

SIXTEENTH STREET COMMUNITY HEALTH CENTERS SOCIAL DETERMINANTS OF HEALTH

The Sixteenth Street Community Health Center's (Sixteenth Street) Social Determinants of Health (SDOH) team chose to expand SDOH screening and follow-up as an initiative for 2024. Through this project, Sixteenth Street aims to meet and exceed new ambulatory and behavioral health standards and better fulfill their vision to "work to narrow health disparities and access gaps and improve the environment where people live, work, learn and play." Sixteenth Street's SDOH team worked collaboratively with the Team-Based Care Implementation team to establish two ambitious goals:

- Increase SDOH screenings 100% from calendar year 2023 in 2024
- Maintain interventions at 60% for those patients that express one or more needs

While Sixteenth Street's Social Services Department was screening for SDOH from 2018 to 2023, the team's capacity to screen and respond to patient needs was limited. Data from that period indicates that approximately 55% of Sixteenth Street's patients were screened and expressed one or more social need or barrier to care. One in five patients identified housing insecurity as a primary concern. Sixteenth Street's data also showed that patients who expressed a housing need were statistically more likely to express additional needs, like food insecurity or transportation as a barrier to care, compared to patients who did not express a housing need.

Between January and July 2024, the SDOH Initiative Team successfully launched an expansion of SDOH screening at four clinic locations. The team provided training and go-live support to over 20 medical providers and 50 medical assistants, as well as training for front desk staff and the Social Services team. Six months into the year, Sixteenth Street has already exceeded its goal to increase SDOH screening and follow up by 100%. In 2024, Sixteenth Street discovered that 67% of patients express one or more barriers in their screening. Needs most frequently expressed included difficulty paying for rent or mortgage (19%), difficulty paying for food (20%), and difficulty paying for health insurance (25%). 15% of patients also reported social isolation, defined by seeing or talking with someone close to them less than once a week. Through the SDOH screening initiative monthly referrals to



Sixteenth Street's Social Services Department increased by 281%, from 75 referrals per month in December 2023 to 286 referrals in June 2024. In total, over 500 patients were connected to Social Services as follow-up to screening and over 200 patients received information on resources available to them in Milwaukee County.

The cross-organizational team, investment from top-level leadership, and the organizational commitment to training and change management contributed to the success of the initiative. Over 50 staff members participated in in-person training sessions and the SDOH Lead met one-on-one with each provider during the first two weeks of their site's launch. Additionally, Sixteenth Street's Electronic Health Records (EHR) OCHIN report specialists and report writers drove this process by implementing new elements and proposing solutions for optimization in the EHR.

Executive Sponsors:

- Liz Claudio, VP of Operations
- Dr. Pamela Wilson, VP of Medical Affairs

Team-Based Care Implementation Team:

- Itza Vargas, Director of Nursing & TBC Initiative Lead
- Jonathan Sancen, Director of Clinical Support Programs
- Dr. Elizabeth Pyne, Clinician Champion for Team Based Care
- Anna Klonowski, Director of Care Coordination Programs

SSCHC Clinic Managers:

- LeVonte Green, Chavez Clinic Manager
- Alexandra Torres, Parkway Clinic Manager
- Daren Tunson, Waukesha Clinic Manager
- Danielle Habeck, Layton Clinic Manager
- Daesy Plascencia, School Based Care Clinic Manager

SSCHC Medical Assistant Supervisors:

- Kathy Hernandez
- Rebecca Rodriguez
- Lindsay Johnson, RN

SDOH Quality Improvement Team:

- Anna Klonowski, Business Owner & Initiative Lead
- Dr. John Trimberger, SDOH QI Clinician Champion
- Lisa Stueland, QI Coordinator
- Robyn Michalec, SDOH Program Coordinator
- Daisy Castro, Medical Assistant