

Social Determinants of Health Pilot Project Staff FAQ

Q: What is the Social Determinants of Health pilot project, and why are we doing this work?

A: Data suggests that approximately 68% of all adults in the U.S. have at least one unmet social need that can affect their ability to access health care and maintain their health. **Among NM patients in all regions, 20% to 25% live in communities identified as “high hardship” and are potentially more likely to have barriers to health from Social Determinants of Health.** The higher mortality and infection rate from COVID-19 among communities of color reflects the harm that these barriers can cause.

NM has committed to identify these barriers and help patients access resources to address them.

The overall goal of the project is to implement a pilot in select areas to **test feasibility, patient acceptance, and usefulness of screening and referral for Social Determinants of Health.** The pilot will enable NM to implement this process systemwide. Pilot sites will:

- **Screen all patients** for a concise initial set of needs that interfere with health and healthcare access, and that NM can help to mitigate.
- **Act on identified needs.** Resources will be available to help meet these needs.

Q. Which Social Determinants will be assessed for NM patients?

A. Patients at the pilot sites will be asked if they are experiencing challenges in the following areas and if they would like to be connected with resources:

- Medical home (usual source of care)
- Medication affordability
- Transportation to appointments
- Food
- Housing
- Social support
- Mental health

Q. What resources are available to help navigate the Social Determinants of Health section in Epic?

A. [A Social Determinants of Health Reference guide](#) is available on NMI. Guidance is available on page 14 for ambulatory workflows and on page 15 for inpatient workflows. Emergency department workflows will be added shortly.

Q. When will the Social Determinants of Health pilot go live in Epic?

A. Screening and documentation to assess and refer for Social Determinants will launch in phases:

- Inpatient – April 12
- Ambulatory – April 19
- Emergency department – late April

Q. Do I need to make any changes to my clinical workflows if I am not part of the Social Determinants of Health pilot?

A. All Epic users in ambulatory, inpatient and emergency departments will see a new section about Social Determinants of Health in the Epic Storyboard for their patients. While users outside of the pilot sites may see the new functionality in Epic, you do not need to do anything with those tools at this time.