

Addressing Social Determinants of Health in Pharmacy Practice

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Disclosures

Rebecca Leon does not have any relevant financial relationships with any ineligible companies to disclose.

The off-label use of medications will not be discussed during this presentation.

Learning Objectives

At the completion of this activity, pharmacists will be able to:

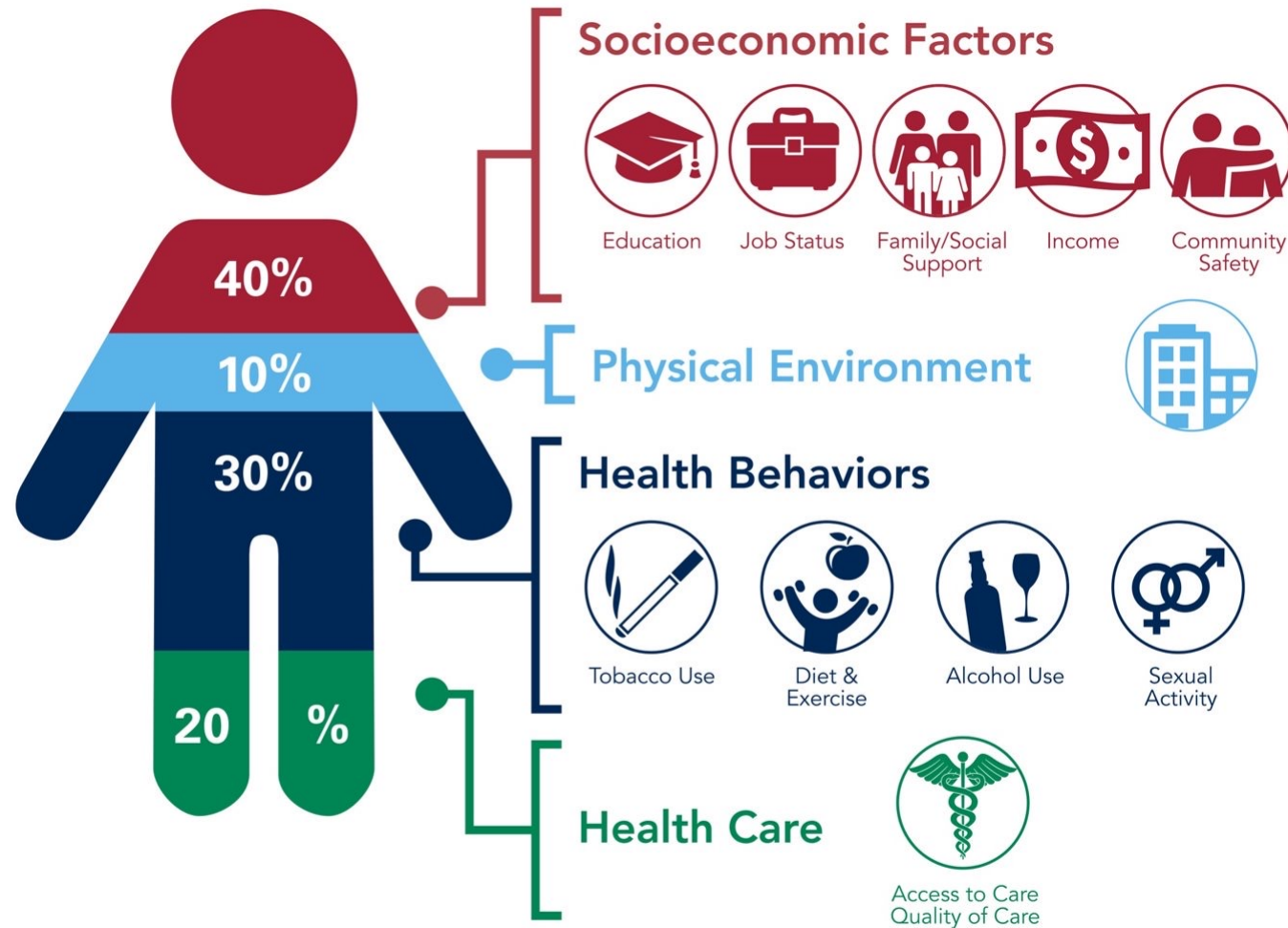
1. Explain SDOH's influence on health and quality of life.
2. Examine strategies for pharmacists to identify and address SDOH.
3. Analyze available SDOH resources in North Dakota.
4. Devise a patient-centered plan addressing challenges, enhancing wellness, and optimizing health.

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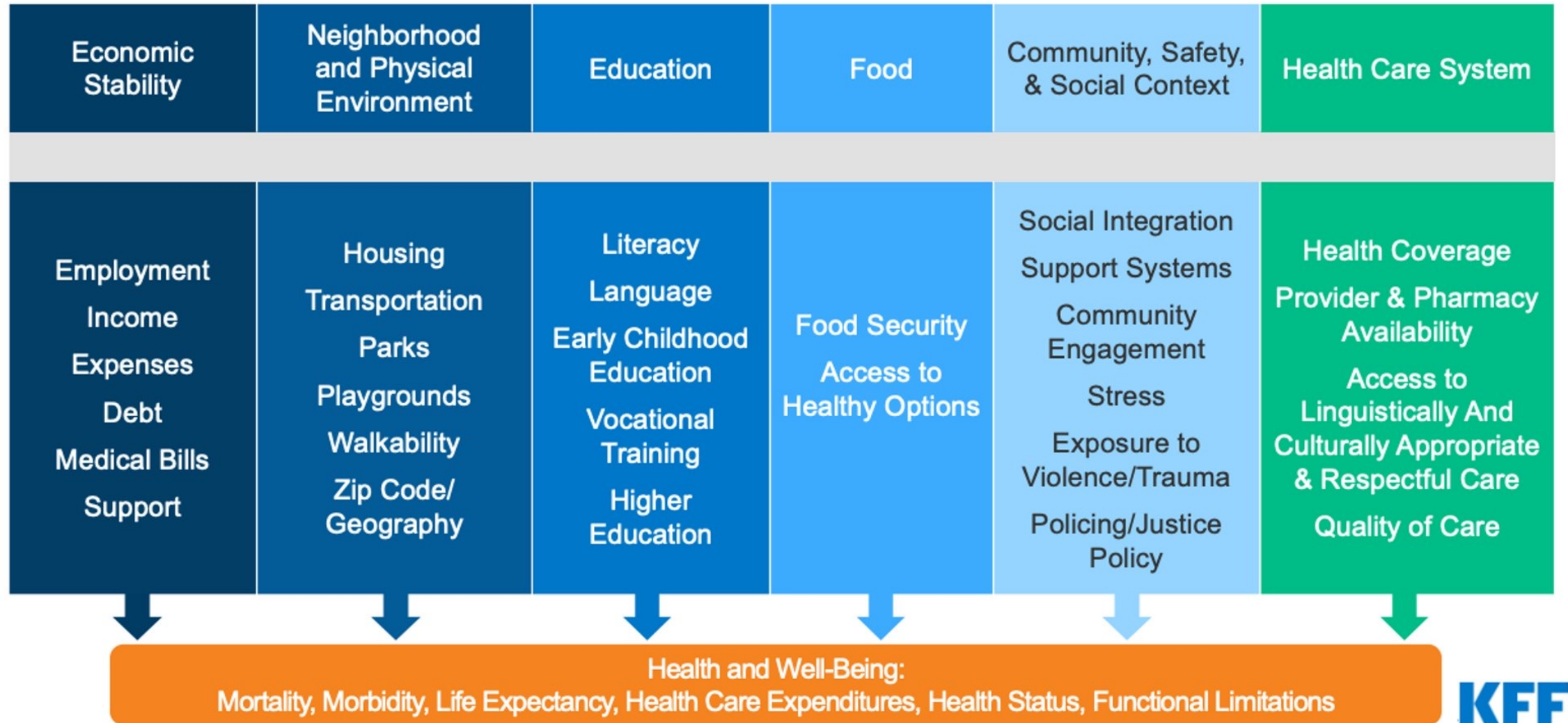
Social Determinants of Health (SDOH)^{1,2}



➤ SDOH Impact

- ➔ **20 percent** of a person's health and well-being is related to **access to care** and **quality of services**
- ➔ The **physical environment, social determinants** and **behavioral factors** drive **80 percent** of health outcomes

Impact on Health and Wellbeing³



Economic Stability in ND^{4,5}

Poverty,
2020

11%

77,491 people

- a slight decrease from 12% in 2010

Child Poverty,
2020

11%

19,459 children 0 to 17

- w/ married parents .. 4%
- w/ single parent 29%

Poverty by Race and
Ethnicity, 2020

White 8%
Black 27%
American Indian ... 31%
Asian 22%
Hispanic Origin 19%

Near Poverty,
2020

15%

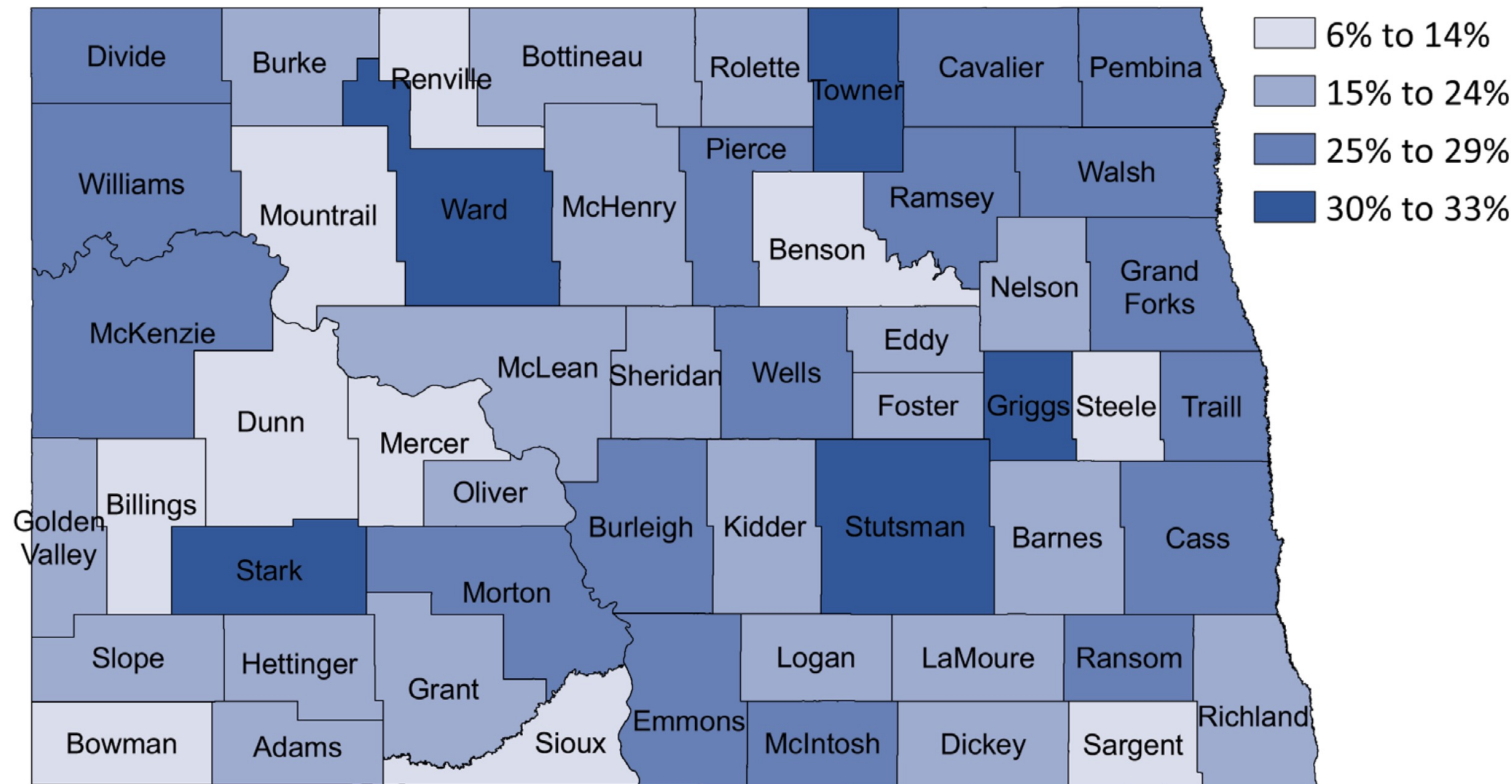
107,564 people

- with incomes from 100% to 199% of poverty

Neighborhood & Physical Environment in ND⁴

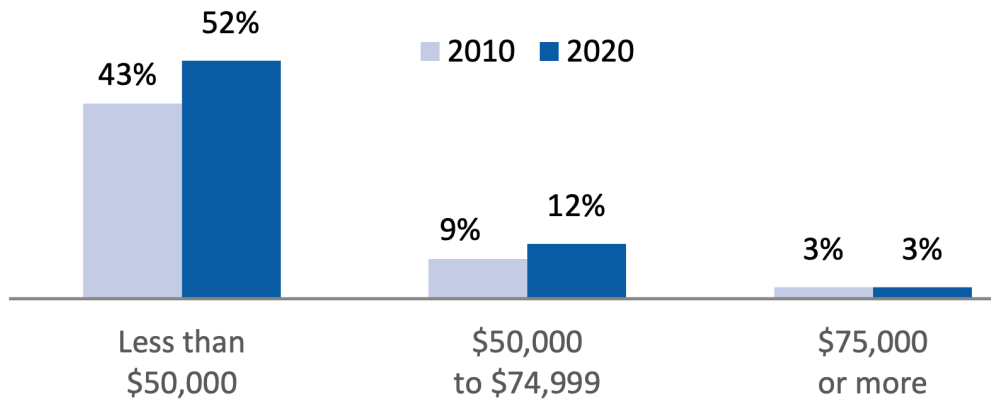
Figure 28. Senior Householders Burdened by Housing Costs in North Dakota, 2020

Percentage of householders ages 65 and older paying 30% or more of income toward housing costs



Source: U.S. Census Bureau (2021b)

Figure 27. Households Spending 30% or More of Income Toward Housing Costs in North Dakota by Household Income, 2010 and 2020



Source: U.S. Census Bureau (2021b)

Education in ND^{4,5}

Ages 0 to 5, All
Parents Working, 2020

74%

U.S. average is 67%

- 6th largest percentage among states

Child Care Deserts,
2020

13 counties have more than 3 times as many young children than licensed child care slots;
2 counties have no capacity

Ages 3 and 4 Enrolled in
Early Education, 2020

31%

U.S. average is 47%

- Lowest percentage among states

3rd Grade Reading
Achievement, 2020/21

62%

NOT meeting standards

Meeting standards 29%
Exceeding standards ...10%

In North Dakota, 42,290 people are facing hunger - and of them 13,690 are children.⁶

1 in 18 people



face hunger.

1 in 13
children

face hunger.

People facing hunger in
North Dakota
are estimated to report needing

\$25,658,000

more per year to meet their food needs.

Social & Community Context in ND^{4,5}

Adults 65 and Older
Living Alone, 2020

31%

36,419 people 65+

- Largest percentage among states

Adult Volunteerism,
2019

35%

192,616 people 16+

- a decrease from 40% in 2017

Youth and Young Adults
in Labor Force, 2020

65%

65,979 people 16 to 24

- Largest percentage among states

Adverse Childhood
Experiences, 2019/20

19%

32,095 children 0 to 17

- have experienced 2+ adverse experiences

Health Care Access in ND^{4,5}

Children with No
Health Insurance, 2020

6%

11,697 children 0 to 18

• higher than the
national average of 5%

Primary Care Health
Professional Shortage, 2022

36%

281,849 people

• live in area w/ shortage
of primary care providers

Dental Health
Professional Shortage, 2022

27%

211,631 people

• live in area w/ shortage
of dentists

Mental Health
Professional Shortage, 2022

46%

355,835 people

• live in area w/ shortage of
mental health professionals

HEALTH BEHAVIORS^{4,5}

Physically Inactive Adults, 2021

25%

of adults did not participate in any physical activity or exercise in past month

Adult Smokers, 2021

15%

of adults have smoked at least 100 cigarettes, and smoke every day or some days

High School Tobacco Use, 2021

6%

smoke cigarettes

Use vaping products ... 21%
Any form of tobacco ... 23%

Adult Alcohol Consumption, 2021

Binge Drinking Rate 21%
Traffic Fatalities due to Alcohol 35%

• 2nd highest binge drinking rate among states, after WI

HEALTH OUTCOMES^{4,5}

Adult Obesity, 2021

35%

U.S. average is 34%

• ND average is up from 28% in 2011

Life Expectancy, 2020

77.0

years

• a decrease from 79 years in 2018

Suicide Deaths, 2020

135 deaths

18.2 deaths per 100,000 people

• 2nd leading cause of death for ages 15 to 44

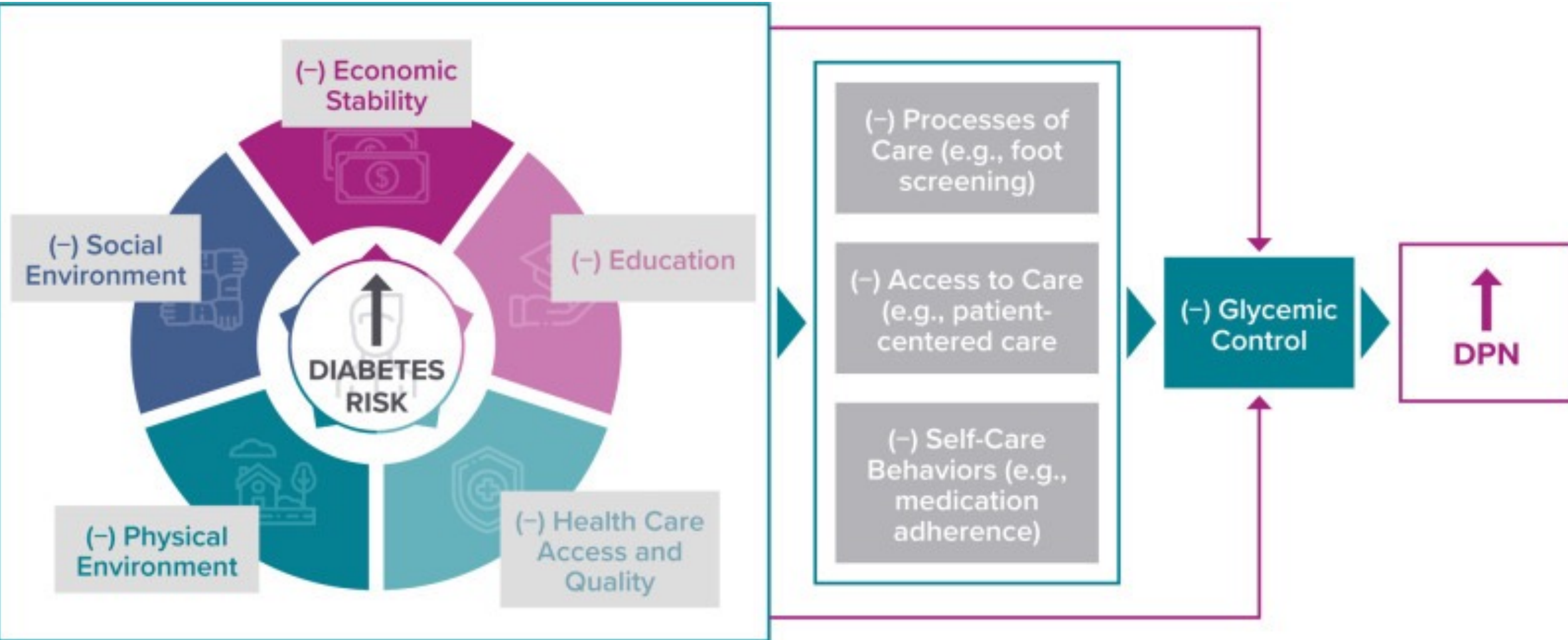
Drug Overdose Deaths, 2020

114 deaths

14.9 deaths per 100,000 people

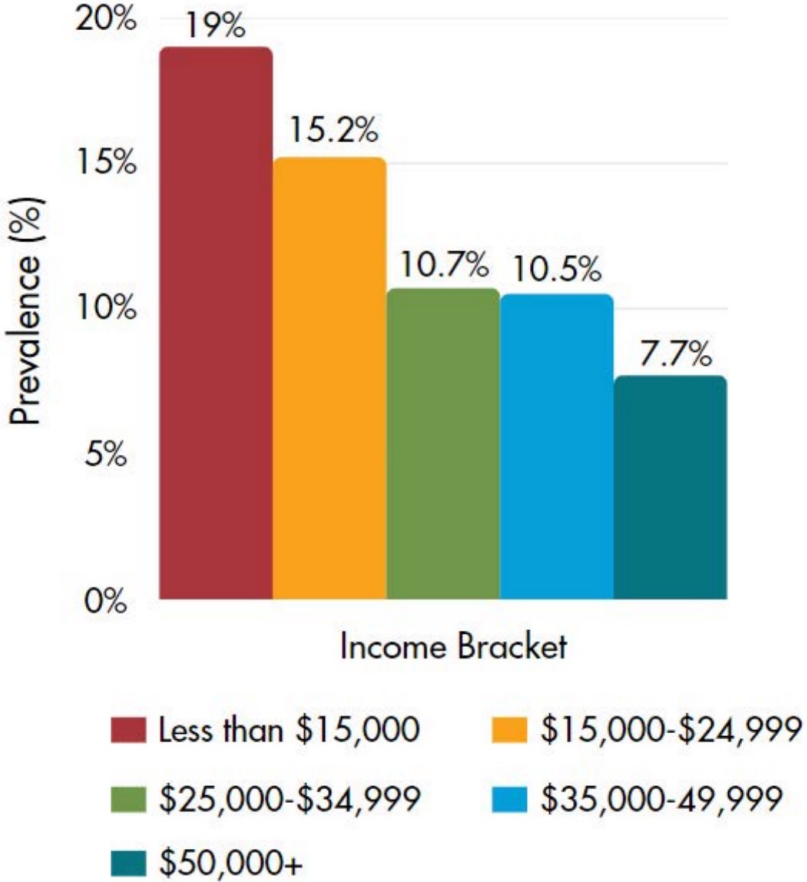
• a 396% increase from 23 deaths in 2010

Burden of Diabetes⁷

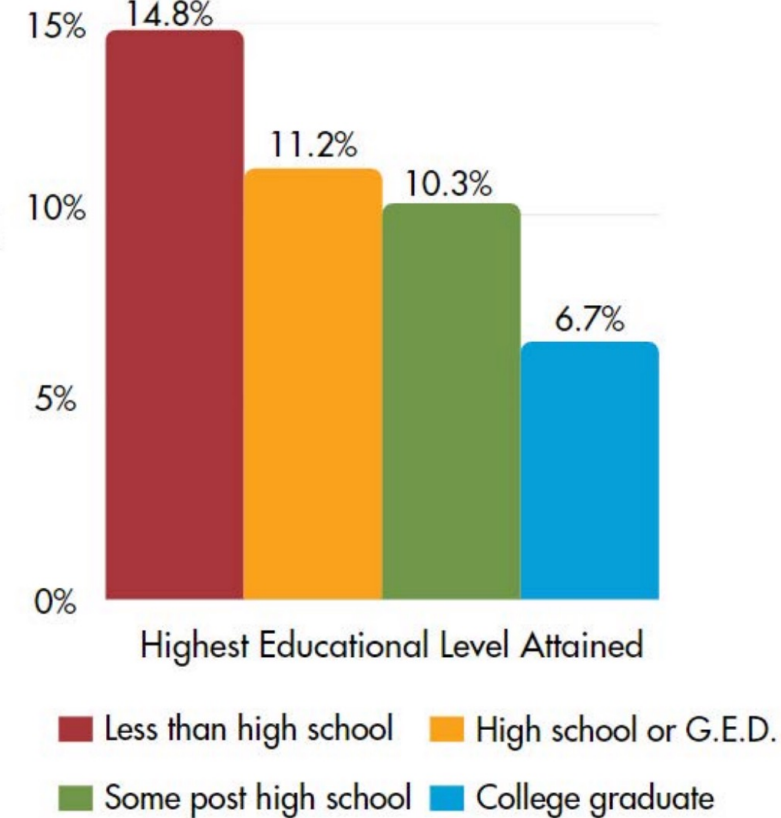


Diabetes Rates in ND⁸

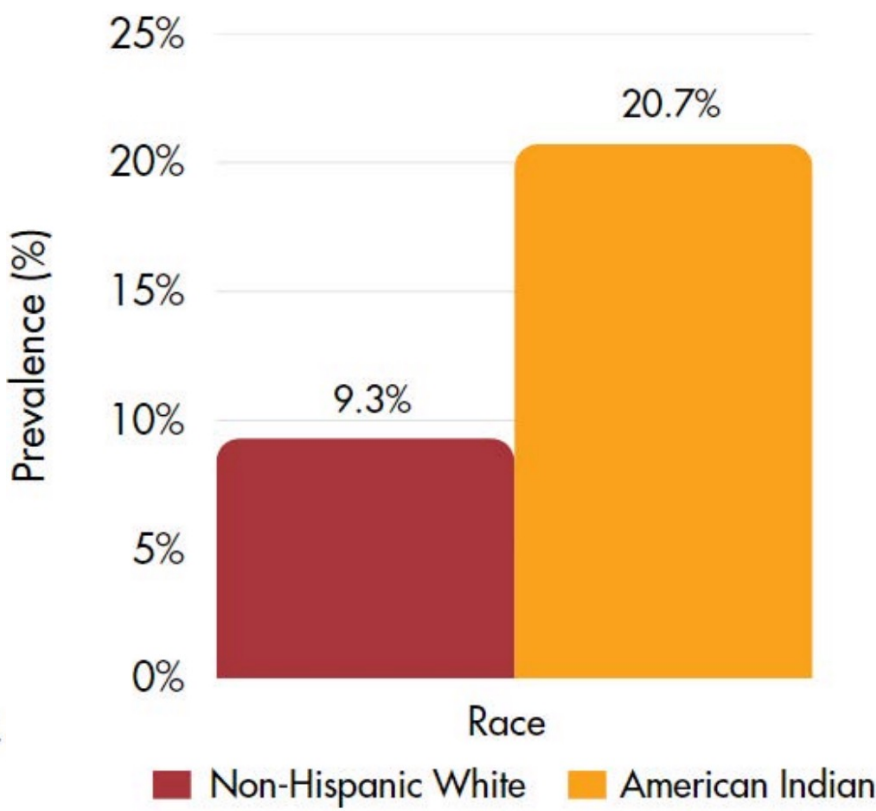
Diabetes Rates by Income



Diabetes Rates by Education Level



Diabetes Rates by Race



Diabetes Costs in ND⁸

- ND is 1 of only 4 states that does not have a mandated insurance requirement specific to diabetes coverage
 - Patients with diabetes have no guaranteed minimum coverage for their related medical expenses
- \$4.63 million in medical claims with diabetes as primary diagnosis incurred by NDPERS members in 2021
- \$18.8 million in medical claims with diabetes as a diagnosis incurred by ND Medicaid members between 7/1/2020-6/30/2021

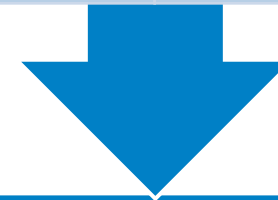
Pharmacist's Responsibility^{9,10}

- One of the most accessible health care providers
- 1st point of care for many patients
- Intimately familiar with the lives of the patients in their community
- Often aware of nonmedical-related concerns, such as transportation, housing and food security

Pharmacists need to understand

Individual + societal factors that shape patients' access to medications

Patients' capacity to adhere to instructions



In order to develop practical, patient-centered solutions to ensure optimal health outcomes

Pharmacist's Role in SDOH¹¹

Economic Stability	Neighborhood & Physical Environment	Education	Food	Community & Social Context	Healthcare System
<ul style="list-style-type: none"> • Insurance coverage status • Selection of medications and medical supplies considering cost 	<ul style="list-style-type: none"> • Pharmacy delivery services • Safe and senior-friendly communities to promote physical fitness • Caring for the homeless person • Racial differences in drug response 	<ul style="list-style-type: none"> • Health literacy/ESL • Health education about prevention • Educating about management of chronic conditions 	<ul style="list-style-type: none"> • Interdisciplinary diet and nutrition education • Timing of medications around meals • Preventing food-drug interactions • Use of natural products • Medication management about periods of fasting (medical or religious) 	<ul style="list-style-type: none"> • Most accessible person on the healthcare team • Community engagement • Prevention programs • Community education and outcomes • Smoking cessation • Psychosocial support 	<ul style="list-style-type: none"> • Medication reconciliation • Continuity of care • Pharmacist-led clinics • Conduct medication-use reviews • Consultant pharmacist drug-regimen reviews • User-friendly devices



Faculty member Marilyn Stebbins, PharmD, (bottom left), demonstrates to translator Wanda Chiu (upper left), and PharmD students Kelsey Mott (center), and Megan Tsao (right), how to navigate a Medicare Part D database.

At a recent Part D event at a low-income housing facility in San Francisco, three UCSF pharmacy students and a UCSF nursing student joined two interpreters from the health interpreter training program at City College of San Francisco, and together helped several elderly patients navigate the complex drug benefit.

The counseling saves money and changes lives. One recent patient participant left his

provider a phone message extolling the service. He shaved about \$12,000 a year off of his medication costs through a new plan the pharmacy students helped him pick.

“About 90 percent of the patients we see save money,” Stebbins says, whose research on the program and its impact has been published extensively.

UCSF Medicare Part D Outreach¹²

Utilize Drug Formularies for Coverage Issues¹³

- ND Medicaid Preferred Drug list and PA forms: <http://www.hidesigns.com/ndmedicaid>
- NDPERS Sanford Health Plan formulary: <https://www.ndpers.nd.gov/sites/www/files/documents/members-additional-information/all-health/ngf-pharmacy-handbook.pdf>
- Formularies for Sanford Health Plan Medicare Advantage plans: https://www.optumrx.com/oe_alignbysanfordhealthplan/landing
- Formularies for all Medicare Part D and Medicare Advantage plans: <https://q1medicare.com/>

Resources for Rx Drug Cost Savings¹⁴

1. Refer to handout for charitable drug distribution programs, drug coupons, and drug discount programs at retail or online pharmacies
2. Government programs
 - Medicare Low-Income Subsidy Program (AKA “Extra Help”)
 - Medicaid
 - Department Of Veterans Affairs Medical Benefits or TRICARE Senior Pharmacy Program
 - 340B-Based Discount Programs
3. Patient Assistance Programs
4. Patient Foundation Programs

Medicare Assistance¹³

- Senior Health Insurance Counseling (personalized health insurance counseling):
<https://www.insurance.nd.gov/shic-medicare>
- National Council on Aging Center for Benefits Access (enroll low-income Medicare beneficiaries into benefits):
<https://www.ncoa.org/professionals/benefits/center-for-benefits-access>

340B-Based Discount Programs¹⁵

- Federal program created in 1992 that requires pharmaceutical manufacturers participating in Medicaid to sell outpatient drugs at discounted prices to health care organizations (AKA “covered entities”) that care for many uninsured and low-income patients
- Eligible patients may get prescribed medications at discounted prices
- Requires Rx from a 340B-contracted provider from a covered entity that must be filled at a 340B-contracted pharmacy
- Ask hospitals/providers if they offer a 340B-based discount program:
<https://340bopais.hrsa.gov/coveredentitysearch>

Patient Assistance Programs^{11,16}

- Drug/ Medication/ Prescription Assistance Programs
- Programs run by, or in association with, pharmaceutical companies to provide free or low-cost medications to people with low-income who do not qualify for any other insurance or assistance programs, such as Medicaid, Medicare, or AIDS Drug Assistance Programs (ADAPs)
- Each individual company has different eligibility criteria for enrollment in their patient assistance program.
- ND Prescription Connection: <https://www.insurance.nd.gov/consumers/prescription-connection>
- Additional Search Tools:
 - NeedyMeds: <https://www.needymeds.org/>
 - RxAssist: <https://www.rxassist.org/>

Patient Foundation Programs^{11,13}

- Established by nonprofit organizations to provide financial assistance and support services to individuals with specific medical conditions or needs
- Health Well Foundation (non-profit organization providing financial assistance for medication and healthcare costs):
<https://www.healthwellfoundation.org/>
- Assistance with insulin or other diabetes medications:
<https://insulinhelp.org>
- ND AIDS Drug Assistance Program:
<https://www.ndhealth.gov/hiv/RyanWhite/>
- Additional Search Tools:
 - Patient Advocate Foundation:
<https://www.patientadvocate.org/explore-our-resources/national-financial-resource-directory/>
 - PAN Foundation (disease-specific assistance programs):
<https://www.panfoundation.org/>

Address Low Health Literacy¹⁷

- 1 in 5 Americans is functionally illiterate
- Low health literacy leads to higher likelihood of hospitalization, higher medical costs
- Patients with low health literacy will sometimes go to great lengths to hide it from their providers
- Create a shame-free environment where patients feel they can talk about their literacy skills
- Observe and offer help with filling out forms
- Convey most important concepts
- Use everyday language and visual aids
- Use teach-back method

Translated Health Information¹³

Printed Material in Multiple Languages

- <https://medlineplus.gov/languages/languages.html>
- <https://apps.vdh.virginia.gov/omhhe/clas/translated-healthpatient-education-information/>

Health Science Information Consortium of Toronto

- <https://guides.hsict.library.utoronto.ca/c.php?g=663672&p=4965397>
 - Multilingual videos
 - Multilingual mental health resources
 - Multilingual nutrition resources
 - American Sign Language
 - Foreign language dictionaries and glossaries

Clinician Algorithm to Address SDOH¹⁸

- Engage with patients
- Ask about and act upon the social causes underlying poor health



Patient Reluctance to Disclose¹⁹

- Shame for not being able to provide for their family
- Fear of what the provider will do with that information
 - Examples: their children might be taken away; they will not be able to stay in their home; they might be treated differently
- Stigma of others thinking less of them for needing extra support
- Trauma may make it challenging to talk about difficult situations in their lives
- Power dynamics may create a perception that patients have less power than their clinician and inhibit their active disclosure of information
- Social and cultural norms that shape how different cultures view sharing struggles and getting support for social needs

Empathic Inquiry^{20,21}

- Conversational approach to social needs screening to promote partnership, affirmation and patient engagement through social needs screening
- Relate to patients from a place of non-judgmental curiosity and understanding
- Feasible for implementation in community settings
- Developed by Oregon Primary Care Association:
<https://orpca.org/empathic-inquiry/>

Strategic Approaches to Ask about Social Needs^{19,22}

LEADING QUESTIONS	OPEN-ENDED QUESTIONS	CLOSE-ENDED QUESTIONS	REFLECTIVE STATEMENTS
<ul style="list-style-type: none"> • What happened next? • Could you tell me more? 	<ul style="list-style-type: none"> • How long have you been without food? • What is the reason for your call? • Where are you located? • Who would you like us to call? • Which service do you prefer? 	<ul style="list-style-type: none"> • Is this what you requested? • Are you able to find transportation to your appointment? • Do you have an interpreter? • Did anyone help you make this appointment? • Can I be of assistance? • Could you find a phone to make that call? • Would you like assistance with this? 	<ul style="list-style-type: none"> • It sounds like you could use some help figuring this out ... • I'm hearing you say that you are unsure how to proceed ...

Primary Questions to Ask²²

- What is your housing situation?
- Are you worried about your housing?
- Have you worried about running out of food in the last 12 months?
- Has a lack of transportation kept you from going to medical appointments?
- How often do you feel lonely or isolated?
- Do you want help finding or keeping work?

Patient Support Questionnaire

Patient Initials: _____

Date: _____

Health starts in our homes, schools, and jobs. When we know more about you, we can provide better care to support your health and wellness.

1. Please mark the areas you would like more information or assistance with.

We cannot guarantee help in all areas, but will do our best to respond to your priorities.

<input type="checkbox"/>  Housing	<input type="checkbox"/>  Social Support
<input type="checkbox"/>  Transportation	<input type="checkbox"/>  Legal Assistance
<input type="checkbox"/>  Employment	<input type="checkbox"/>  Health Insurance
<input type="checkbox"/>  Material Needs <small>(clothes, glasses, diapers, furniture, etc)</small>	<input type="checkbox"/>  Dental Health
<input type="checkbox"/>  Education	<input type="checkbox"/>  Food
<input type="checkbox"/>  Childcare	<input type="checkbox"/>  Utilities

2. If you would NOT like to be contacted by a member of your health care team about this form check here

3. If you would like to be contacted, please share the best way to connect you (your phone number, email, or address).

- Simple 1-page handout
- Available in English and Spanish:

<https://orpca.org/wp-content/uploads/2023/08/Patient-Suppoer-Pre-screener-English-AND-Spanish.pdf>

Hunger Relief Programs¹³

- FirstLink: <https://myfirstlink.org/>
- SNAP or WIC: <https://www.hhs.nd.gov/food-programs>
- Feed America: <https://www.feedingamerica.org/our-work/hunger-relief-programs>
- Great Plains Food Bank: <https://www.greatplainsfoodbank.org/get-help/partner-food-pantries/>

Transportation Assistance¹³

ND's Statewide Transit program:
<https://www.dot.nd.gov/travel-and-safety/traveling-north-dakota/statewide-transit>

- Approximately 32 bus programs provide public transportation for anyone who needs a ride in rural North Dakota

VA Vans:
<https://www.veterans.nd.gov/benefits-and-services/transportation>

- Free van rides for veterans to medical appointments

Connect Patients to Case Management^{23,24}

- Identify community resources and close the referral loop
- Most efficient way to provide help and resources to patients
- Case managers assist and support individuals to gain access to needed medical, behavioral health, housing, employment, social, educational, and other services essential to meeting basic human services
- Nurse
- Social worker
- Community health worker
- Locate a case manager
 - Through a local non-profit or social service agency to connect patients to needed resources

Case Management or Social Services^{13,23}

<p>Altru Clinics: https://www.altru.org/patients-visitors/support-services-social-work</p>	<ul style="list-style-type: none"> Multiple Altru clinics in Grand Forks, ND, have case managers to assist with accessing and coordinating appropriate referrals and resources
<p>Sanford Health Plan Case Management Programs: https://www.sanfordhealthplan.com/learn/individual-and-family/explore-our-care-management-programs</p>	<ul style="list-style-type: none"> Call 1-888-315-0884 (TTY: 711), or email: shpcasemanagement@sanfordhealth.org Multiple Case Management Programs available to all members at no charge
<p>ND Department of Health and Human Services: https://www.hhs.nd.gov/health</p>	<ul style="list-style-type: none"> State and local agencies for community resources
<p>ND Aging & Disability Resource Link (ADRL): https://carechoice.nd.assistguide.net/</p>	<ul style="list-style-type: none"> Call 1-855-462-5465, or email: CareChoice@nd.gov In-home and community services and supports for older adults and adults with physical disabilities
<p>FirstLink 211 Helpline Center: https://myfirstlink.org/</p>	<ul style="list-style-type: none"> Call 2-1-1 to find local social services Available in portions of all 50 states and Puerto Rico
<p>USA.gov 1-844-USA-GOV1 (1-844-872-4681)</p>	<ul style="list-style-type: none"> Toll-free telephone line and online guide to government benefits and services

Patient Case Discussion

- CL is a 68 y/o Latino male, who is at your pharmacy to pick up his new prescription for dapagliflozin
- Patient appears fatigued, hungry, irritated
- PMH: DM2, HTN, BPH, hypothyroidism, glaucoma
- Labs: eGFR 87, A1c 9.6, BP 128/56
- Insurance: Medicaid
- Dapagliflozin is not covered by insurance, what would you do next?
 - A. Advise patient to use a discount coupon
 - B. Review drug formulary and contact provider to recommend empagliflozin as a covered alternative
 - C. Using empathic inquiry, ask patient about social needs
 - D. Give patient the SDOH screening form

Key Takeaways^{25,26,27,28}

1. Economic and social disparities in North Dakota persist across age, education, income and racial background, and raise the risk of health conditions like heart disease, diabetes, and obesity.
2. Pharmacists have multifaceted interactions with patients and may be influential in meeting individual patient needs, identifying social risk factors, and addressing upstream causes of health disparities.
3. Using empathic inquiry, pharmacists can better understand their patients' social needs and connect them to appropriate social services.

Self-Assessment Question #1

Social determinants of health refer to:

- A. The reasons some groups of people get a disease while others do not
- B. Random differences in the spread or prevalence of a disease in the community
- C. Nonbiological factors (such as economics, education, health access, environment, and community) that impact health outcomes
- D. Social media, television and the internet

Self-Assessment Answer # 1

Social determinants of health refer to:

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- C. Nonbiological factors (such as economics, education, health access, environment, and community) that impact health outcomes ← CORRECT ANSWER
- D. Social media, television and the internet

Self-Assessment Question #2

How can pharmacists address social determinants of health?

- A. Through medication reconciliation
- B. Counseling about smoking cessation
- C. Asking about social needs using empathic inquiry
- D. All of the above

Self-Assessment Answer #2

How can pharmacists address social determinants of health?

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- D. All of the above ← CORRECT ANSWER

Self-Assessment Question #3

What are strategic approaches to ask patients about their social needs?

- A. Using open-ended questions
- B. Using close-ended questions
- C. Using leading or reflective questions
- D. All of the above

Self-Assessment Answer #3

What are strategic approaches to ask patients about their social needs?

- A. Using open-ended questions
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- D. All of the above ← CORRECT ANSWER

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Questions?

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