2017 Healthcare Benchmarks:
Social Determinants of Health

In this comprehensive analysis of Social Determinants of Health (SDOH), 141 healthcare organizations weigh in on assessment of social and economic factors impacting population health, via responses to a February 2017 survey by the Healthcare Intelligence Network.

“Healthcare providers have to regularly interface with communities that have entrenched SDOH challenges outside of the healthcare facilities in order to hear the community and devise plans together across sectors.”
> Hospital/Health System

“Linkage with community partners like aging and adult services to address social barriers [is our most successful SDOH strategy].”
> Health Plan

“The ability to replace long trips to receive care at inconvenient times with teleconsulting [is our most successful SDOH tool].”
> Hospital/Health System

“Assessing the presence of SDOH [is our most effective SDOH workflow]. We are still very early in identification of resources as well as integrating resources.”
> Health Plan
2017 Healthcare Benchmarks: Social Determinants of Health

This special report, based on results from the Healthcare Intelligence Network’s industry survey on Social Determinants of Health conducted in February 2017, is the latest installment in HIN’S Healthcare Benchmarks series.

Executive Editor
Melanie Matthews
HIN executive vice president and chief operating officer

Project Editor
Patricia Donovan

Document Design
Jane Salmon
# Table of Contents

About the Healthcare Intelligence Network .......................................................... 6
Executive Summary .............................................................................................. 6
   Survey Highlights .......................................................................................... 7
Key Findings ........................................................................................................... 7
   Program Components ..................................................................................... 7
   Results and ROI ............................................................................................ 8
   Most Effective Tools, Processes and Work Flows ........................................... 8
About the Survey .................................................................................................... 8
Respondent Demographics .................................................................................. 9
Using This Report .................................................................................................. 9
Responses by Sector ............................................................................................... 10
   The Hospital/Health System Perspective ......................................................... 13
   The Health Plan Perspective ............................................................................ 14
   Most Effective SDOH Tool, Workflow or Protocol ......................................... 15
   Greatest Success Achieved by SDOH Initiatives ............................................. 17
   Final SDOH Observations ............................................................................. 19
Conclusion ............................................................................................................... 20
Responses to Questions .......................................................................................... 21
   Figure 1: All - SDOH Awareness.................................................................. 22
   Figure 2: All - Program to Address SDOH.................................................... 22
   Figure 3: All - Future Program to Address SDOH ......................................... 23
   Figure 4: All - Populations Prioritized for SDOH Screening ......................... 23
   Figure 5: All - SDOH Integration in Clinical Workflow ................................. 24
   Figure 6: All - Touch Points for SDOH Screening ......................................... 24
   Figure 7: All - Preferred SDOH Screening Tools .......................................... 25
   Figure 8: All - SDOH Screening Domains .................................................... 25
   Figure 9: All - SDOH Domain with Greatest Need ........................................ 26
   Figure 10: All - SDOH-Related Interventions ............................................... 26
   Figure 11: All - SDOH Linked Services .......................................................... 27
   Figure 12: All - Primary Responsibility for SDOH Response ....................... 27
   Figure 13: All - Challenges of SDOH Assessment ....................................... 28
   Figure 14: All - Impact of SDOH Assessment ............................................ 28
   Figure 15: All - Program ROI ........................................................------------ 29
   Figure 16: All - Reimbursement for SDOH Assessment ............................... 29
   Figure 17: All - Organization Type ............................................................... 30
   Figure 18: Hospitals - SDOH Awareness ...................................................... 30
   Figure 19: Hospitals - Program to Address SDOH ....................................... 31
   Figure 20: Hospitals - Future Program to Address SDOH ............................ 31
   Figure 21: Hospitals - Populations Prioritized for SDOH Screening ............ 32
   Figure 22: Hospitals - SDOH Integration in Clinical Workflow .................... 32
   Figure 23: Hospitals - Touch Points for SDOH Screening ............................ 33
Executive Summary

Evidence is mounting that social determinants of health—social, economic and environmental factors that impact quality of life—significantly influence population health. Research published by Brigham Young University in 2015 determined that the social determinants of loneliness and social isolation pose as great a threat to longevity as obesity. Cognizant of the need to promote social and physical environments conducive to optimal health, more than two-thirds of healthcare organizations now assess populations for social determinants of health (SDOH) as part of ongoing care management.

In other findings from the February 2017 Social Determinants of Health survey by the Healthcare Intelligence Network, 68 percent of respondents integrate SDOH screenings into clinical work flows. Of Healthy People 2020’s five key SDOHs—neighborhood and built environment, economic stability, health and healthcare, education, and social and community context—88 percent screen for health and healthcare determinants, including both access to healthcare and health literacy level. However, one-third found population needs to be most acute within the economic stability domain.

So critical are SDOHs that while 46 percent of respondents prioritize high-risk patients for SDOH screening, 40 percent assess their entire populations for these socioeconomic red flags. And while referral to community services is the first SDOH line of defense for 78 percent of respondents, a scarcity of these services limits SDOH resolution for 23 percent.

Most SDOH screenings occur during comprehensive health assessments, say 57 percent, while 12 percent probe for this sensitive data during Medicare Annual Wellness Visits (AWVs). While proprietary and homegrown SDOH screening tools abound, almost a third—31 percent—rely on SDOH questions embedded in electronic health records for assessment, versus formal SDOH instruments such as the Patient Centered Assessment Method, or PCAM (13 percent), or Protocol for Responding to and Assessing Patients’ Assets, Risks, and Experiences, or PRAPARE (11 percent).
Respondent Demographics

Responses to the February 2017 Social Determinants of Health survey were submitted by 141 organizations. Of 94 who identified their organization type, 25 percent were hospitals or health systems; 12 percent were health plans; 10 percent were disease management or health coaching organizations; 7 percent were physician practices; 6 percent were behavioral health providers; and 48 percent categorized their organization as ‘Other.’

Using This Report

This benchmarking report is intended as a resource for healthcare organizations searching for comparable data and means to measure implementation and progress. It is also a helpful planning tool for organizations readying initiatives in this area.

The initial charts and graphs presented here represent results from all respondents; images in subsequent sections depict data from high-responding sectors. (Figure titles include the segment they represent: for example, All, Health Plans, Hospitals, etc.)

Often, one of the largest responding sectors is composed of respondents identifying their organization type as “Other.” In general, we do not depict results from this segment because it represents a wide range of organization types, including consultants and product vendors. However, you will always find a graph indicating the demographics of respondents.

Here are some additional tips for using this report:

✓ See how you measure up: Scan this report for your sector, and see how your program compares to others. Note where you lead and where you lag.

✓ Evaluate your efforts: Think about where you have been focusing your efforts in this area. Look for trends in the data in this report. Look for benchmarks set by your sector and others.

✓ Set new goals: Use the data in this report to set new goals for your organization, or to raise the bar on existing efforts.

✓ Use it as a reference book: Keep this report accessible so you can refer to it in your work. Use these data to support your efforts in this area.

If you have questions about the data in this report, or have feedback for our team, don’t hesitate to contact us at info@hin.com or 732-449-4468.
Figure 3: All - Future Program to Address SDOH

Will you launch a program to address social determinants of health in the next 12 months?

- Yes: 42.3%
- No: 32.7%
- Don’t Know: 19.2%
- Other: 5.8%

Figure 4: All - Populations Prioritized for SDOH Screening

Which populations are prioritized for SDOH screening?

- High-risk (2+ chronic conditions): 46.1%
- All: 40.8%
- Frequent hospital/ED utilizers: 36.8%
- Behavioral health: 26.3%
- Disease-specific: 23.7%
- Other: 17.1%
- Homebound/limited mobility: 17.1%
- Infants & children: 15.8%
Thank You For Your order!

Five easy ways to order:

1. Online:  
2. Phone: 888-446-3530
3. Fax: 732-449-4463
4. Email: info@hin.com
5. Mail to:  
   Healthcare Intelligence Network  
   PO Box 1442, Wall, NJ 07719-1442

☐ Check Enclosed - payable to Healthcare Intelligence Network in U.S. dollars - NJ residents, please add 6.875% sales tax

Charge my ☐ Visa ☐ MC ☐ AMX

The Healthcare Intelligence Network’s Healthcare Benchmarking Series provides continuous qualitative data on industry trends to empower healthcare companies to assess strengths, weaknesses and opportunities to improve by comparing organizational performance to reported metrics.

As a HIN Benchmarks Member you will have access to ALL of our benchmark reports published during your membership year. Sign up today for just $695 per year, a savings of over $500.

You’ll get:
- Feedback from 1,000 respondents annually;
- Thousands of sector-specific data points, sorted by hospital, health plan and provider;
- Year-over-year data analysis;
- 8 to 10 trending topics annually;

Upcoming topics include:
- Home Visits;
- Social Health Determinants; and
- Other key topics of interest to healthcare executives.

As a subscriber, you will also have direct access to:
- Auto-delivery of new benchmarks to your email box;
- Preview copy of the latest executive summaries - even before respondents;
- e-Newsletters of your choice;
- Healthcare infographics;
- White papers and case studies;
- Educational videos;
- e-Books; and
- Healthcare podcasts.

☐ Yes, I need actionable healthcare metrics on the industry’s top trends. Please sign me up for HIN’s Benchmark Series Membership, today for $695.

Name & Title

Company

Address

City

State Zip

Phone Fax

Email

Account No. Exp. Date

Signature Security Code

Learn more about why you should become a HIN Benchmark Series Member, scan with your smart phone QR reader to view HIN's Benchmark Series Membership Infographic.

Healthcare Intelligence Network Benchmark Members Received This Report for FREE!

Sign up today for $695 for a year of Healthcare Benchmark Data
Fax Form to: 732-449-4463