



## Health Issue #2: Access to community resources

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#### Goal: (broad statement of outcomes and results)

1. Eliminate access barriers to services addressing social determinants of health
2. Decrease inappropriate ER use

#### Objective (SMART) (*specific measurable targets for achievement of the outcomes described in the goal*)

1. Train and put in place 4 Community Resource Specialists by 2022.
2. Increase the number of health care organizations using a standardized SDOH screening tool.
3. Establish a measurement strategy to quantify inappropriate ER use.

#### Indicators: (measurements that *indicate progress toward objective*)

1. # community health workers in place
2. # healthcare organizations using a standardized tool to screen for SDOH / Social Needs

#### Access to community resources Strategy/Action Steps:

*Strategies must be responsive to the diverse cultural health beliefs and practices, preferred languages, health literacy and other communication and socially determined health needs.*

#### Upstream Approaches

1. Healthcare organizations address SDOH and health equity in planning processes, programs and service delivery
2. Adopt CLAS standards



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### Upstream Action Steps

1. Educate health professional staff on:
  - SDOH
  - Health literacy
  - ACEs
  - Trauma informed care practices
2. Seek and integrate feedback from patients about their experiences of care from community based patient advisory boards
3. Incorporate standardized SDOH screening as part of each visit to ER/clinic and at discharge planning
4. Resume meetings (quarterly) of healthcare organization SIM/CHNA workgroup.
5. Refer families to La Escuelita (preschool for Spanish speaking low literacy parents and their children) and commit to ongoing funding should current funding stream cease.



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### Mid Stream Approaches

1. Address systemic barriers to community resources

### Mid Stream Action Steps

1. Identify, train, and put in place Community Resource Specialists to assist with navigating the healthcare/social service systems
2. Develop an integrated data system for referrals and follow-up
3. Spanish language training in first aid/CPR for community based peer educators
4. Disease prevention/transmission education in settings targeting low literacy community members

### Down Stream Approaches

1. Community Care coordination at CHP
2. Ongoing care coordination within healthcare organizations

### Down Stream Action Steps

1. Participate in community care coordination
2. Resume monthly meetings of care coordinators
3. Continually update Community Resource Guide