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Social Interventions Research & Evaluation Network

Research to Disseminate



Revising the social care conceptual model for
healthcare delivery settings

March 11, 2024

A conversation with SIREN's co-directors



Laura Gottlieb

Danielle Hessler Jones

Caroline Fichtenberg

For Today's Webinar

- The webinar is being **recorded** and a link to the presentation will be sent to all registrants and posted on our website when it is available.
- We welcome your questions and comments. Please use the **Q&A feature** to ask your questions. We will try to get to as many of them as possible.



Upcoming SIREN + Camden Coalition Webinars

- **April 5, 2024, 9-10am PT**
Lessons from the Camden Coalition's Care Management RCT
- **May 9, 2024, 9-10am PT**
Consumer perspectives on the Camden Coalition care management RCT study findings



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THE
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Perspective |  Open Access |   

Revising the Logic Model Behind Health Care's Social Care Investments

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Preface to today's webinar

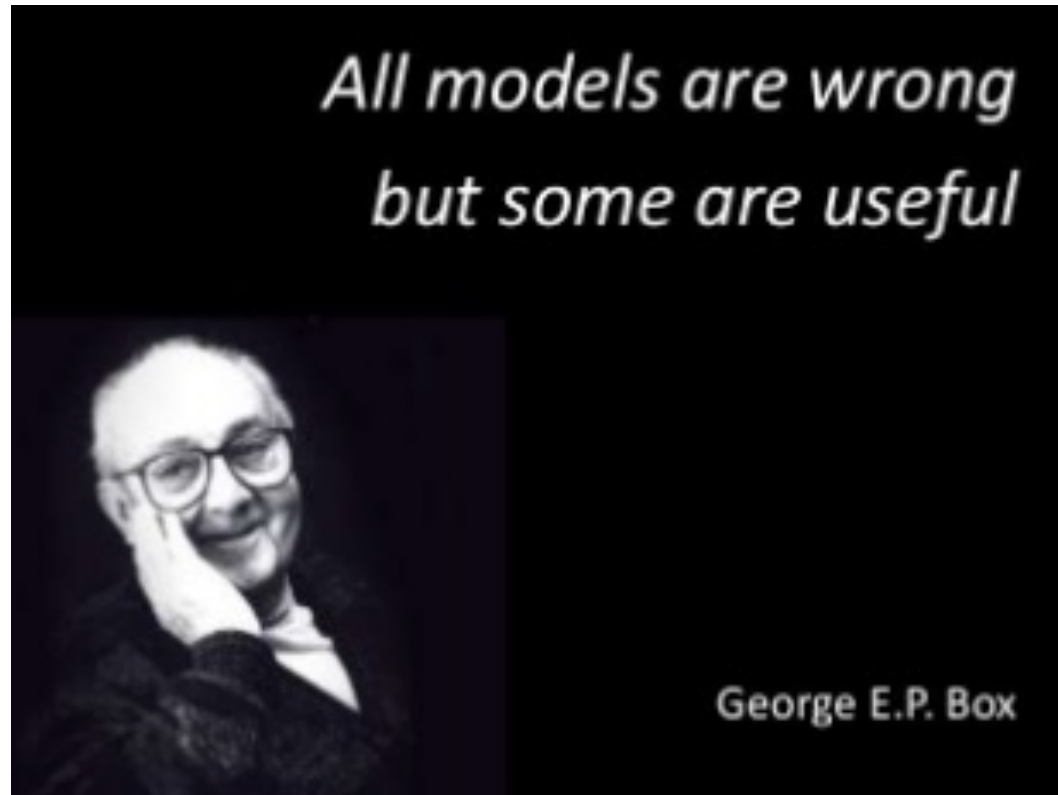
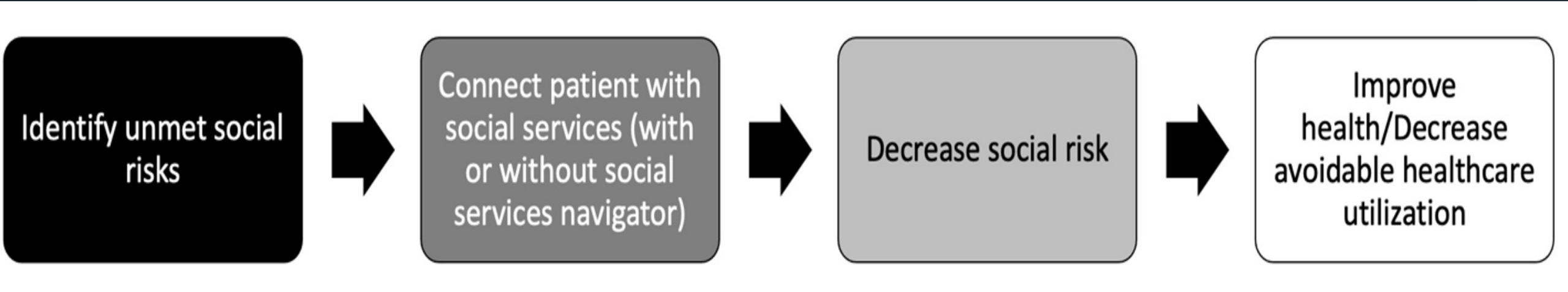
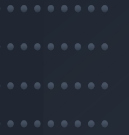
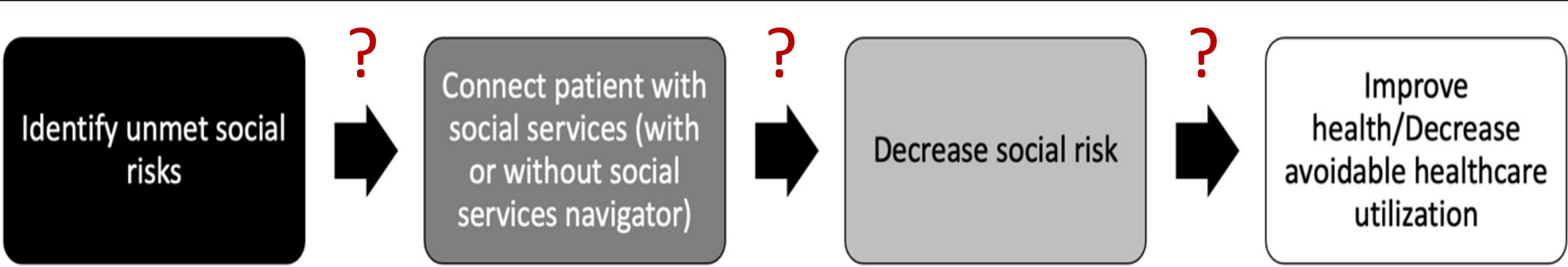
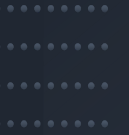


photo by Nick Fewings on Unsplash



The foundational model: Social services pathway

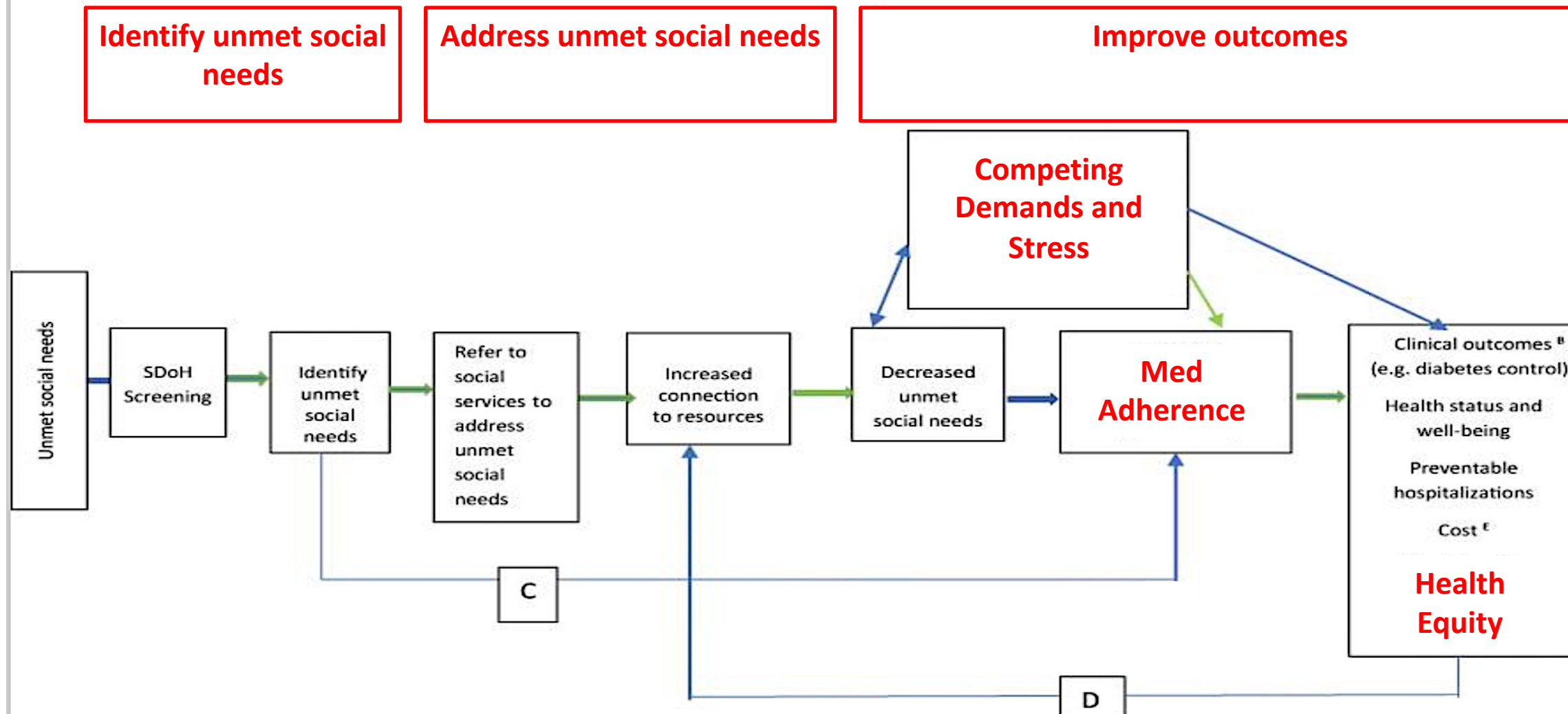




The foundational model: Social services pathway



The OASIS Framework





2016 Pediatric Practices Navigator RCT

- Change in social risks
- Change in parent reported child health
- Change in social risks only partially mediated the changes in child health.



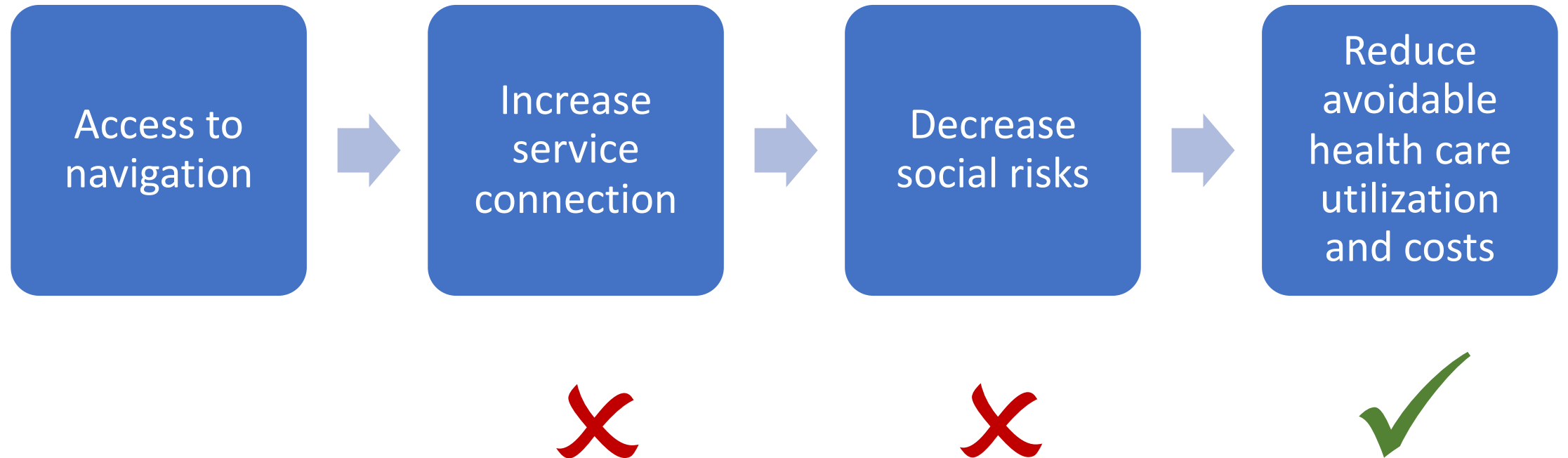
Accountable Health Communities

The AHC Model focuses
on five core HRSNs:



- 5-year trial of social risk screening and navigation services in 29 different communities funded by **CMS Innovation Center**
- Two tracks
 - Assistance Track: Intervention and control arms RCT
 - Alignment Track: 1 arm (all eligible beneficiaries receive intervention) from orgs engaged in continuous quality improvement with community organizations

Second Evaluation Report: RCT Results



So what are the other pathways to health?



Emotional support & healing relationships pathway



Emotional support & healing relationships pathway

“When [the navigator] called and she just asked, ‘How are you doing?’ Just knowing that somebody cares. Even if I didn’t need anything at the time, just her calling to check up on me was really nice...That’s nice to have people in the community reach out and just see how you're doing, if you need anything, food or are you having issues with this or that? You need that as a parent. Sometimes you feel alone, you know?”

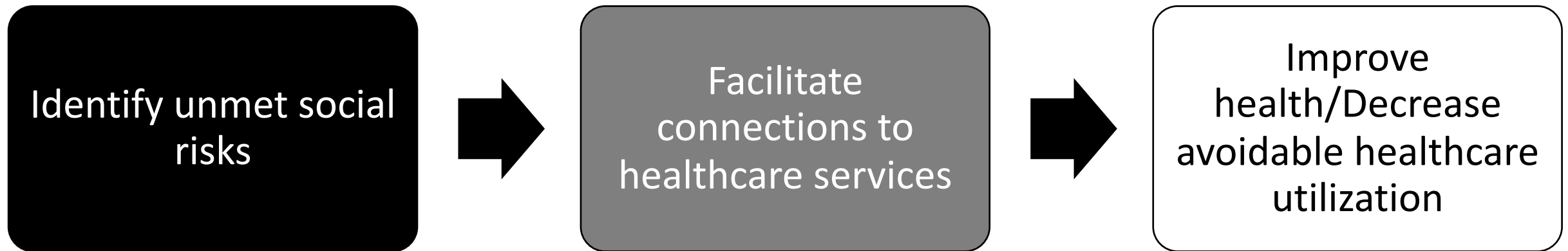
Aronstam A, et al. Families’ Perspectives on Social Services Navigation in Pediatric Urgent Care. *JABFM*. 2024.

Emotional support & healing relationships pathway

“I have never come across a city worker or a county worker who’s been so compassionate, never in my life. And because of that, I think I’ve stuck with the program more because I don’t feel as a number. She made me feel [like] a person.”

Fleming M, et al. Conceptualizing the effective mechanisms of a social needs case management program shown to reduce hospital use: A qualitative study. *BMC HSR*. 2022.

Healthcare services connections pathway



Healthcare services connections pathway

RCT of CHW intervention IMPaCT Community Health Workers Program:

- Almost 25% reported that the most helpful component of the CHW intervention was support for establishing primary care.

Kangovi S, et al. Patient-centered community health worker intervention to improve posthospital outcomes: A randomized clinical trial. *JAMA Internal Medicine*. 2014.

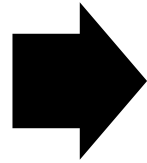
Healthcare services connections pathway

“[The intervention was like] a wake-up call of, okay, it’s time for you to take care of yourself... [T]ake a day out of your week to call somebody, or schedule an appointment, or even go to your appointment.”

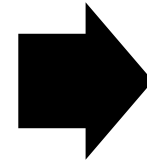
Aronstam A, et al. Families’ perspectives on social services navigation in pediatric urgent care. *JABFM*. 2024.

Tailored clinical care pathway

Identify unmet social risks



Tailor clinical care plan to accommodate social barriers



Improve health/Decrease avoidable healthcare utilization

Tailored clinical care pathway

Data on social risks helped **change clinical care** in 22.5% of patient encounters (e.g., clinicians are more mindful of medication costs when prescribing).

Tong S, et al. Clinician Experiences with Screening for Social Needs in Primary Care. *JABFM*. 2019.

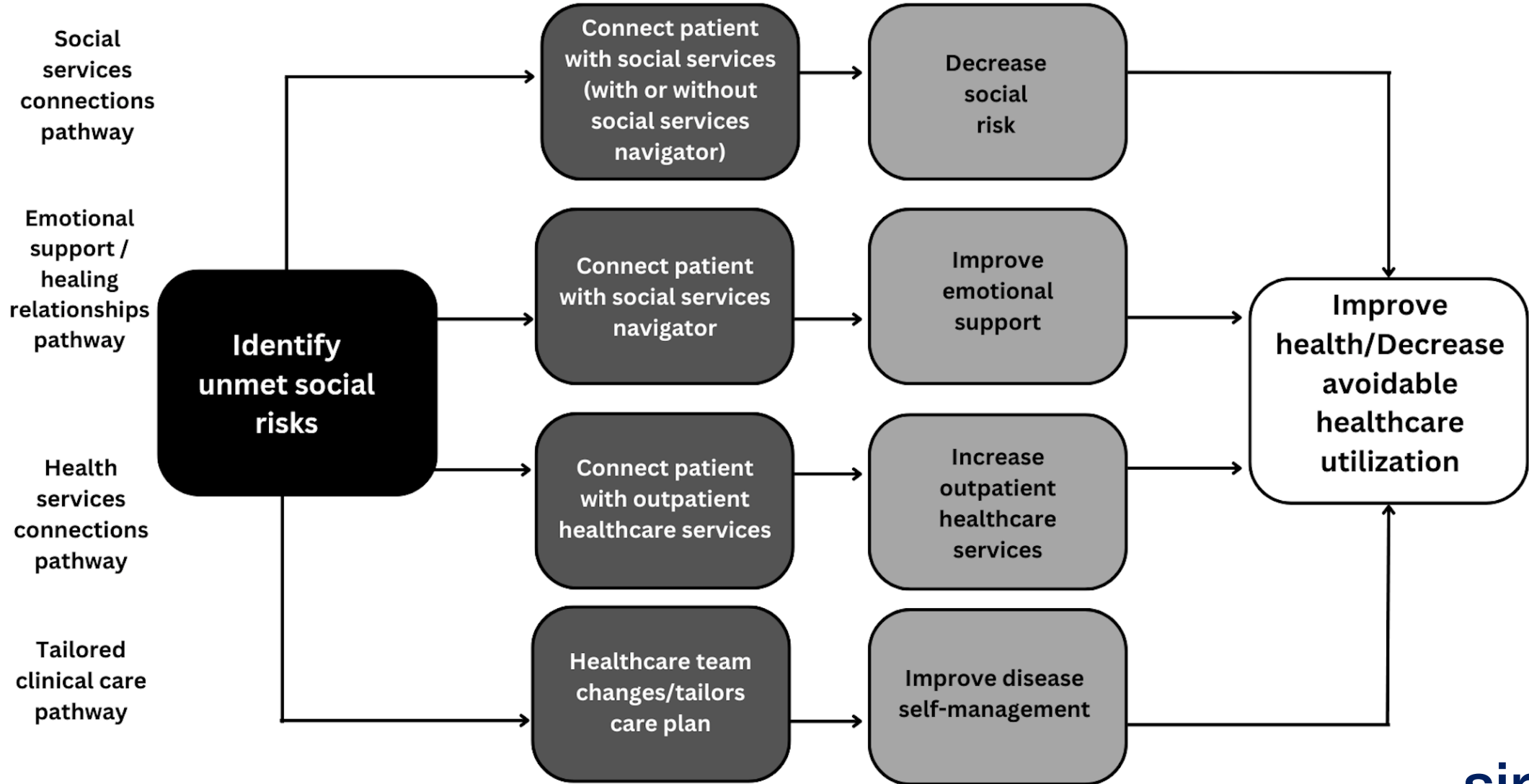
Tailored Care: Diabetes case

Clinical decisions influenced by social risk	Examples
Target level of blood sugar control	Increase goal HgA1c to avoid hypoglycemia risk in patient w/ limited food or fridge access.
Medication management	Change type of insulin to reduce medication cost; change to higher dose medication with pill splitter.
Behavioral recommendations	Change physical activity recommendations because of neighborhood safety.
Referrals	Schedule same day appointments or telehealth visits to decrease impact of poor transportation access.

*Table adapted from Senteio, et al. JAMIA 2019

Developing a more comprehensive model





Developing a more comprehensive model

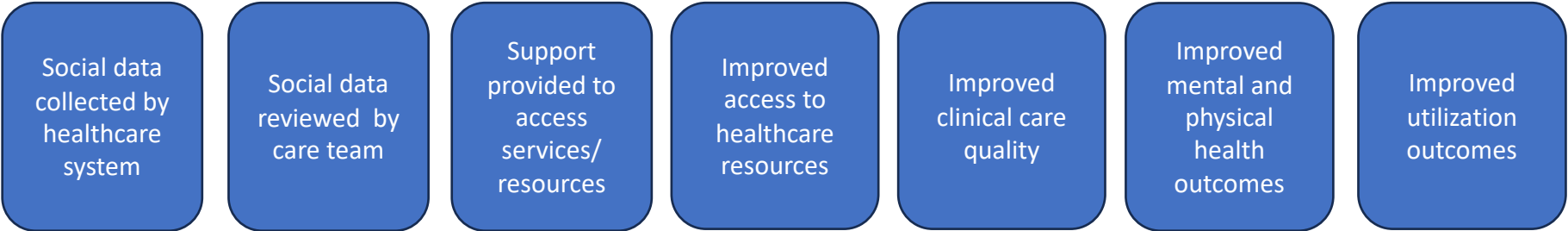
Tradeoffs:

- Each pathway has a lot of steps. How many **boxes** does the model need to be useful vs unwieldy?

Social services assistance pathway



Healthcare services access pathway

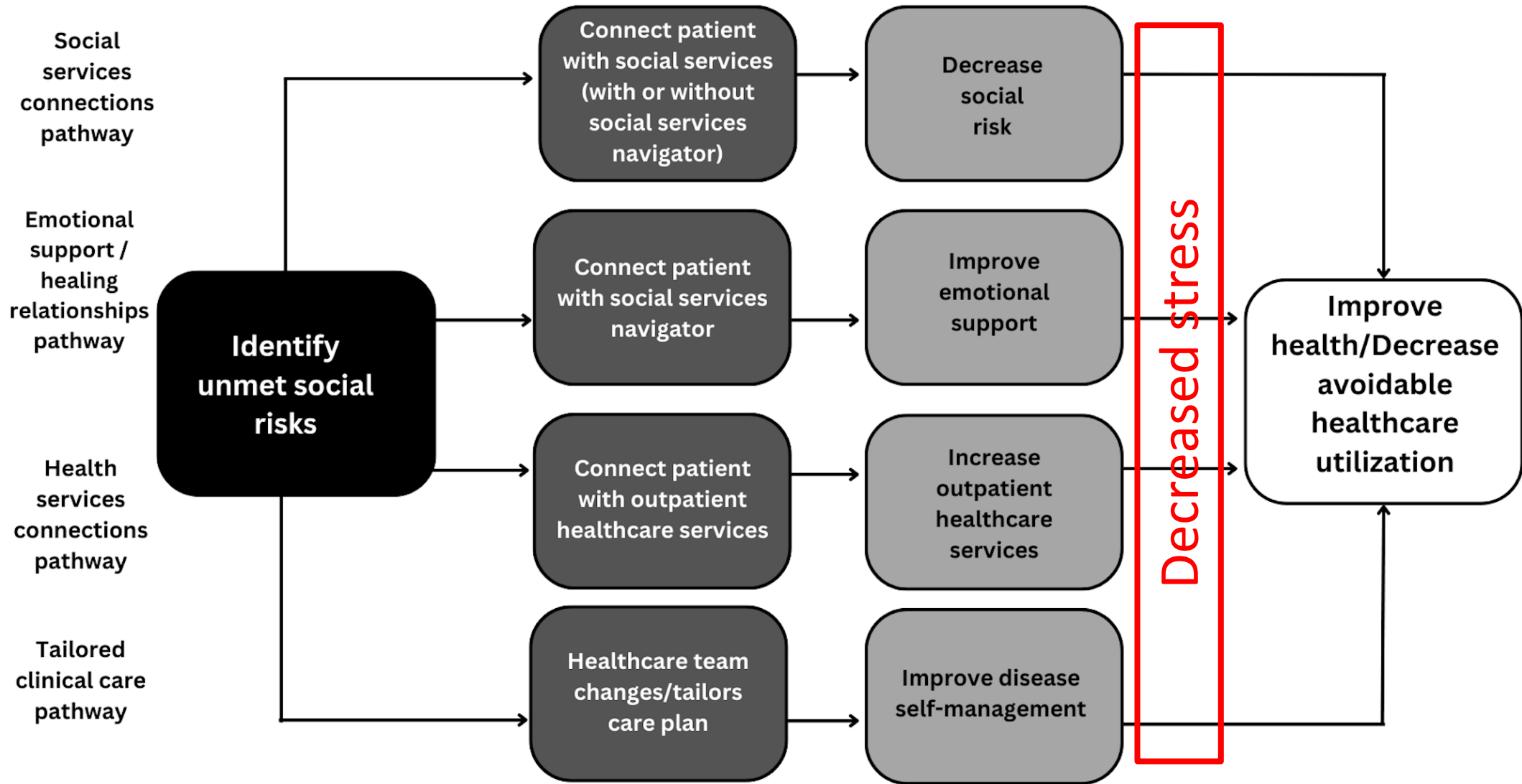


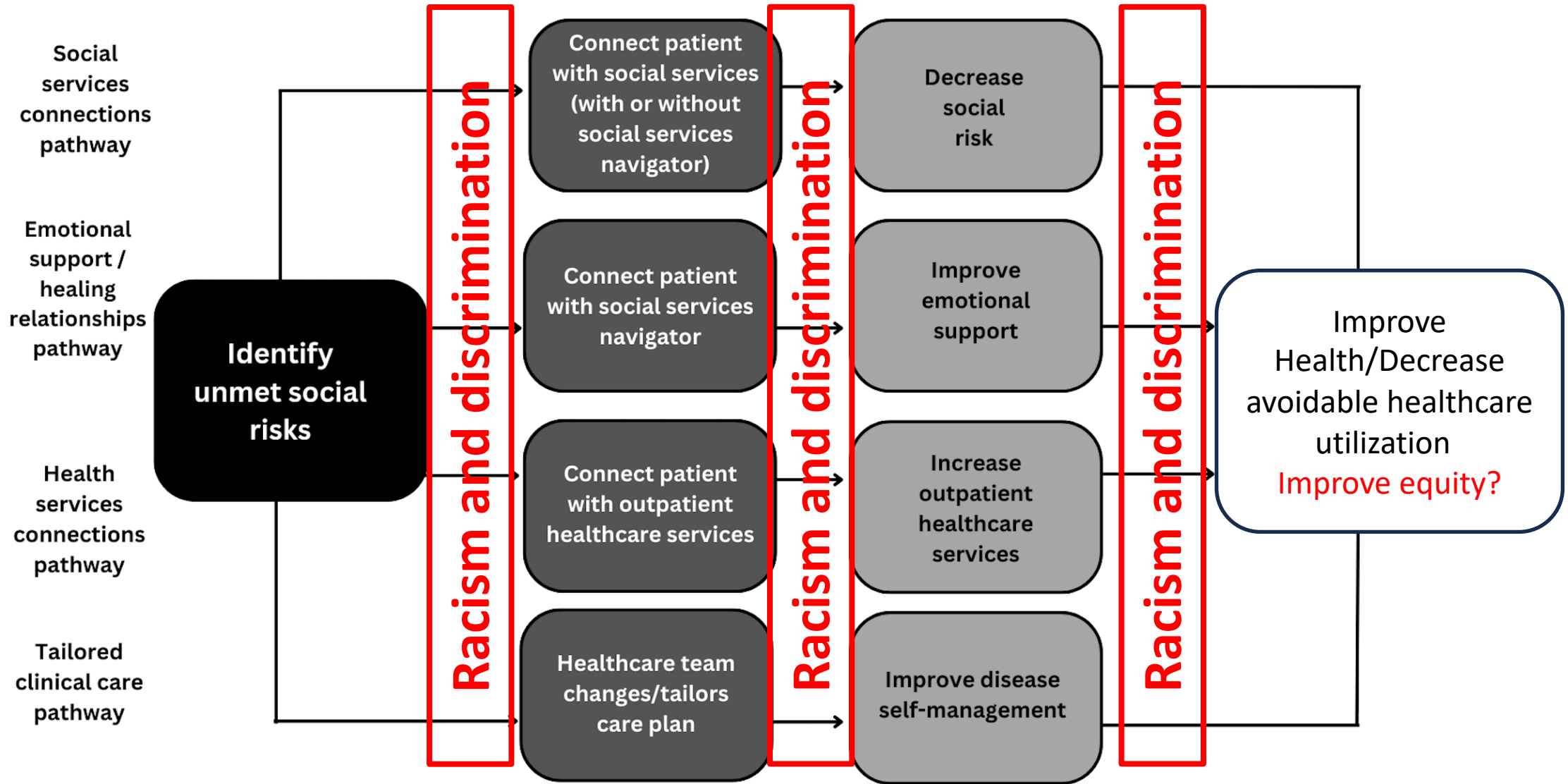
Clinical adjustment pathway



Emotional support pathway





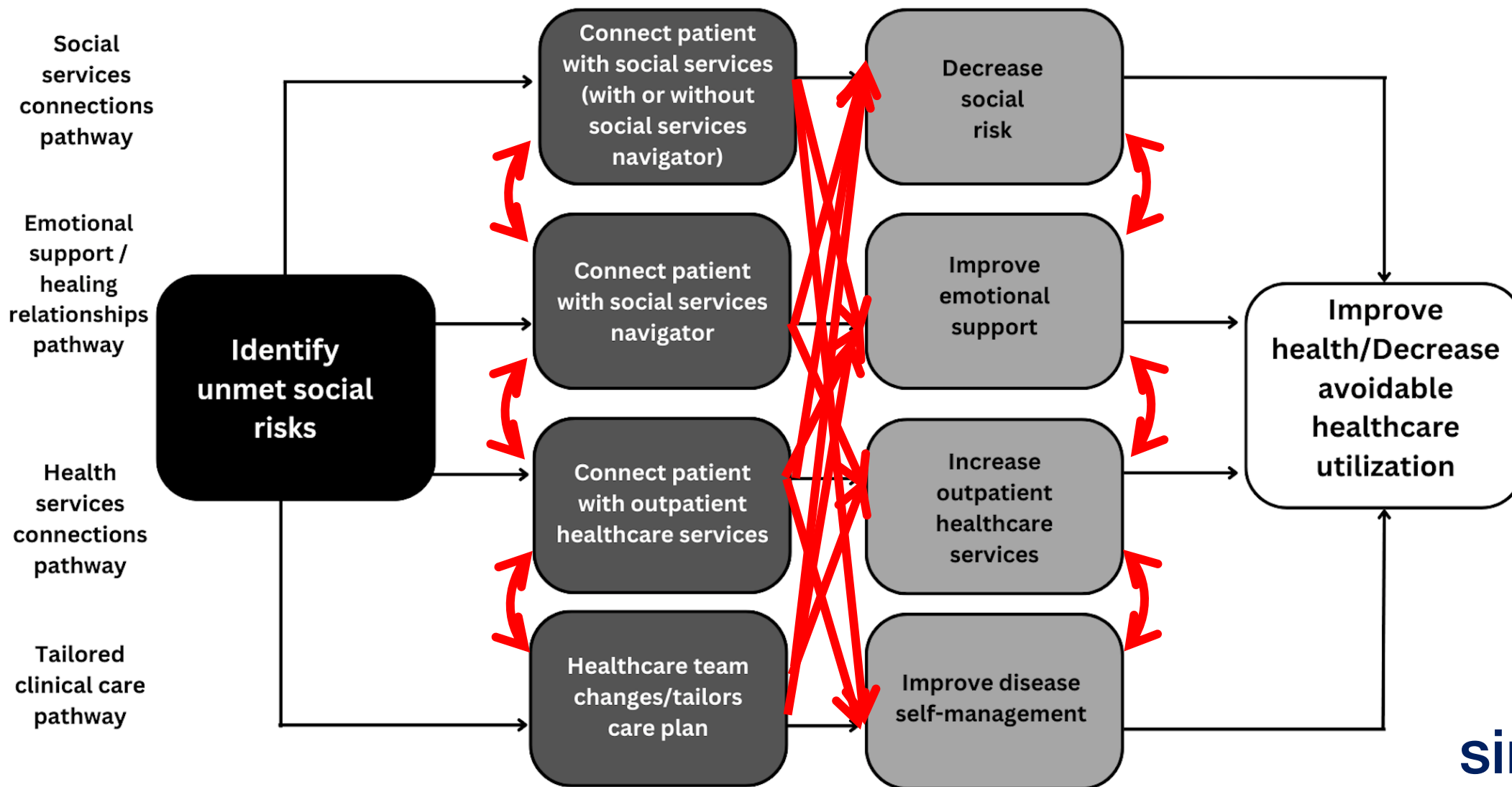


Racism and discrimination

Developing a more comprehensive model

Tradeoffs:

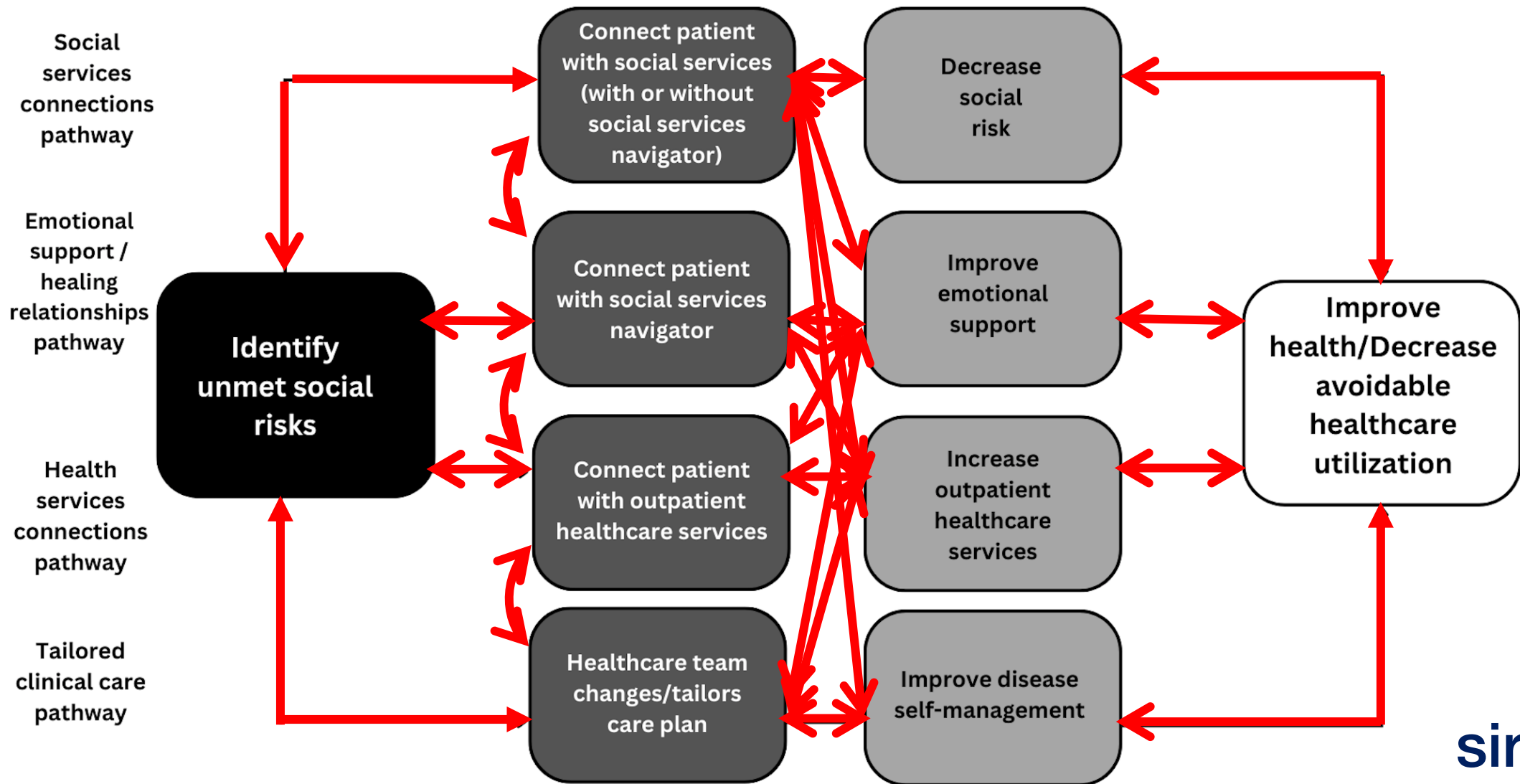
- A lot more boxes
- A lot more **arrows**



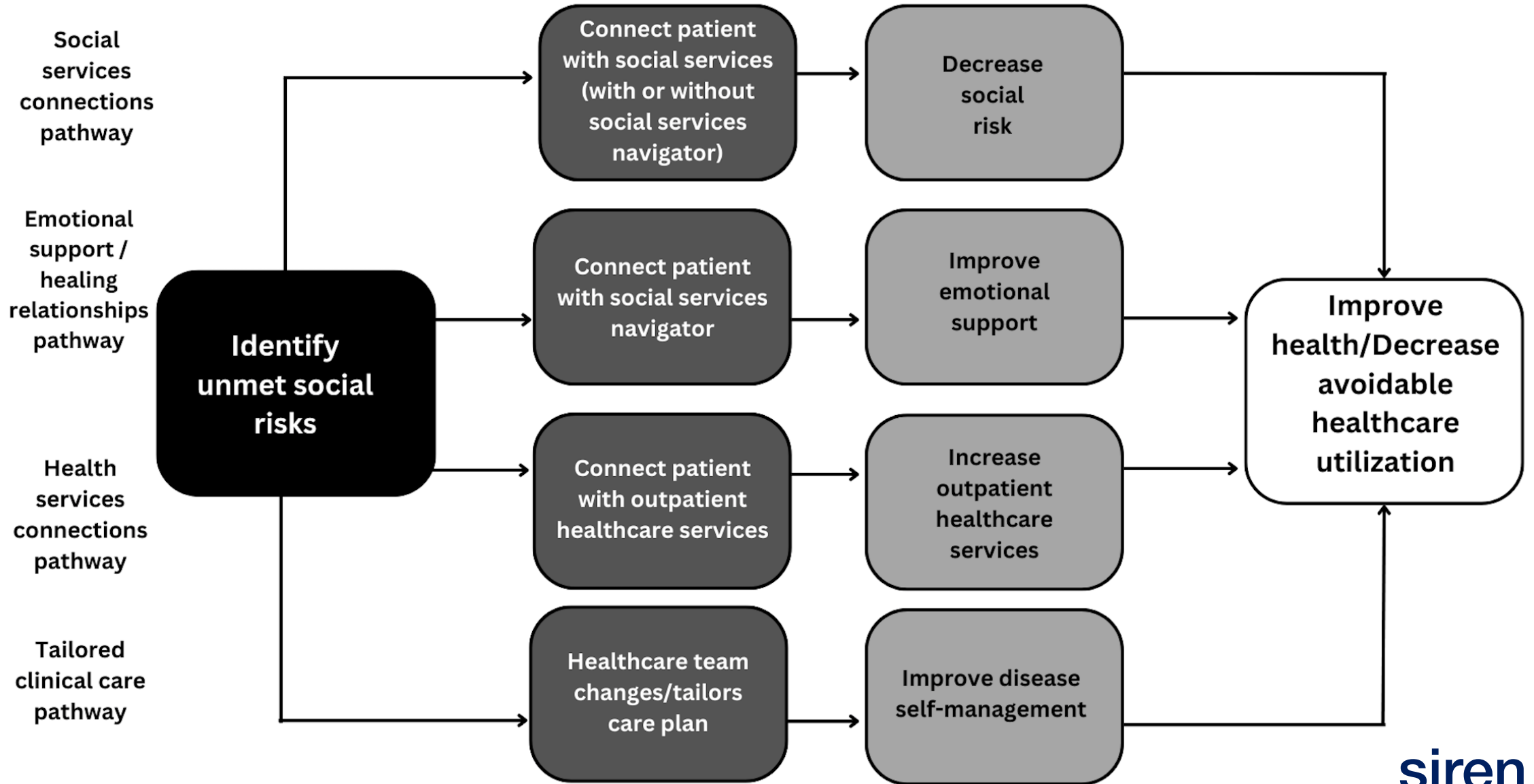
Developing a more comprehensive model

Tradeoffs:

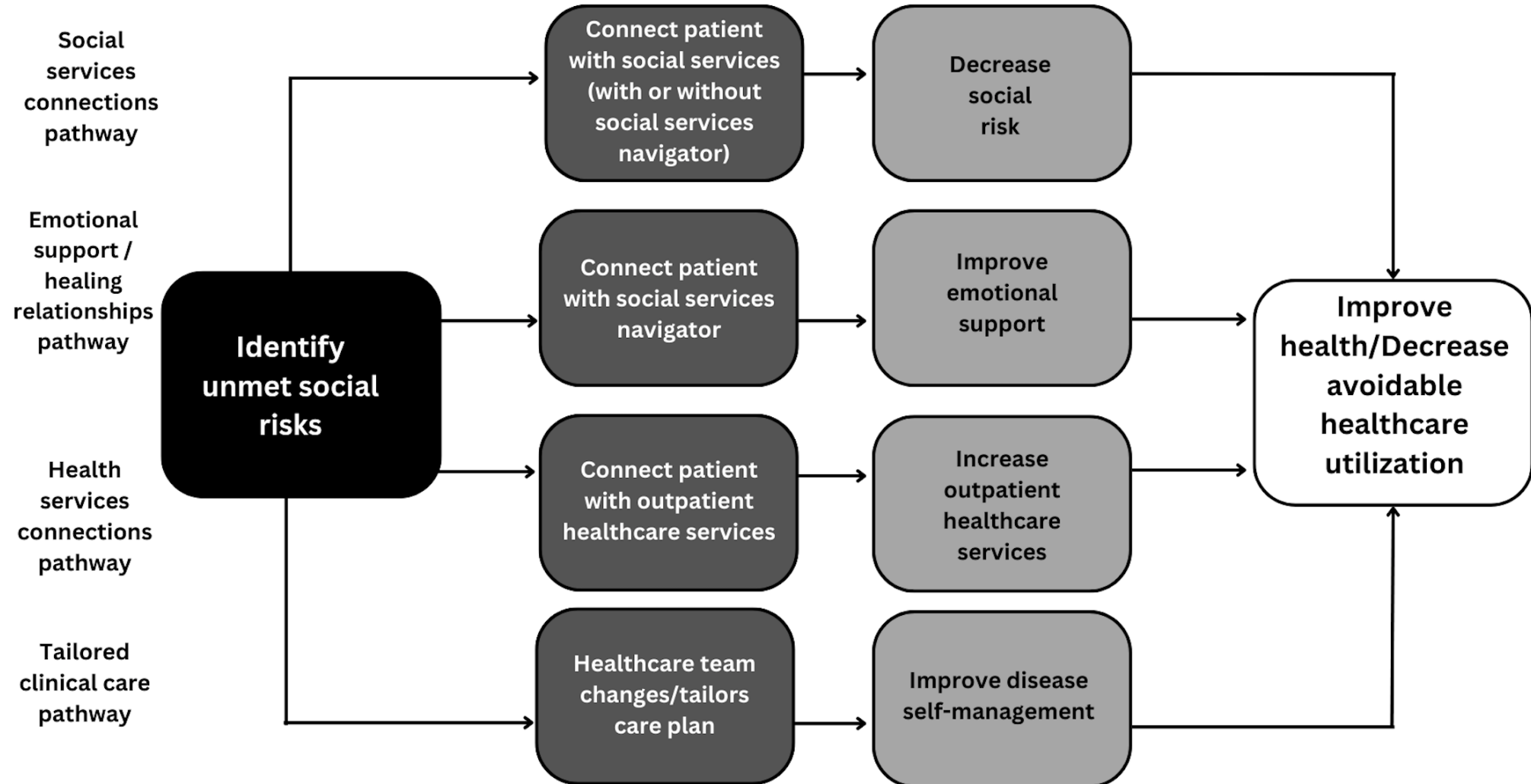
- A lot more boxes
- A lot more arrows
- **Bidirectional / multi-directional / circular pathways**



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Implications for practice and policy



Implications for research

