

COLLEGE OF POPULATION HEALTH

Bringing the Social Determinants to Life

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Overview

ROLE OF SOCIAL DETERMINANTS OF HEALTH

COMMUNITY EXPERTS:

CAROL

MARY

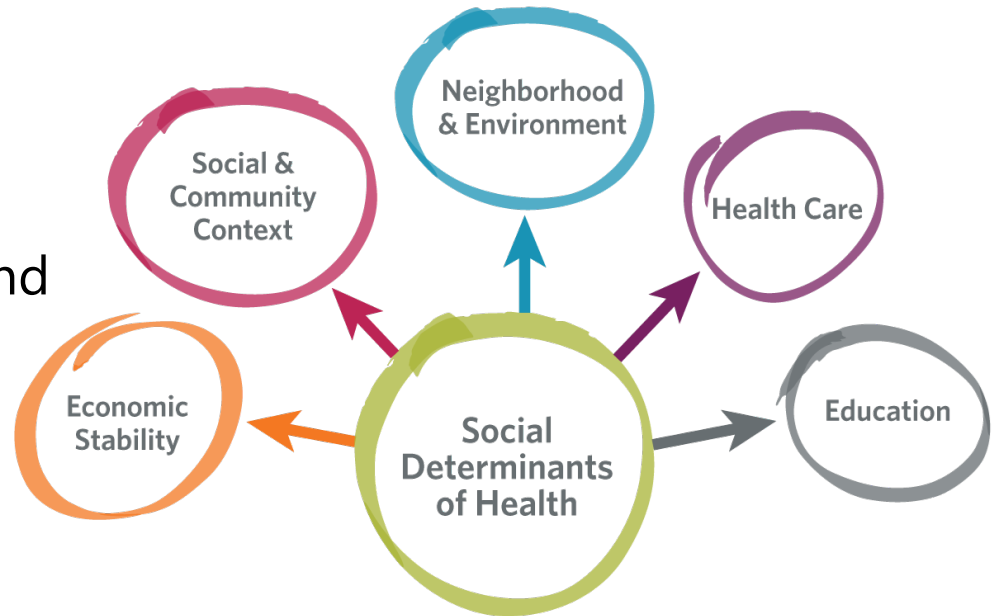
EDDIE

CLARE

SUMMARY OF LESSONS LEARNED

Social Determinants of Health (SDOH)

Conditions in places where people live, learn, work, and play that affect health risks and outcomes





Social Determinants of Health Chart

Neighborhood and built environment	Health and health care	Social and community context	Education	Economic stability

Carol

**Immigrant
Mother**

Business Owner

**“Our actions and our
words have an impact”**





Carol

Neighborhood and built environment	Health and health care	Social and community context	Education	Economic stability
<p>Jamaican immigrant who works as a housekeeper</p> <p>Competing needs in her family: son lost job in pandemic, daughter graduated college</p>	<p>Experiences needle anxiety, disregarded by providers</p> <p>Mother got sick, died of pneumonia in ICU</p> <p>Little faith in healthcare</p> <p>Bad experience getting the flu shot</p>	<p>Experienced racism, harassment during trip; feared for safety</p> <p>Decided to drive through the night instead of staying at hotel</p> <p>Son applied for food stamps during pandemic, but never received</p>	<p>Graduated High School top of class</p> <p>Trade skills</p> <p>Children's education a major priority</p> <p>Some community college - income has made it hard to continue</p>	<p>\$2,600 root canal vs. laptop for her daughter's education</p> <p>Loss of income due to COVID-19 restrictions</p> <p>Never well insured</p>

Mary

“If someone had asked me direct questions about my housing, I would’ve answered”

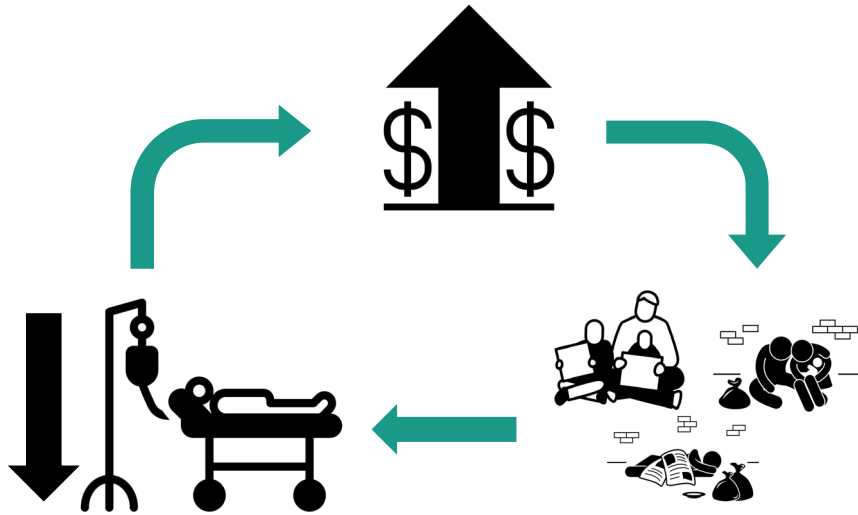




Mary

Neighborhood and built environment	Health and health care	Social and community context	Education	Economic stability
<p>Lived in car parked in bank parking lot</p> <p>Constantly researched resources available to obtain insulin and walked or took public transport</p>	<p>Inconsistencies across state lines for coverage of pre-existing conditions</p> <p>Lack of coverage leads to worsening health conditions - diabetes, mental illness</p> <p>Prioritization of diabetes over other medical needs caused deterioration in mental health</p>	<p>Shame and stigma associated with housing insecurity caused barriers to care</p> <p>Cut off from former social circle to hide “faults”</p>	<p>High education level - initially moved to PA to seek further education</p> <p>Well-spoken and educated presentation made healthcare workers avoid asking questions</p>	<p>Moved to Pennsylvania with healthy savings after losing job in 2008 economic crash</p> <p>High cost of care and lack of health care coverage led to economic and housing instability</p> <p>High cost of medication led to prioritization of needs - diabetes came first</p>

Mary

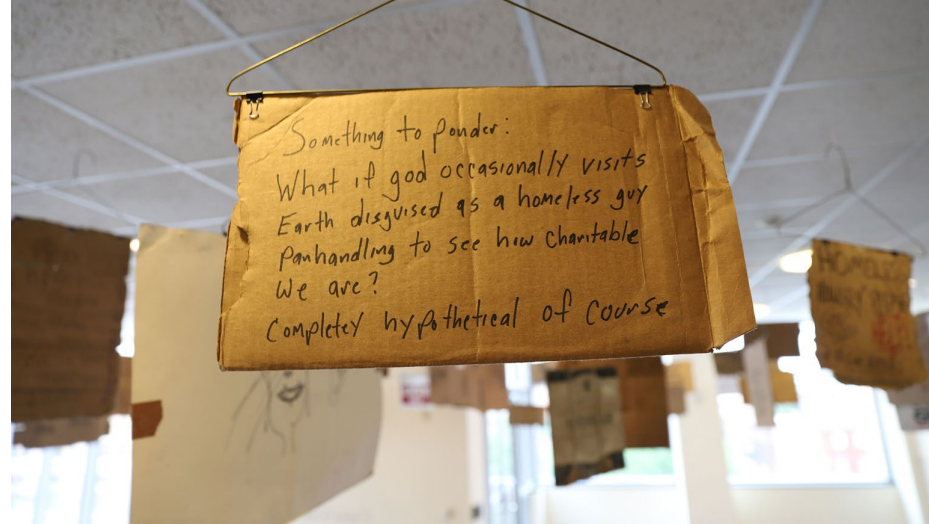


Social Worker



Eddie

“I have no anger
or resentment
toward anybody”





Eddie

Neighborhood and built environment	Health and health care	Social and community context	Education	Economic stability
<p>Childhood in Kensington, “don’t leave the area with 2-3 blocks of your home or you will get robbed, growing up in a crime-ridden neighborhood</p> <p>Jumped several times growing up - neighborhood was rough and difficult to survive</p>	<p>“Healthcare is awful, they have no idea how to deal with people”</p> <p>“I had to go to jail to get approved for therapy”</p> <p>Anesthesiologist wished death upon him prior to offering care</p> <p>Familial history of mental health challenges</p>	<p>Complicated family situation and childhood</p> <p>Acknowledged his own difficulties working with others and maintaining social relationships while experiencing insecure housing</p>	<p>Attended Philadelphia public schools</p> <p>Formal training as insurance claims adjuster, which is now his profession</p>	<p>Experiences of panhandling</p> <p>Currently economically stable, but previously has not been</p>

Clare

**Community Health Centers
Clinic at Broad Street Ministry,
John Bell Health Center**

Physician Assistant





Clare



**Broad
Street
Ministry**

318 patients



853 visits



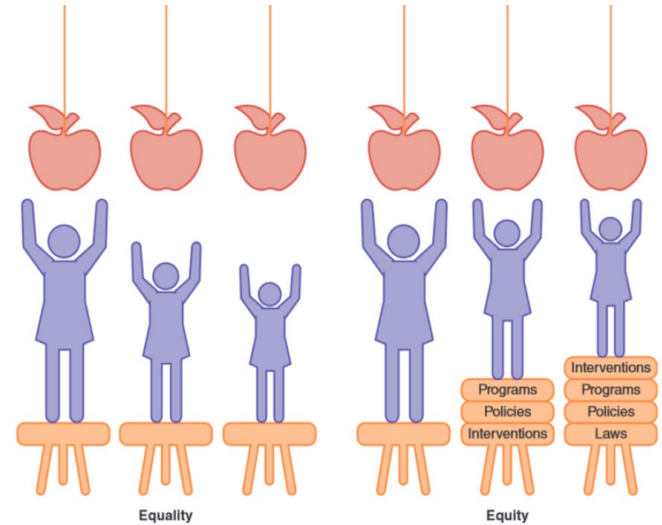


Clare

Neighborhood and built environment	Health and health care	Social and community context	Education	Economic stability
<p>BSM provides opportunities aimed at addressing the whole-person:</p> <ul style="list-style-type: none">• Mailing address, mailboxes• Legal support• Food access• Housing assistance	<p>Provide free medical screening</p> <ul style="list-style-type: none">• Primarily focused in primary care• Referral to next level of care with John Bell Health Center or ED	<p>Provide a sense of community to care</p> <ul style="list-style-type: none">• Targeted approach to care• More time to care for patients	<p>Understand health literacy of patients</p> <ul style="list-style-type: none">• Ask straight forward questions• Utilize pictures, analogies to describe conditions	<p>Provide referral services after comprehensive screening</p> <ul style="list-style-type: none">• Empathetic care allows accurate patient evaluation• Healing with understanding root cause; 40% return rate

Conclusion

- **Main Takeaways:**
 - Understand the impacts of the Social Determinants of Health in healthcare
 - Engaging with guest speakers to enhance our learning
 - Use what we learned to inform policy





Thank you to our community experts!

We have all learned so much from each of you and promise to be better providers and community members in the future from what you all have taught us!





Citations

- [Social Determinants of Health Diagram]. (n.d.) <https://enterprises.upmc.com/blog/social-determinants-of-health/>
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- *Silhouette of a woman's face on a white background* [Photograph]. Retrieved March 15, 2021 from: https://stock.adobe.com/sk/images/silhouette-of-a-woman-s-face-on-a-white-background/97037248?prev_url=detail
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