

## Title

The importance of role and setting in health system social determinants of health screening results

## Abstract

### Background

With recent regulations requiring health systems to conduct social determinants of health (SDOH) screening among patients, more information is needed on best practices to conduct screening.

### Objective

Analyze differences in SDOH screening rates by screener role and setting at [redacted health system].

### Methods

A report of 2023 SDOH screening data was generated and analyzed. Informational interviews and participant observation were also conducted with Medical Assistants (MAs) and Community Health Workers (CHWs).

### Results

In 2023, 1,066,651 SDOH screenings were conducted by a total of 240 unique job titles. MAs conducted the majority (50.7%) of screenings; however, they identified a low percentage of needs (4.3%). Patient self-reported screens via MyChart comprised 34.8% of screens with 15.6% identifying a need. Conversely, Ambulatory Case Managers (ACM), CHWs, and Mobile Integrated Health (MIH) paramedics conducted far fewer screens, but identified needs in over 70% of screens. Shadowing revealed CHWs used a more conversational approach than MAs.

**Table 1. Top SDOH Screenings by Screening Type**

<b>Screening Completed By</b>	<b># SDOH Screenings Conducted</b>	<b>% of Total Screenings</b>	<b>% with Identified Need</b>	<b>% Wants Assistance with Need</b>
ALL	1,066,651	100%	11.6%	20.5%
Medical Assistant	540,625	<b>50.7%</b>	4.3%	18.5%
MyChart (Self-Reported Online)	370,916	<b>34.8%</b>	15.6%	17.7%
Ambulatory Case Manager	41,885	3.9%	<b>74.3%</b>	67.1%

Community Health Worker	1,284	0.1%	<b>78.7%</b>	40.9%
Mobile Integrated Health Paramedic	712	0.1%	<b>70.6%</b>	22.9%

## Conclusion

Roles and setting clearly impact SDOH screening. Roles that traditionally better establish trust with patients (i.e. CHW, ACM) are well placed to obtain honest answers regarding needs; however, staffing resources are limited. Empathic inquiry training would benefit MAs to obtain more accurate screens. Patients are also more likely to reveal needs when they are in a comfortable setting (MIH screens occur in patients' homes) or they self-report via MyChart; however, inequities in digital access and technology literacy must be addressed.