

DGIM Project Summary

(1 page preferred, 2 pages maximum)

Name of Project: Identifying and Addressing Health-Related Social Needs in the UCSF General Medicine Practice

Investigator(s). (Include phone numbers and email address, indicate PI and primary contact)

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Research question(s): The specific aims of this study are a) to conduct a needs assessment focused on the unmet health-related social needs of patients receiving primary care at the UCSF DGIM General Medicine Practice and b) to develop a multi-level intervention to address at least 1 of the most prevalent unmet health-related social needs of our patients.

Brief Background/Significance: Unmet health-related social needs, such as housing instability, food insecurity, transportation challenges to health care visits and exposure to violence, can negatively impact health outcomes and increase health care utilization. Screening for unmet health-related social needs is an emerging aspect of clinical practice but not yet part of routine care. Addressing these social needs through an established process (e.g. referral to social worker) and referrals to community resources can help reduce their negative health effects. In the UCSF Division of General Internal Medicine (DGIM) General Medicine Practice, we currently do not know the extent of unmet health-related social needs (housing instability, food insecurity, transportation challenges, utility needs and exposure to violence) in our diverse patient population. Furthermore, our practice has not developed a robust process and infrastructure to identify and address the most prevalent social needs of our patients.

Inclusion/exclusion criteria (list)

Inclusion

- All patients that speak English, Spanish or Chinese (Cantonese or Mandarin)
- Receiving care at the UCSF DGIM General Medicine Practice
- Have a visit on the day of data collection

Exclusion

- Do not speak English, Spanish or Chinese (Cantonese or Mandarin)
- Unable to provide consent

Method of contact/recruitment (be specific): Patients in the waiting room will be approached to participate in the survey by a language-concordant research assistant. The survey will be available in English, Spanish and Chinese and bilingual research assistants (English/Spanish and English/Chinese) will be used to administer the survey. We will recruit patients from all 3 clinic sites within the DGIM General Medicine Practice (1545 1st floor, 1545 2nd floor and 1701 practice). Due to the relative distribution of patients receiving care at the 3 clinic sites, we will aim to recruit 250 patients each from the 1545 1st floor and 2nd floor practice and 100 patients from the 1701 practice. Research assistants will recruit patients in the waiting rooms of the 3 clinic sites to complete the survey. We will randomly select up to 4-5 clinic days for each clinic site to recruit participants to the goal sample size.

Benefits/burden for participants (clearly identify potential for harm: Potential disclosure of perceived health-related social needs could affect social standing. We emphasize that this study is completely anonymous and we will not collect their name, telephone number or any

other identifiable information. We will only collect their age, sex and zip code of main residence but these questions could be skipped or not completed if they wish.

Completing a survey about health-related social needs could potentially create mild personal discomfort about sensitive topics such as food insecurity, financial strain or interpersonal violence. However, the topics included in the survey are not outside of topics that may be discussed during a routine primary care visit. We will provide a resource guide addresses the main domains of health-related social needs to all participants in their chosen language (English, Spanish, Chinese) and also prominently feature a statement that they are encouraged to discuss any concerns raised by the survey with their provider today (since all patients will be seeing their provider on the same day as completing the survey).

A potential benefit is that the results will be used to help us design a program to better meet the needs of patients in the DGIM practice. All participants will receive a \$5 gift card as a token of our appreciation for completing the survey.

Any benefits or burden to DGIM practitioners?

A potential burden to DGIM practitioners is that patients may discuss health-related social needs during the visit that they may otherwise would not have been prompted to do so.

A potential benefit is that the results will be used to help us design a program to better meet the needs of patients in the DGIM practice.

Timeline for recruitment (projected start and stop dates)

Recruitment for this study will begin in January 2019. End date for this study is June 2019 or earlier when goal sample is attained.

Funding source: The Mt. Zion Health Fund

Potential for DGIM collaborators? (We encourage DGIM resident and fellow involvement in particular): Yes

Do you agree to notify us when recruitment is completed? Yes

Date form completed: December 20, 2018