type: none"> <li>Patient education</li> <li>Sent resources to patient</li> <li>Teach-back</li> </ul>	
Recall		<ul style="list-style-type: none"> <li>Forgetfulness</li> <li>Inconvenience</li> </ul>	<ul style="list-style-type: none"> <li>Bubble packaging</li> <li>Calendar</li> <li>Caregiver reminders</li> <li>Phone app</li> <li>Pill box</li> </ul>	
Financial		<ul style="list-style-type: none"> <li>Cost concerns</li> </ul>	<ul style="list-style-type: none"> <li>Change dispensing pharmacy/strategy</li> <li>Manufacturer savings card</li> <li>Patient assistance program</li> <li>Recommendation to prescriber</li> </ul>	