

## Social Determinants

1. Front desk staff will provide the Social Determinants handout to **all patients**, every **6months**.

 DEPARTMENT of FAMILY MEDICINE Quillen College of Medicine EAST TENNESSEE STATE UNIVERSITY		<b>SOCIAL            DETERMINANTS            SCREENING</b>	
	In the last 12 months, did you ever eat less than you felt you should because there wasn't enough money for food?	YES/NO <input type="checkbox"/> Y <input type="checkbox"/> N	
	In the last 12 months, has the electric, gas, oil, or water company threatened to shut off your services in your home?	<input type="checkbox"/> Y <input type="checkbox"/> N	
	In the last 12 months, have you needed to see a doctor, but could not because of cost?	<input type="checkbox"/> Y <input type="checkbox"/> N	
	In the last 12 months, have you ever had to go without health-care because you didn't have a way to get there?	<input type="checkbox"/> Y <input type="checkbox"/> N	
	If the past 12 months, have you had difficulty affording your medications?	<input type="checkbox"/> Y <input type="checkbox"/> N	

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2. Nurse will collect the social determinants sheet and complete the **Social Determinants Flowsheet** by going to the **Clinical Desktop**.

The screenshot shows a medical software interface. At the top, there's a navigation bar with tabs like 'Task List', 'Worklist', 'Clinical Desktop', etc. Below that, patient information is displayed: 'TEST, MONACO', MRN '001000651682701', and 'Security BREAK GLASS'. A red banner indicates 'MED & NON-MED ALLERGIES' and 'Directives Presented'. The main area is divided into two panes. The left pane, titled 'Problem List', shows a list of active medical problems with columns for Name, ICD-10, Managed By, and Last Assessed. The right pane, titled 'FlowSheets', shows a table with columns for dates (03 Oct 2017, 29 Sep 2017, 01 Sep 2017, 03 Aug 2017, 04 Feb 2017) and rows for various medical items like 'Date of ED Visit', 'FIU Communication Date', 'Afterhours?', and 'Communication Type'.

3. Next, go to the **Flowsheets** tab and change the next dropdown to **Social Determinants Flowsheet**.

This is a close-up screenshot of the 'Flowsheets' tab in the software. The 'Flowsheets' tab is highlighted in yellow. Below it, a dropdown menu is open, showing 'Social Determina' as the selected option. To the right of the dropdown, there's a 'Family Medicine' dropdown and several icons. Below the dropdowns, there's a section titled 'Data Includes: All' and a table with columns 'Item Name' and 'Select'.

4. Once on the Social Determinant flowsheet, click on the **New Column** button on the bottom toolbar.



5. Click in one of the empty boxes and choose **Enter Result**.

Vital Signs	Meds	Med Flowsheet	Orders	Allergies
FlowSheets	▼ Social Determina	▼ Family Medicine	▼	▼
Data Includes: All				
	Select	28 Aug 2018		
Item Name		1		
In the last 12 months, did you...	<input type="checkbox"/>			
In the last 12 months, has the...	<input type="checkbox"/>			
In the last 12 months, have...	<input type="checkbox"/>			
In the last 12 months, have...	<input type="checkbox"/>			
In the past 12 months, have...	<input type="checkbox"/>			
New Column Enter Result Edit Print				

6. The following page will display. This is where the designated staff will enter the information. Once the information is entered, click OK.

  **Social Determinants** 

**For:**

**Status:**

**To Be Done:**

Order
Results
Goals

**Results Details**

Resulted:   Collected/Examined:  

:

Ordered By:  

Performing Location:   Performed By:  

Comments From Performing Location:

**Result Annotations**

**Results Item(s)**

Component	Value	Units
In the last 12 months, did you ever ea...	<input type="text"/>  	
	Goal: <a href="#">New</a>	
In the last 12 months, has the electric,...	<input type="text"/>  	
	Goal: <a href="#">New</a>	
In the last 12 months, have you needed...	<input type="text"/>  	
	Goal: <a href="#">New</a>	
In the last 12 months, have you ever ha...	<input type="text"/>  	
	Goal: <a href="#">New</a>	
In the past 12 months, have you had diff...	<input type="text"/>  	
	Goal: <a href="#">New</a>	

7. Fill the form out by using the dropdown boxes.

Component	Value	
In the last 12 months, did you ever ea...	Yes	
	Goal: <a href="#">New</a>	
In the last 12 months, has the electric,...	No	
	Goal: <a href="#">New</a>	
In the last 12 months, have you needed...	Yes	
	Goal: <a href="#">New</a>	
In the last 12 months, have you ever ha...	No	
	Goal: <a href="#">New</a>	
In the past 12 months, have you had diff...	Yes	
	Goal: <a href="#">New</a>	

8. Click Ok and Commit. The following is what the flowsheet will look like

FlowSheets		
Social Determina		
Family Medicine		
Data Includes: All		
		28 Aug 2018
Item Name	Select	1
In the last 12 months, did you ever...	<input type="checkbox"/>	 Yes
In the last 12 months, has the...	<input type="checkbox"/>	 No
In the last 12 months, have you...	<input type="checkbox"/>	 Yes
In the last 12 months, have you ever...	<input type="checkbox"/>	 No
In the past 12 months, have you had...	<input type="checkbox"/>	 Yes

9. Nurse will go into the “I” button on the Patient Banner and add a Chart Alert that says, “**Social, date**” This date will be the date the form was filled out.

Daily Clinical Desktop New Note Worklist Task List Batch Sign Ap

[R] TEST, MONACO PCP Stone, Katherine  
 03-Mar-1979 (39y) F MRN 001000651682701  
 Email BRIGGSMM@ETSU.EDU

Patient Profile Dialog  
 TEST, Monaco 03-Mar-1979 (39 years) F

Chart Alert	Date Added	Remove
HIPAA 2018	19Feb2018	Delete
Risk Score 7	17May2018	Delete
CPC+ Patient	13Jul2018	Delete
Qualifies for CCM	30Jul2018	Delete

Add Alert

Clinical Info | Demographics | Community Info | Employer/Contact | Insurance | Rx Benefit Plan | Pharmacy | Patient Care Team | Consent

**Add/Edit Patient Chart Alerts**

Alerts

**Selected Items**

- CPC+ Patient
- HIPAA 2018
- Qualifies for CCM
- Risk Score 7
- TOC 8/30/18

**Available Items**

- Blind Patient
- Dr. requires 1 hour block
- Dr. requires 30 min block

Adhoc Alert

Social 8/28/18

Add

OK Cancel

10. If the patient identifies a social determinant, the nurse will give the patient the **social determinant resource sheet**.



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## ETSU FAMILY PHYSICIANS OF BRISTOL COMMUNITY RESOURCES

### FOOD ASSISTANCE

**Bristol Food Pantry** 276-466-2312

**Bristol Nutrition Program for the Elderly** 423-764-6041

**Bristol Neighborhood Service Food Bank** 423-968-3951

**American Red Cross** 276-645-6650

**Faith in Action** 276-466-8292

**Second Harvest Food Bank - Tennessee** 423-279-0430

**Second Harvest Food Bank - Virginia** 276-628-9266

**Highlands Fellowship Church** 276-669-7400

### FOOD PANTRY

**Friendship Chapel Baptist**  
5109 Highway 421  
Bristol, TN 37620  
423-968-1488  
Third Thursday from 6:00-7:00. Please call ahead.

**House of Prayer Worship Center**  
1537 Maryland Avenue  
Bristol, TN 37620  
423-969-0931  
3rd Thursday of month from 5:00 to 6:30 pm. Please bring Photo ID, proof of income or Food Stamps.

**Sinking Springs Baptist Church**  
300 Sinking Springs Rd  
Bristol, TN 37620  
423-966-2827  
Third Tuesday of month from 2 to 4.  
For emergencies, call first.

**Virginia Avenue United Methodist Church**  
1127 Virginia Avenue  
Bristol, TN 37620  
423-968-1353  
1st and 3rd Mon, Tues and Wed 2-4pm. Please provide Proof of Address and Income.

**Salvation Army Bristol**  
137 Martin Luther King Blvd  
Bristol, TN 37621  
423-764-6156  
Open weekdays 8:30 am-4:30 pm. Meal times; B-7:30-8am (M-Sat), L-11:45-12:30pm (M-Sat.), D-5-5:30pm (M-Fri.). Please bring Photo ID, Proof of address and income and most recent utility bill.

**Haven of Rest**  
624 Anderson Street  
Bristol, TN 37620  
423-968-2011  
Mon, Tues, Thurs, Fri 9:00-11:00. Please bring ID, Proof of address, Food Stamp Letter and SSN.

**Grace Point Church**  
1119 Commonwealth Avenue  
Bristol, VA, 24201  
276-648-4494  
Mon-Thurs 9-1. Bring ID and proof of address.

**Rockhold United Methodist**  
1735 Mt Holston Rd  
Bluff City, TN 37618  
423-538-7190  
3rd Saturday of month 7:30-9:30 am

**New Life Baptist Church**  
1000 Hendrickson Lane  
Bluff City, TN 37618  
423-764-1656  
2 days a month, call for details. Bring ID, Proof of income and SNAP.

### ADDITIONAL FOOD RESOURCES

**Farmers Market Double SNAP Benefits**

**Meals On Wheels**

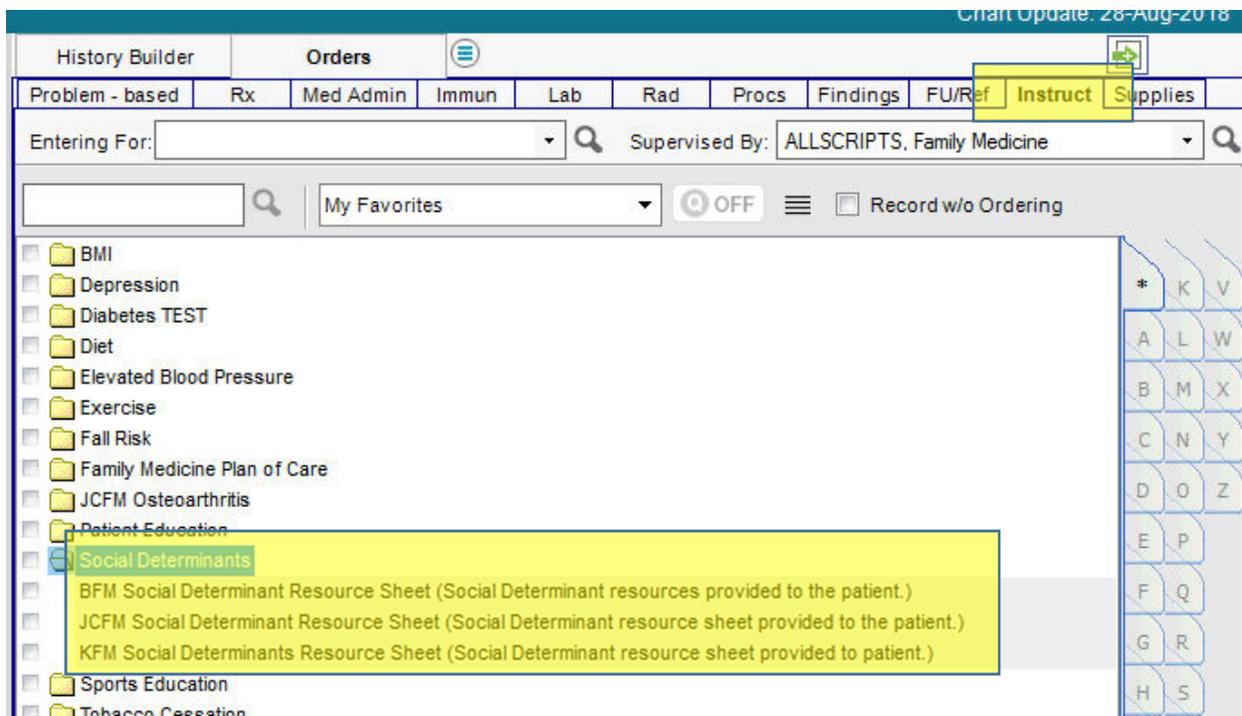
**Congregate Meals through senior Center**

**Salvation Army Meals (Food Pantry and Meal Programs)**  
423.764.6156 5. Full Food Pantry list on [www.suntopia.org](http://www.suntopia.org)

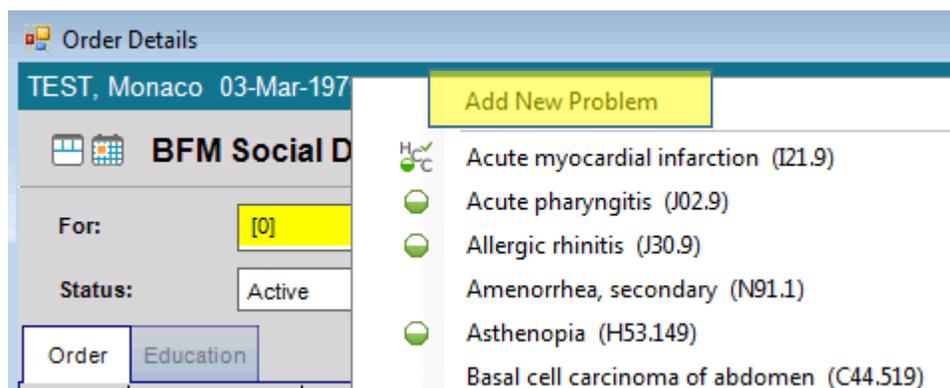
11. If several social determinants are identified, staff will use clinical judgement as to refer/warm hand off the patient to the social worker/educator. **\*See instructions below\***

12. The nurse will go into Allscripts and order the **social determinant resource sheet**.

13. Click on the beaker , and go to the **Instruct** and click on the **Social Determinants** order group and choose the site specific resource sheet.



14. You will need to link the instructions to a code. Click on **Add New Problem**



15. The nurse will link it to **Z13.9 Encounter for screening involving social determinants of health**. Click Save and Close.

Add Clinical Item

TEST, Monaco 03-Mar-1979 (39 years) F Chart Update: 28

Active | PMH | PSH | Fam Hx | Social Hx

social deter     My Favorites

	All	ICD-10
 	Encounter for screening involving social determinants of health (SDoH)	Z13.9

If several social determinants are identified, staff will use clinical judgement as to refer/warm hand off the patient to the social worker/educator. If a warm hand off is completed or an appointment needs to be scheduled, the following orders need to be placed in Allscripts.

- Social Work Follow up (In House Schedule)
- Social Work Follow Up (In House Today)

### **Social Work Follow up (In House Schedule)**

When this referral type is ordered, it is assuming that you would like the patient to see our in house social worker in the future (not a warm hand off).

### **Social Work Follow Up (In House Today)**

When this referral type is ordered, it is assuming that the patient saw someone **today** and no appointment is needed. The purpose of this order is for recording accurate information for reporting.