



Social Needs Network for Evaluation and Translation



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SONNET is a learning network of researchers supported by KP Community Health to...

- Help KP design interventions to address the social needs of members
- Use KP's data and resources to inform evaluation
- Share what we learn as we learn it
- Use advanced analytics to target interventions
- Provide evidence to scale up what works, and stop doing what doesn't



Inventory of KP programs that address social needs

- Includes 32 programs that address basic resource needs within KP, 2012-2018
 - Includes KP region(s), target population, assessment tool(s), program leads' contact info, etc.
- Searchable
 - Generates reports (for those inside KP)
- Now includes 19 additional programs that address complex needs
 - Collaboration with KP's Care Management Institute (CMI)



Summary of Inventory (first 32 programs)

- Only 3 programs operate in more than one KP region
- Most programs...
 - ...target high-risk members (complex care, Medicaid, high cost...)
 - ...assess food, housing, transportation, and medical costs
 - ...rely on community health workers or patient navigators to connect members to community resources
- Only 5 had been rigorously evaluated



SONNET Scoping Review

What is a “scoping review”?

“...a form of knowledge synthesis, which incorporates a range of study designs to comprehensively summarize and synthesize evidence with the aim of informing practice, programs and policy and providing direction to future research priorities.”

— *Heather L Colquhoun*



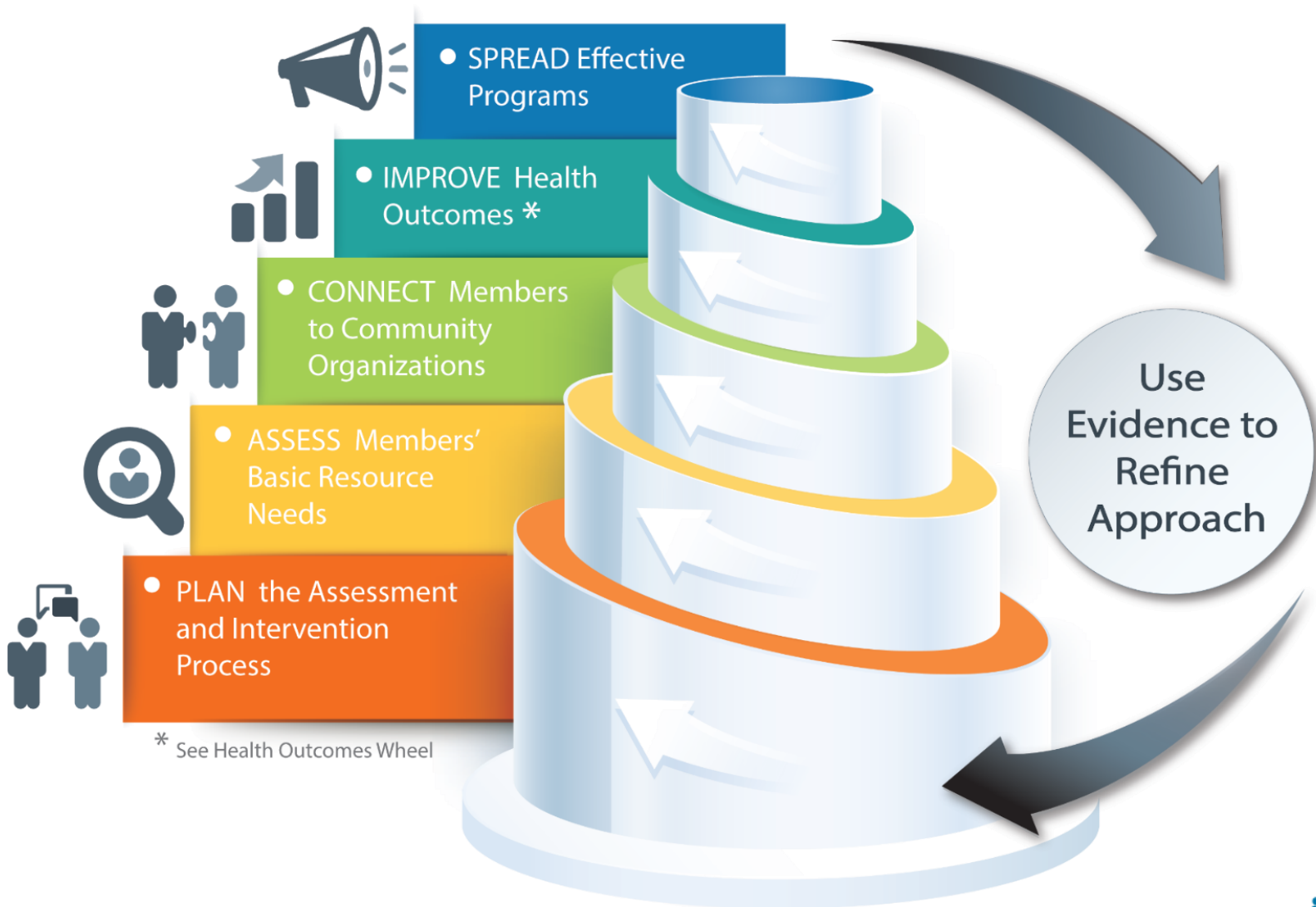
Data collected from:

- Program leaders and community organizations
- Qualitative interviews, focus groups and surveys with members and staff
- KP's information systems
- Program evaluations
- Published research

Limitations:

- Only includes data collected within KP
- Lack of standardized methods for conducting evaluations, measuring needs or evaluating outcomes

Care Continuum





Scoping Review Structure

- Five steps in the care continuum
- Multiple components within each step
 - Summary of existing data
 - Recommendations keyed to each component

Step	Components	Recommendations
Plan	6	15
Assess	3	7
Connect	4	12
Improve	5	24
Spread	2	10



Scoping Review – *Example of Findings*

- Define health outcomes of importance to diverse stakeholders
 - Complex relationships between basic resource needs and health outcomes
 - Varying perspectives among different stakeholders

Outcomes Wheel





Scoping Review – *Example of Recommendations*

- Define health outcomes of importance to diverse stakeholders
 - Use the outcomes wheel to...
 - Foster discussion of priorities and
 - Target outcomes to assess program effectiveness

Table 2.3. Prevalence of social needs in five KP surveys

	KPSC ⁽²⁷⁾	Multiple regions	KPCO ⁽¹⁶⁾	KPNW ⁽³⁰⁾	KPCO ⁽²⁶⁾	KPNC
Case study *	1	3	5	x	x	x
Population(s) assessed	Care utilization in top 1%	Medicare members who may also be Medicaid-eligible	Members ≥ age 65	Multiple †	Newly enrolled members	Predicted costs in upper 20%
Assessment approach	Case-finding	Case-finding	Screening	Case-finding	Screening	Case-finding
Assessment tool	Health Leads survey	Altegra survey	MTHA survey	YCLS survey	Onboarding survey	Local survey
N of members assessed	2,999	22,576	50,097	11,273 members with 18,284 referrals	22,548	9,268
Dates of survey	2015-17	2013-17	2012-15	2016-18	2014	2013-14
Food or nutrition needs	29%	38%	6%	8%	x	
Housing needs or concerns	11%	3%	x	7%	x	23%
Energy (utility) needs	24%	7%	x	x	x	
Transportation needs	22%	34%	x	16%	x	
Financial assistance or medical cost needs	37%	Income replacement (19%) Medical costs (6%)	x	8%	x	25%
Other needs assessed	Social isolation (24%)	Legal aid (10%)	Social isolation (15%)	Legal (1%), social support (3%), etc.	Difficulty paying for social needs (10%)	Unable to pay for social needs (18%)



Scoping Review – *Example of Findings*

- Complete member referrals to community organizations
 - KPNW: 66% of members identified needs that could be addressed by community resources
 - KPSC: 62% of members with basic resource needs initially declined referral
 - KPCO: only 5% of referrals were completed when community specialists provided members with contact information for Hunger Free Colorado
 - 75% completed after switching to fax referrals



Scoping Review – *Example of Findings*

- Assess fulfillment of basic resource needs

Intervention	Region	N	Findings	Comments
Patient navigation	KPNW	18,284	23% reported that needs were satisfied	Multiple settings
Health Leads	KPSC	1641	10% reported that needs were met, 12% felt “equipped” to meet their needs	Predicted high-cost members
Community food referrals	KPCO	93	88% continued to report food insecurity despite receiving food resources	Medicaid members
Financial navigator program	KPNW	136	45% received resources to address cost concerns	Primary care and specialty clinics



Scoping Review – *Example of Findings*

- Voltage drops in the Care Continuum in the Health Leads intervention

Step in continuum	Number remaining	Remaining proportion of original population	Remaining proportion from previous step (%) *
Step 2a. Eligible high-cost members	7107	100%	N/A
Step 2b. Members assessed	2993	$2993/7107 = 42\%$	$2993/7107 = 42\%$ (58% “voltage drop”)
Step 3. Members with basic resource need	1641	$1641/7107 = 23\%$	$1641/2993 = 55\%$ (45% “voltage drop”)
Step 3b. Members enrolled in Health Leads referral program	625	$625/7107 = 9\%$	$625/1641 = 38\%$ (62% “voltage drop”)
Step 4a. Members with basic need fulfilled or equipped to meet need	358	$358/7107 = 5\%$	$358/625 = 57\%$ (43% “voltage drop”)



Take-aways for operational leaders and evaluators

- **Set priorities and expectations** for...
 - (1) needs to assess and
 - (2) outcomes to judge success of interventions
- **Plan systematically** to address all steps of the care continuum
- **Include multiple perspectives** in program design
- **Develop community capacity**
- **Evaluate rigorously**
- **Design for dissemination**
- **Stay the course!**
 - Social and complex needs are difficult to resolve and prone to recur.
 - Sustained commitment will be necessary



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THANK YOU