

# Blind Spots? Bias? Uncomfortable?



*How to Make the Most of the CMS Social Needs Screening*

# KHA Quality Team

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# HRIP Screening Data

	Jan-24	Feb-24	Mar-24	Apr-24
	Rate (%)	Rate (%)	Rate (%)	Rate (%)
<b>KY STATE</b>	<b>71.29</b>	<b>80.63</b>	<b>87.81</b>	<b>88.66</b>
01 - Purchase ADD	78.26	71.60	75.72	79.03
02 - Pennyrile ADD	23.05	52.35	81.27	83.46
03 - Green River ADD	84.79	82.58	84.02	89.55
04 - Barren River ADD	76.85	88.50	87.37	90.02
05 - Lincoln Trail ADD	80.10	81.59	89.90	78.79
06 - Kentuckiana ADD	82.17	84.34	86.84	86.98
07 - Northern Kentucky ADD	74.31	74.91	95.74	99.03
08 - Buffalo Trace ADD	89.39	90.63	81.36	85.71
09 - Gateway ADD	72.60	78.82	83.82	79.08
10 - FIVCO ADD	3.57	45.90	93.44	95.08
11 - Big Sandy ADD	71.17	94.78	94.15	98.52
12 - Kentucky River ADD	95.96	98.45	97.13	94.59
13 - Cumberland Valley ADD	79.01	87.60	87.70	88.42
14 - Lake Cumberland ADD	86.06	92.93	94.35	90.71
15 - Bluegrass	71.99	84.47	84.31	90.91

# Casey Newman, DSW, LCSW

- **Manager, Social Work**
  - Norton Healthcare
- 20 years of social work experience
  - Homeless services
  - Mental health
  - healthcare



# Why is Screening Important?

- Cost
- Data
- Equity
- Innovation
- Care
- Health Outcomes

# Setting the Stage – Patient Experience

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- New experience
- Preserving dignity
- Vulnerabilities and deficiencies
- Penalizing
- Expressing unmet social needs takes courage
- Declining to participate
- High quality healthcare is built on trust

# **Setting the Stage – Staff Experience**

- Personal distress
- Fixing problems
- Team effort
- Healthcare workers need to remember to take care of their own wellbeing

# Setting the Stage – Perspectives

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- Values, experiences, and perceptions
- Bias
- Reading people and relationships
- Visible/invisible needs
- There will be limits
- It's okay to be awkward
- Patient may be aware of resource limits
- Patient's may decline assistance
- Staff may not see outcome
- The conversation could be valuable

# Setting the Stage – Screening

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- Framing and follow-up
- Space/environment
  - Privacy
- Cultural sensitivity
- Distraction
- Communication
  - Tone, inflection, body positioning
- Learning vs. investigating

# Living Situation – Questions 1, 2, & 6

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- **Dan Jones: 63-year-old male**
  - Admitted to the busy med-surg floor at 5:30am
  - Talkative and pleasant until his daughter entered the room
- **Sam Smith, RN: admitting nurse**
  - Busy night, but having a smooth admission process with Dan Jones
- **Questions asked:**
  - What is your living situation today?
  - Think about the place you live. Do you have problems with any of the following?
    - Pests, mold, lead, lack of heat, oven not working, broken smoke detectors, water leaks
  - In the past 12 months has the electric, gas, oil, or water company threatened to shut of services in your home?

# Opportunities for Improvement...

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- Critical thinking
- Patient storytelling and question-chaining
- Adjusting
- Follow-up questions to clarify understanding

# Safety – Questions 7-10

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- **Amy Johnson, 18-year-old female**
  - Admitted to the med-surg floor to have surgery for acute appendicitis
  - Accompanied by unidentified woman (Mom?)
    - Never leaves
    - Answers questions before patient has a chance to respond
- **Brittany Lewis, RN: admitting nurse**
  - Worried about getting a pre-op medication started for her patient in the next room
  - Noticed the dynamic between the patient and her “mom” seemed odd
- **Questions asked:**
  - How often does anyone, including family and friends:
    - physically hurt you?
    - insult or talk down to you?
    - threaten you with harm?
    - scream or curse at you?

# Opportunities for Improvement...

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- Assumptions
- Verbal and nonverbal communication
- Intuition
- Safety
- Timing

# Substance Use – Question 19

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- **Megan Jones, 42-year-old female**
  - Symptoms upon inpatient admission:
    - Sweating
    - Heart palpitations with an occasional sensation of her “heart skipping a beat”
    - Fidgety
    - Hand tremor
- **Joe Smith, LCSW**
  - Performs the CMS health-related social needs screenings for the med-surg unit
  - Notices the patient is fidgety and irritable
  - Moves to the next question quickly
- **Question asked:**
  - How many times in the past 12 months have you had 4 or more drinks in a day?

# Opportunities for Improvement...

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- Foreshadowing/  
framing question
- Trauma-informed  
perspectives



# Mental Health – Questions 23 & 24

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- **John Tyler, 70-year-old male**

- Admitted for treatment of complications from his diabetes
- Does not like to share personal information

- **Claudia Martinez, RN: evening nurse on the medical unit**

- Always is friendly and warm when interacting with her patients because she knows they would rather be anywhere else than in the hospital

- **Questions asked:**

- Over the past two weeks, how often have you been bothered by any of the following problems:
  - Little interest or pleasure in doing things?
  - Feeling down, depressed, or hopeless?
  - Stress means a situation in which a person feels tense, restless, nervous, or anxious, or is unable to sleep at night because his mind is troubled all the time. Do you feel this kind of stress these days?

# Opportunities for Improvement...

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- Asking follow-up questions
- Pausing/allowing silence
- Empathizing



# Key Takeaways

Care ↔ Task

Learning ↔ Assumption

Mindfulness ↔ Indifference

Listening ↔ Hearing

Learner ↔ Investigator

Partnering ↔ Ordering

# Resources

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- [The AHC Health-Related Social Needs Screening Tool \(cms.gov\)](https://www.cms.gov)

# Next Webinar

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**SDoH Resources**

**July 16, 2024**

**11:00 a.m. – 12:00 p.m. ET**