Health Leads
Better health. One connection at a time.

Patient Experience Summit
May 19, 2014
4 IN 5 PHYSICIANS surveyed say patients' social needs are as important to address as their medical conditions.

4 IN 5 PHYSICIANS surveyed are not confident in their capacity to address their patients' social needs.

4 IN 5 PHYSICIANS surveyed say unmet social needs are directly leading to worse health for everyone, not only for those in low-income communities.
Patient Name: **Tom Jackson**
Client (Parent) Name: **Nora Jackson**
Medical Record Number: **ABS4123**
Date: **November 15, 2018**
Patient Phone: **(410) 555-8123**

Referring Provider is (circle): Nurse [ ] Doctor [ ] Social Worker [ ]
Referring Provider Name: **Dr. Peterson**

- [x] Food Assistance
- [ ] Housing Search / Conditions
- [ ] Income Supports
- [x] Fuel / Utilities Assistance
- [ ] Health Insurance
- [x] Job Search / Training
- [ ] Adult Education
- [ ] Childcare
- [ ] Clothing
- [ ] After School Programs

*Health Leads* hours and 24-hour voicemail are available at (617)414-4349.
New lay workforce: ~1000 Advocates, 93 FTEs, MSW supervision

Clinical integration

Patient engagement & Data/analytics

Technology solutions: Resource directory & patient database

Health Leads’ Model

1. Patient seeks medical care
2. Provider screens for needs, prescribes basic resources and refers patient to Health Leads
3. Patient brings prescription to Health Leads Desk
4. Health Leads Advocate works with patient to connect to community services
5. Health Leads Advocate follows up with patient
6. Health Leads Advocate provides updates to clinic team
### Element B: Provide Referrals to Community Resources

<table>
<thead>
<tr>
<th>The practice supports patients/families that need access to community resources:</th>
<th>Yes</th>
<th>No</th>
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<tbody>
<tr>
<td>1. Maintains a current resource list on five topics or key community service areas of importance to the patient population</td>
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<td>2. Tracks referrals provided to patients/families</td>
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<td>3. Arranges or provides treatment for mental health and substance abuse disorders</td>
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<td>4. Offers opportunities for health education programs (such as group classes and peer support.)</td>
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Patient’s Presenting Needs
N=664

- Health (Prescription Assistance, Health Insurance, etc...) 22%
- Housing (Shelter, subsidized, etc..) 12%
- Transportation (Medical, Public) 7%
- Food (PANtries, SNAP, etc...) 19%
- Financial (SSI, TANF, etc...) 4%
- Utilities (subsidies, shut off protection, etc...) 19%
- Employment (Job Training, Job Placement) 10%
- Other (Childcare, Adult Education, Commodities, etc...) 6%