

“Telehousehold Visits”: Systematically Addressing Social Determinants of Health Related to COVID-19 and Beyond.

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OBJECTIVES

- Apply principles of interprofessional collaboration utilizing telehealth visits.
- Describe ways to use telehealth to address the complex social determinants of health commonly encountered in primary care settings.

BACKGROUND INFORMATION

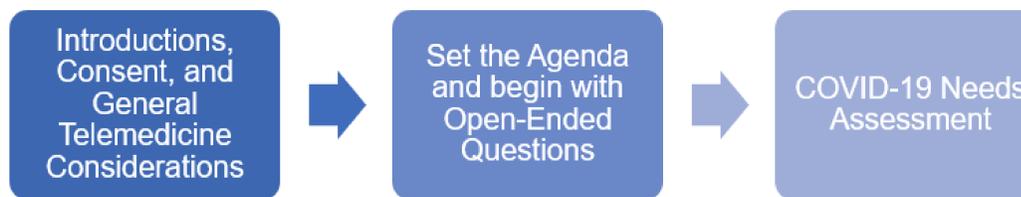
- The Green Family Foundation Neighborhood Health Education Learning Program (NeighborhoodHELP) is a service learning program integrated into the Florida International University (FIU) Herbert Wertheim College of Medicine’s (HWCOC) curriculum.
- Social determinants of health (SDOH) such as lack of health insurance, access to basic primary, preventive, and behavioral health care services, child care and employment contribute to COVID-19 disparities.
- During the COVID-19 pandemic, NeighborhoodHELP implemented a complex network of services to address social and health concerns of its household members.
- As a result of the social distancing mandate we pivoted from in-person interprofessional household visits to a virtual HIPAA-compliant Zoom platform.

METHODOLOGY

- NeighborhoodHELP faculty and family medicine residents from West Kendall Baptist Hospital supervised “Telehousehold Visits” with interprofessional teams of social work, nursing, physician assistant and medical students.
- An in-house resource guide and workflow created by NeighborhoodHELP students and faculty was used to systematically address SDOH related to COVID-19.
- The teams covered medical, behavioral, and social concerns including: COVID-19 symptoms and guidance; access to resources for necessities; assistance with employment and childcare; connection to behavioral health providers for help with domestic violence or mental health concerns; and more.



Interprofessional Telehousehold Visit (above)



Pandemic Workflow for Initial Telehealth Visit

FINDINGS

- Within 30 days of the Miami-Dade county stay-at-home order, we were able to contact all 851 of our enrolled households to provide COVID-19 assessments and health education.
- Interdisciplinary team members conducted thousands of calls and video encounters to assess and respond to households’ social, behavioral, and clinical needs.
- Food insecurity, financial constraints, health management, and legal concerns were among the social determinants that were identified.
- Services provided include: remote monitoring for COVID-19 and crisis counseling; distributing over 3000 facemasks; and supplying 854 food boxes to 242 households.
- To date, of the over 2300 individuals that make up this vulnerable population, only one individual has passed away while positive for COVID-19.

CONCLUSION

- Though the pandemic greatly affected SDOH in underserved communities, technology, especially telehealth and data systems, can be harnessed to provide wrap-around services to mitigate its impact.
- Working collaboratively within an interdisciplinary team using a centralized resource guide and unified work flow simultaneously broadens outreach and targets several areas of need.

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