

STRENGTHENING THE CARRYING CAPACITY OF LOCAL HEALTH AND SOCIAL SERVICE AGENCIES TO ABSORB INCREASED HOSPITAL AND CLINICAL REFERRALS

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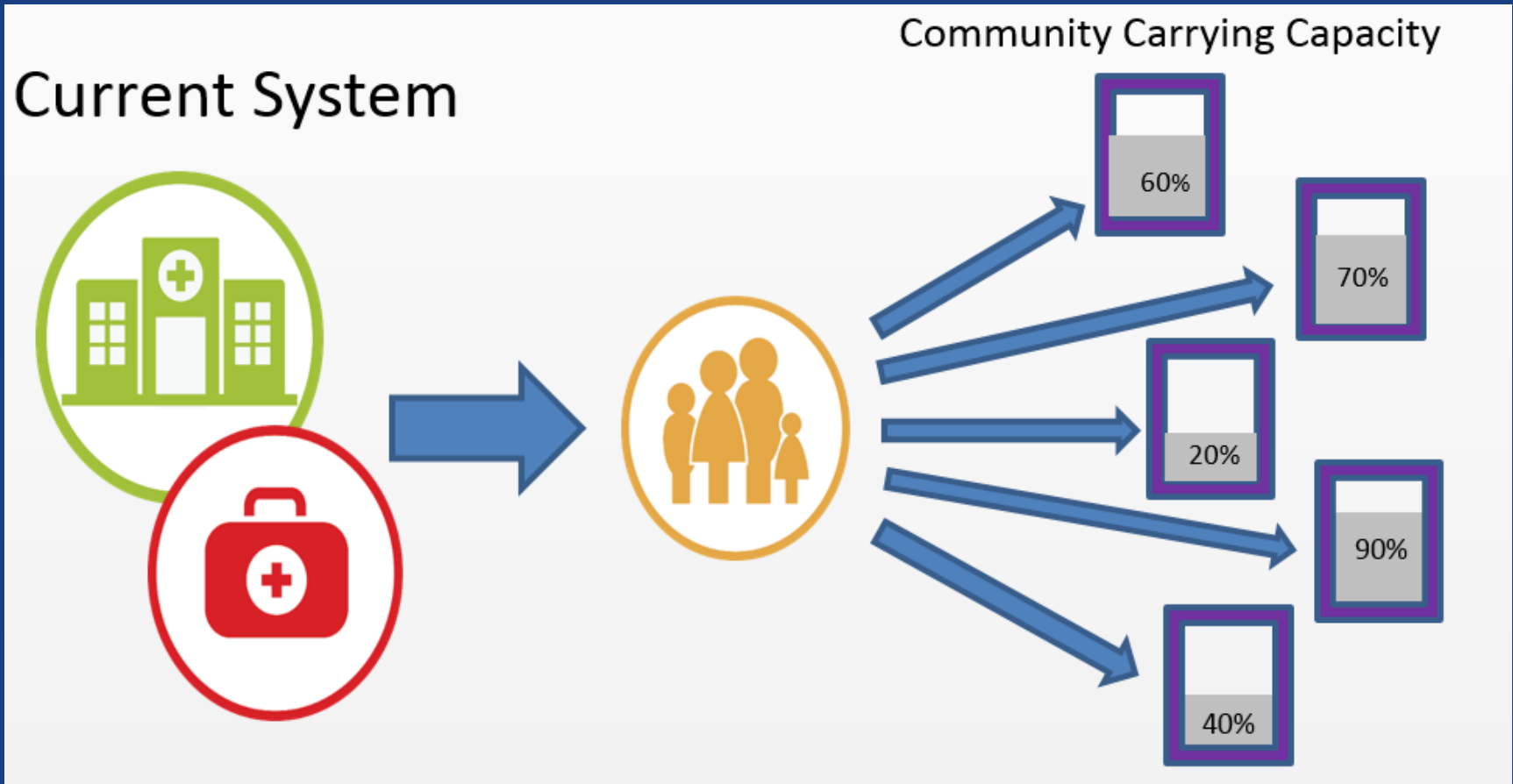
Presenter Disclosures

- There is nothing to disclose

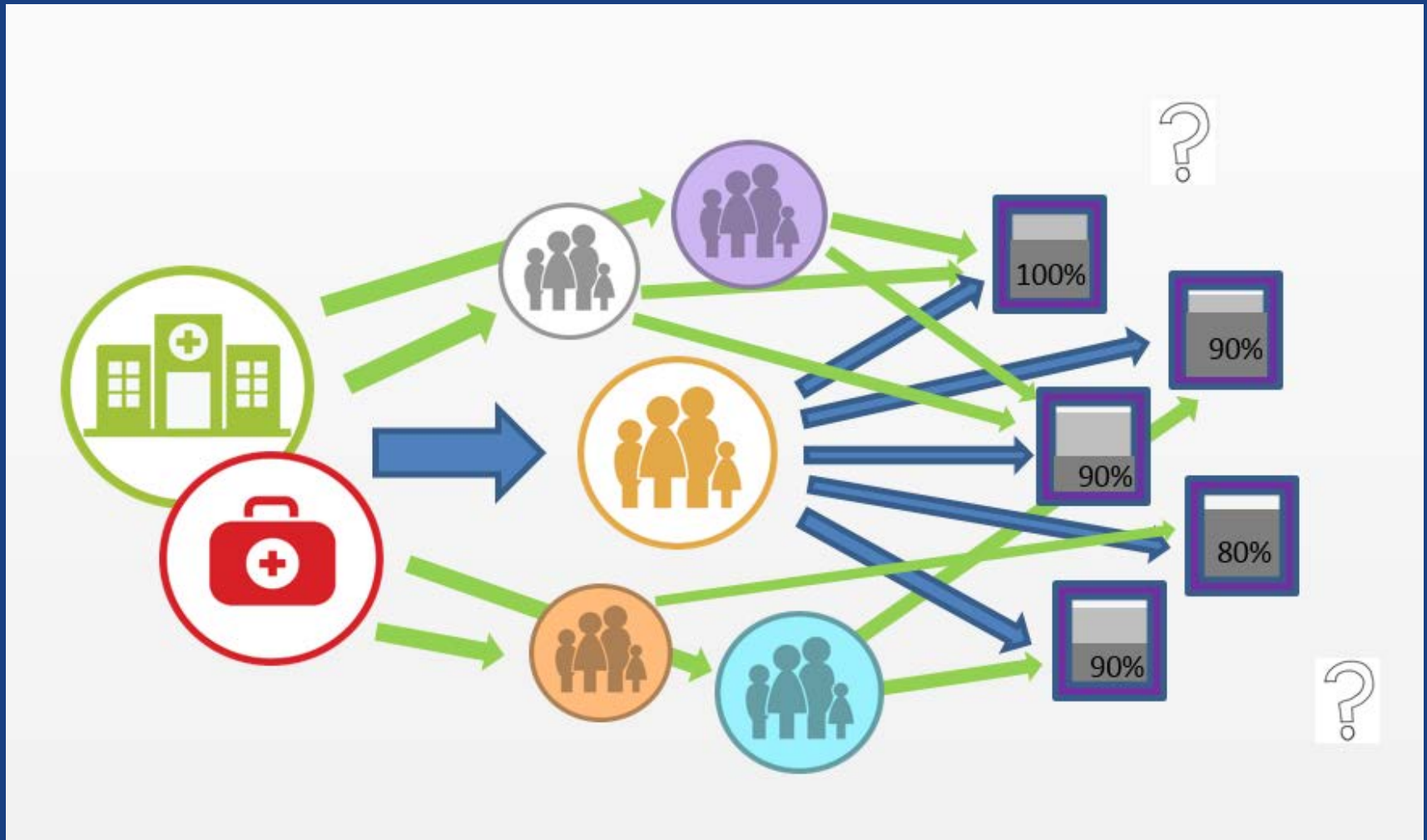
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Increased Screening on the Social Determinants of Health



What is carrying capacity?



Questions of Interest

- What kinds of resources and services does the nonprofit sector provide to changing health systems?
- What is the impact on the carrying capacity of the nonprofit sector as health systems' dependence on the system increases?

Community Partners



- Both utilize shared space to house community-based organizations
- Identified as primary referral sources for patients who need support for unmet social needs

Study Design

- Mixed-methods case studies
 - Key-informant interviews to understand the communities and referral process
 - Social network analysis to map the community network and gather granular data on relationships
 - Quantitative data analysis to measure the impact network has on carrying capacity

Key Informant Interviews

- Purposive sample of medical system, public health system, government, and community agencies
 - 24 interviews, 15 in Sarasota and 9 in Denton
- Structured interview guide
 - Organizational background
 - Focus on the social determinants of health
 - Referral process for addressing unmet social needs
 - Carrying capacity in the community
 - Innovative examples and strategies being used in the community
 - Collaboration

Analytic Approach

- Grounded theory
- Coded as a team of five
- Implemented team checks to ensure inter-rater reliability in the coding
- Data were examined to:
 - Better understand the process to address social determinants of health through referrals
 - Identify factors that contribute to carrying capacity

Four Major Themes Identified

- Focus on the Social Determinants of Health
- The Screening, Referral, and Follow-up Process
- Improving Carrying Capacity
- Challenges

Focus on the Social Determinants of Health

“Social determinants of health is just a fancy term to look at the needs of the whole person”

- Using social determinant of health terminology was generally, but not universally, familiar to the interviewees
- Activities of community-based organizations are frequently directed at addressing harmful determinants, but are not necessarily framed in such a way

The Screening, Referral, and Follow-up Process

“Hospitals are “less holistic”, there isn’t a realization of what happens when they make those referrals- The follow up is not done, it’s not a complete loop”

- Need low barriers for entry
- Coordination is critical
- Follow up after referral presents major challenges
- Linking with clinical partners identified as significant barriers in the process

Improving Carrying Capacity

“demonstrating Return on Investment (ROI)”

“evidence-based programming”

“performance-based measurement”

- Strong belief that carrying capacity can be bolstered when activities and funding follow results
- Strengthening the availability and sharing of data on individuals receiving services and organization
- Systems perspective and collaboration

Challenges

“I'm going all these meetings where the health systems are talking about sending people to the community, and I don't think they have any clue what they mean.”

- Lack of time and resources
- Service coordination and collaboration
- Helping individuals navigate the system of care
- The role of local hospitals and other clinical organizations

Conclusions and Next Steps

- Community organizations want to address unmet social needs through a referral system, but met with factors that complicate the process
 - Complex system
 - Ineffective or absent tools for referral tracking and follow-up
 - Misalignment with clinical partners
 - Lack of resources in community-based organizations
- Inefficiencies and challenges converge to impact carrying capacity

Conclusions and Next Steps

- Social network analysis to further map the system
- Collection of carrying capacity data
 - Combination of finance, organizational, partner, and community data
- Test whether collaborative approaches will be the most effective mechanisms to improve carrying capacity of the nonprofit/public sector

Questions?

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