

## **Abstract:**

### **Establishing a Community Partnership to Address Social Determinants of Health**

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#### **PURPOSE:**

Social factors play a significant role in determining the health of patients. The purpose of this project was to review the process of establishing a partnership between the Northwestern Family Medicine Clinic in Grayslake, Illinois, and the Community Health Worker (CHW) program offered by Mano a Mano, a local community organization, to address the social determinants of health of the Latinx patients of the clinic.

#### **METHODS:**

This was a single-site, retrospective study. Latinx patients of the Northwestern Family Medicine Clinic were surveyed for needs within six social determinants of health (SDOH) areas. Patients who screened positive within at least one of the surveyed areas were offered a referral to the CHW for further assistance. Referrals were made via NowPow, a referral platform integrated in the Electronic Medical Record (EMR) that allowed for closed-loop communication between the CHW and the referring clinic providers.

#### **RESULTS:**

More than 30 patients who were offered a referral to the CHW were amenable to being referred. Ages of patients referred ranged from 3 years old to 82 years old. Challenges that were encountered during the project included keeping track of referrals in the setting of multiple referring providers, changes in the NowPow platform creating a barrier to closed-loop communication between the clinic and the CHW, and lower than expected referral volume for a variety of reasons. Detailed analysis of quantitative and qualitative data is ongoing.

#### **CONCLUSION:**

CHWs play an invaluable role in providing culturally sensitive and socially focused care. As primary care providers we need to be aware of these community partners and develop sustainable processes for connecting patients with these resources. This project reviewed one process of establishing such a partnership and reviewed the successes, as well as areas for improvement, to help future interested parties navigate this process.