Health Leads
Better health. One connection at a time.
Massachusetts Medical Society
April 4, 2014

4 IN 5 PHYSICIANS SURVEYED

SOCIAL NEEDS MEDICAL CONDITIONS

4 IN 5 PHYSICIANS surveyed say patients’ social needs are as important to address as their medical conditions.

4 IN 5 PHYSICIANS surveyed are not confident in their capacity to address their patients’ social needs.

UNMET SOCIAL NEEDS POOR HEALTH

4 IN 5 PHYSICIANS surveyed say unmet social needs are directly leading to worse health for everyone, not only for those in low-income communities.
Health Leads hours and 24-hour voicemail are available at (617)414-4349.
New lay workforce:
~1000 Advocates, 93 FTEs, MSW supervision

Patient engagement & Data/analytics

Clinical integration

Technology solutions:
Resource directory & patient database
NCQA’s Patient-Centered Medical Home (PCMH) 2011 Standards

11/21/11

Element B: Provide Referrals to Community Resources

The practice supports patients/families that need access to community resources:

1. Maintains a current resource list on five topics or key community service areas of importance to the patient population

2. Tracks referrals provided to patients/families

3. Arranges or provides treatment for mental health and substance abuse disorders

4. Offers opportunities for health education programs (such as group classes and peer support.)

Patient’s Presenting Needs

N=664

- Health (Prescription Assistance, Health Insurance, etc...) 22%
- Housing (Shelter, subsidized, etc...) 12%
- Transportation (Medical, Public) 7%
- Food (Pantries, SNAP, etc...) 19%
- Financial (SSI, TANF, etc...) 10%
- Other (Childcare, Adult Education, Commodities, etc...) 6%
- Utilities (subsidies, shut off protection, etc...) 19%
- Employment (Job Training, Job Placement) 10%