



American Hospital  
Association®

*2017 Webinar Series*

# The presentation will begin shortly.

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# Food Insecurity and the Role of Hospitals

July 6, 2017

## **Speakers:**

- Barbara Petee, Chief Advocacy and Government Relations Officer, ProMedica
- Stephanie Cihon, Manager, Community Relations, Advocacy and Grants, ProMedica
- Anna Strong, Executive Director of Child Advocacy and Public Health, Arkansas Children's Hospital
- Scott Allen, Director of Community Outreach, Arkansas Children's Hospital

# ProMedica's Food Pharmacy Model

**Barbara J. Petee**

Chief Advocacy and Government Relations Officer

**Stephanie Cihon**

Manager, Community Relations and Grants



# What do you think of this health system?

- 332 sites
- 4.7 million patient encounters system-wide
- 12 hospitals
- 334,000 lives covered by owned health plan
- 900+ employed physicians
- 2,300+ physicians with privileges
- Six ambulatory surgery centers
- 15,000+ employees
- 8,200 births
- 2,350+ licensed inpatient beds
- 90,000+ inpatient discharges
- 71,000+ surgeries
- 392,000+ ER visits
- 220,000+ home care visits
- 425,000+ rehabilitation therapy encounters
- \$4.1 billion total assets
- \$3.1 billion revenue
- Strong financial ratings
  - Moody's (Aa3); S & P (AA)

# What do you think of this community?

- Rated 99<sup>th</sup> out of 100 in Gallup Well-Being Index
- Nationally, fastest rate of poverty growth of a city of its size
- 70% of adults overweight
- 36% of low-income families concerned about having enough food
- Ranked 88<sup>th</sup> of 88 counties in state for infant mortality / low-birth-weight babies
- 28% of youth reported they felt sad or hopeless every day for 2 weeks or more in a row

# Now, what do you think of this health system?

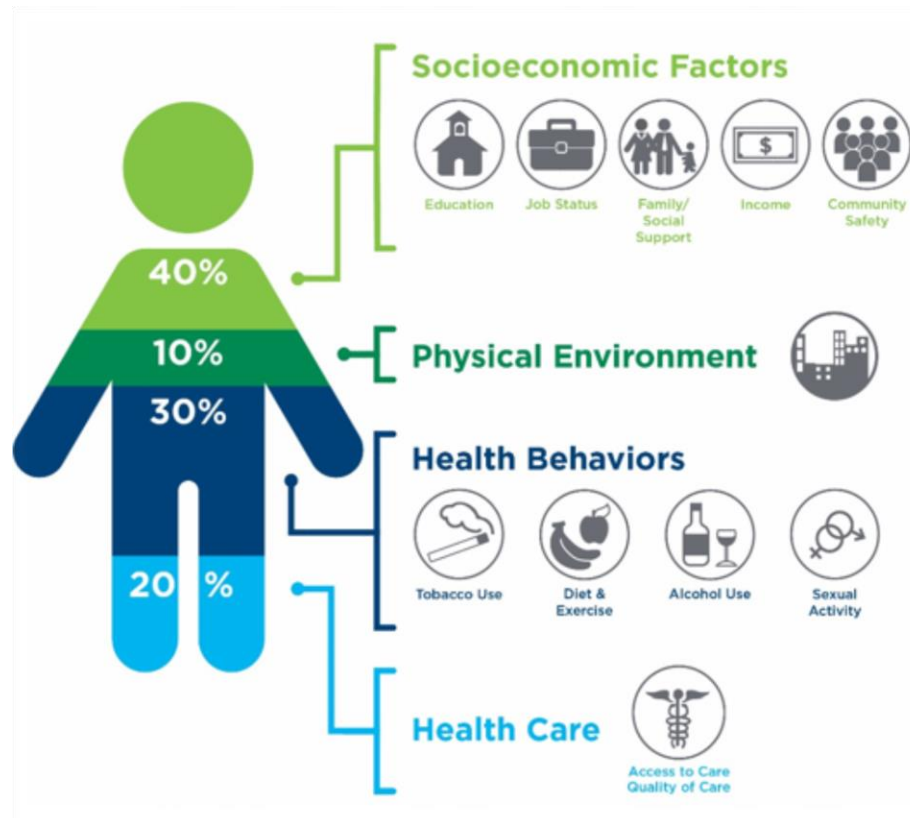
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How do we make a distinct impact relative to our resources?

# Addressing the Social Determinants of Health

**20 percent**  
of health  
and well being  
is related to  
access to care and  
quality of services



# Hunger in the U.S.

- 13% of U.S. households are food insecure
- 19.5% of U.S. households with children are food insecure
- 30.3% of U.S. households – single moms with children
- 31% of seniors cut or skip meals due to lack of resources
- 24% undocumented workers
- 91% people returning from prison
- Almost 75% of SNAP recipients are seniors, disabled or working parents.
- SNAP benefits are often exhausted before the end of the month



# Economic Impact of Hunger

- The cost of hunger to our nation is at least **\$167.5 billion.**
- Healthcare costs alone related to hunger nationwide are **\$130.5 billion** annually.
- The annual cost of hunger to every U.S. citizen is on pace to amount to roughly **\$42,400 per citizen** over a lifetime.

# Identifying the Problem

- Through our community partnerships, the link between obesity and hunger became apparent.
  - Many overweight/obese individuals lack access to high-quality, nutritious foods at affordable prices
  - **Hunger** induces **irregular eating patterns** which can lead to **overweight** and **obesity**.
- Likewise, a strong **link between hunger and health exists** across the age, economic and social spectrum.
- Pulled toward the other social determinants.

# One Clinical Solution

- ProMedica Primary Care providers are screening in-patients using validated screening questions (The Hunger Vital Sign).
- “ Within the past 12 months we worried whether our food would run out before we got money to buy more.”
- “Within the past 12 months the food we bought just didn’t last and we didn’t have money to get more.”

# Built into the Epic EHR

User: GATLIN, SALLIE M - [Chartable Review]

File Patient Review Report Horizon Clinicals Orders Chart Admission Notes References Tools Window Help Logout

Care Organizer (Changes) Launch HED

Patient: **MICKEY, MICKEY M** Allergy Refresh Monitors/Vents

Age: 47 yr Gender: F Attending: White, Patrick W. Fac - Dept: TTH - 4NE DOB: 11/11/1967 Acct: 102127500  
Diagnosis: (W) TEST CASE Service: MEDICAL SERVICE Rm-Bed: 0456-01 Admit Dt: 05/16/2013 MRN: 1502315

Vitals/Meds/IO Care Nav/Case Mgmt Multidisciplinary Care Pla... Adult Assessment Adult Interventions Pain Patient Education Discharge Pre-Op Checklist Peri-Operative

Show All Expand All Collapse All Add Selection 12/24/2014 13:46

Assessment  
Agency Services P...  
Hunger Assessment  
Psychosocial Needs  
Current Discharge...  
Follow Up Requests

More Results

- Assessment < Add Show All

Home Environment

Home

Number of Steps to Enter

Rail

Ramp

Bath on 1st level?

Bedroom on 1st level?

- Agency Services Prior to Admit < Add Show All

Agency Services Prior to Admit

Other

- Hunger Assessment < Add Show All

Hunger Vital Sign Question #1

Hunger Vital Sign Question #2

Food Package Offered

Food Insecurity Handoff  Yes

- Psychosocial Needs < Add Show All

Abuse

Abuse concerns

Suspected/alleged abuse type

Frequency of abuse

Abuse notes

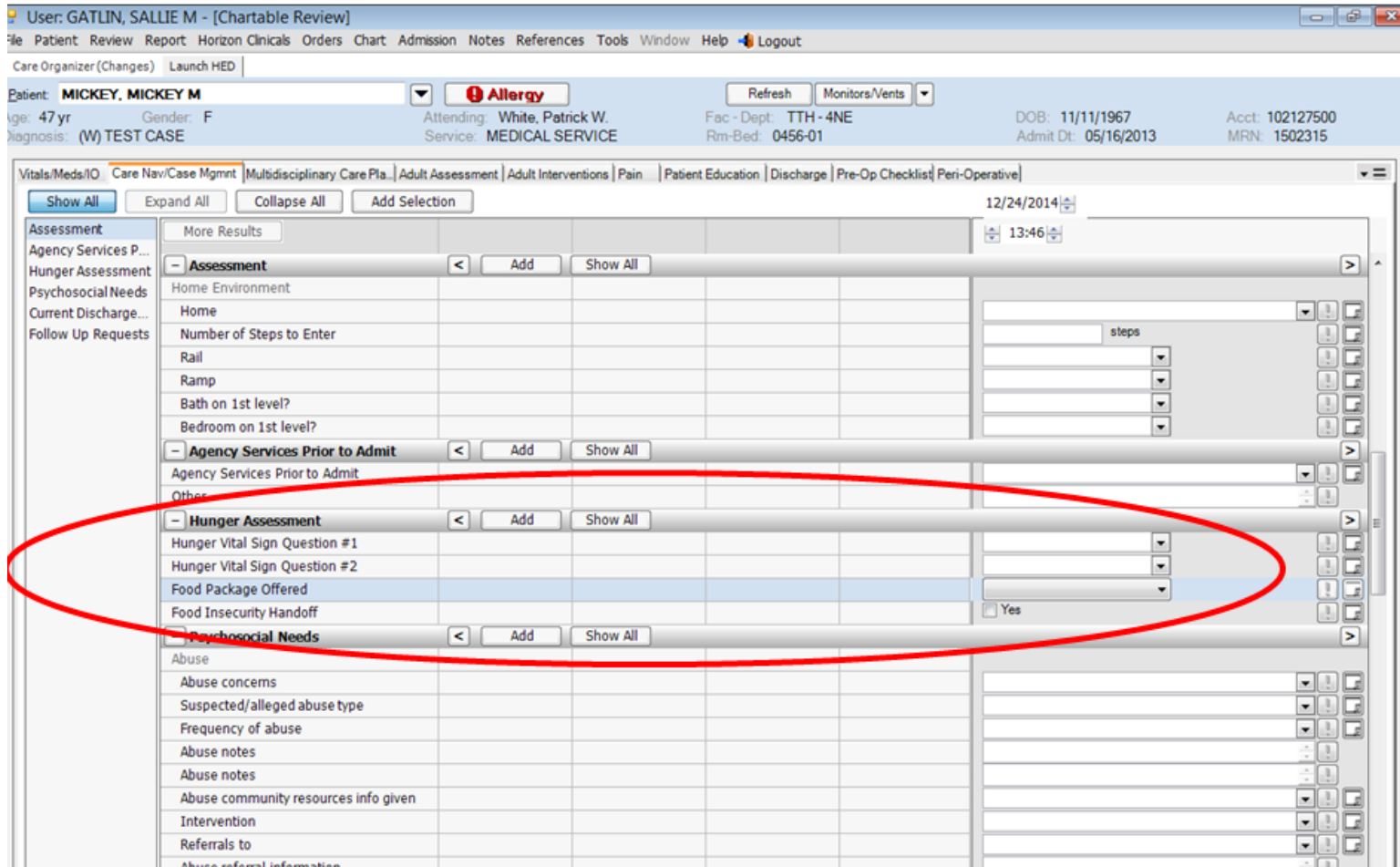
Abuse notes

Abuse community resources info given

Intervention

Referrals to

Abuse referral information



# ProMedica Food Pharmacy

- Primary care physicians are screening for food insecurity.
- Food insecure patients receive a referral to the food pharmacy.
- Food pharmacy provides patients with healthy food for themselves and their family.
- Patients return to the Food Pharmacy once a month for up to 6 months before needing a new physician referral.
- More than 2,000 unique households have been assisted since opening in April 2015, with more than 4,200 visits.

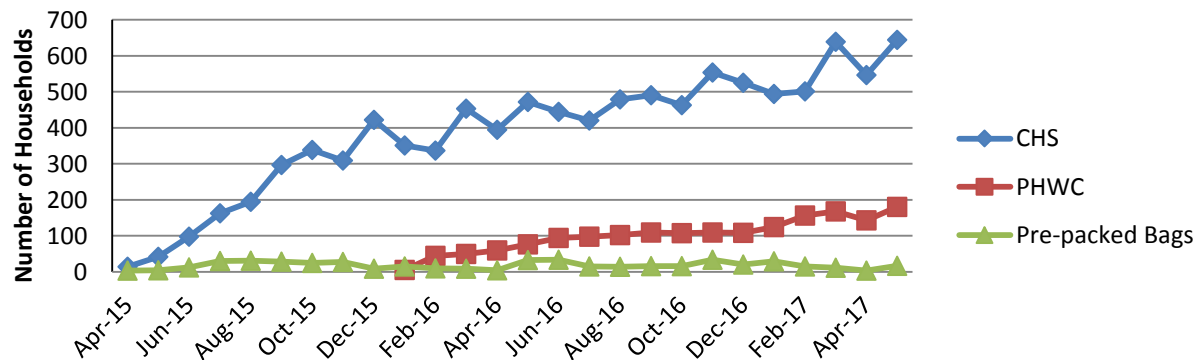


# Food Pharmacy Utilization

COMBINED (CHS + PHWC+ Bags)	May 2017	2017 Total
Total Number of Household Visits	834*	3663**
Total Number of Seniors	326	1407
Total Number of Adults	1210	5361
Total Number of Children	966	4290
Total Number of People	2502	11,058

\*\*Includes duplicates, 3618 unique households served since opening in 2015

## Food Pharmacy Visits



# Initial Data for Food Pharmacy

Hunger Screening Research Study 2016 statistics	
Screened:	57,244
Screened positive:	2,243
Average age:	50
Number of new food pharmacy clients:	1,100

More than 1 in 5 families with children experience food hardship in Toledo

Of 4,000 Medicaid patients completing screen and food pharmacy referral:

- Reduced ED usage (3%)
- Reduced readmission rates (53%)
- Increased primary care visit rate (4%)



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# Food Insecurity: Partnerships and Collaboration

Scott Allen

Director of Community Outreach &

Anna Strong

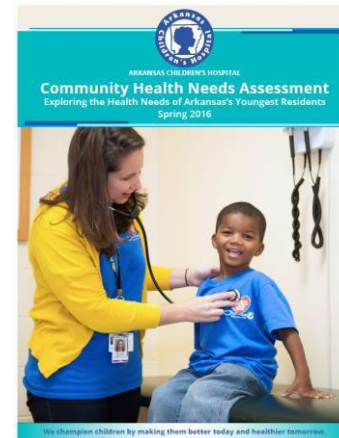
Executive Director of Child Advocacy and Public Health





# Social Needs Screener History

- Stars Aligned
  - Residents, Patient-Centered Medical Home, Medical-Legal Partnership
- National Center for Medical-Legal Partnerships grant and contract
- Began April 2016
- Community Benefit Connection



# Choosing a Screener

- Principles
  - “Avoiding the Unintended Consequences of Screening for Social Determinants of Health”  
(Garg, Boynton-Jarrett, Dworkin JAMA August 2016)
  - Literacy Level, Spanish Translation
- Validated Questions



# Social Health Screener Topics



## Food Security

- SNAP and WIC
- Food Pantry List
- Grocery Bags



## Housing

- Eviction MLP Referral
- Homelessness shelter resource guide
- Utility shut off packet
- Letters of medical necessity



## Education

- MLP Special Education fellow
- In Progress: self help tools for caregivers

# Process

- Screener and “Cheat Sheet”
- Nursing-Led
- Cross-Departmental
- Process Improvement

SHWR CLINIC  
HEALTH NEEDS SCREENER

<place patient sticker here>

1  
Please read each question and mark Yes (Y) or No (N).

Food Insecurity (being worried about having enough to eat)	Y	N
Q.1. If you <u>do not</u> have WIC or SNAP (food stamps), do you need to apply for them?	<input type="checkbox"/>	<input type="checkbox"/>
Q.2. In the past 12 months (1 year), were you worried about running out of food before you had money for more?	<input type="checkbox"/>	<input type="checkbox"/>
Q.3. In the past 12 months (1 year), did you run out of food and not have money or food stamps for more?	<input type="checkbox"/>	<input type="checkbox"/>
Q.4. Do you need food today?	<input type="checkbox"/>	<input type="checkbox"/>
Housing	Y	N
Q.5. Are you being warned that you will be evicted by your landlord or that the bank will take your house?	<input type="checkbox"/>	<input type="checkbox"/>
Q.6. Do you think you are at risk of becoming homeless?	<input type="checkbox"/>	<input type="checkbox"/>
Q.7. If you are renting your home, do you worry that something in your home might make you sick or hurt?	<input type="checkbox"/>	<input type="checkbox"/>
Q.8. Do you worry about your electric, gas, or water being shut off?	<input type="checkbox"/>	<input type="checkbox"/>
Education	Y	N
Q.9. Is your child having problems in school and <u>not</u> getting special services? (Example: at risk of failing or being held back, being suspended or expelled many times, having trouble with the school giving your child a medicine or following the doctor's orders)	<input type="checkbox"/>	<input type="checkbox"/>
Q.10. Is there already a plan in place for your child to get special services at school, but the school is <u>not</u> following it? (Examples: child is not moving ahead, plan does not meet the needs of child, plan is not being followed)	<input type="checkbox"/>	<input type="checkbox"/>
Q.11. Have you asked for a special education meeting, but the school has <u>not</u> responded?	<input type="checkbox"/>	<input type="checkbox"/>
Health	Y	N
Q.12. Did you apply for Medicaid or ARKids First more than 45 days ago and you have not received a decision from DHS?	<input type="checkbox"/>	<input type="checkbox"/>
Q.13. Have you or your child received a Medicaid number from DHS and the number is not working?	<input type="checkbox"/>	<input type="checkbox"/>
Parent Education	Y	N
Q.14. Do you want information on GED (General Education Degree) Classes?	<input type="checkbox"/>	<input type="checkbox"/>
Q.15. Do you want information on ESL (English as a Second Language) Classes?	<input type="checkbox"/>	<input type="checkbox"/>

For some of these issues, Arkansas Children's Hospital makes legal help available to families. Provide the following information if you would like to speak with Legal Aid of Arkansas.

Guardian Name: \_\_\_\_\_ Relationship to Patient: \_\_\_\_\_  
 Primary Phone #: \_\_\_\_\_ Is it safe to leave a message at that number?

Do not want to fill out this form.

For Office Use Only

MLR referral

Utility shut off packet

Shelter resource guide

Food pantry information

Family Decision Services

Financial counselor

Meeting hand food bag



# Data To-Date

- Total Screened:
  - 18,000
- % of patients who completed screener:
  - 57%
- % of patients with at least 1 need:
  - 43%



# Data To-Date

- Food Insecure Families:
  - 29%
- Need to Apply for WIC or SNAP:
  - 15%
- Need Food Today:
  - 15%



# Sack Lunch program

\* As a designated site for the USDA feeding program, a free, healthy sack lunch is available to any child on the ACH campus (clinic patients, siblings, visitors) from 10 a.m. to 5 p.m., Monday through Friday. Distribution is outside the Riverbend Café on the hospital's 1<sup>st</sup> floor.

- Since program began in Summer 2013: 76,000+ meals provided



# Sack Lunch program

*“The lunches are awesome! When big sister visited little sister during her multiple hospital stays, it really made things easier. It saved time and money which is a blessing anytime, but especially while dealing with the stress of your child being hospitalized.”* -Parent of inpatient





# WIC Clinic on campus

\* The federal WIC program helps qualified individuals gain access to specific nutritious foods and other resources for children up to age 5. For enrollment convenience, a WIC Clinic on the ACH campus is open each Friday on the 2<sup>nd</sup> floor of the hospital's South Wing.

- **Since on-site clinic began in 2015:** More than 700 clinic visits



# GROCERY BAGS in pilot clinic

\* Families in the Circle of Friends Clinic receive a Social Determinants of Health screening form on their visit which helps indicate areas of need such as food, housing, transportation, etc. In response to food insecurity, ACH Community Outreach staff pick up grocery bags from Helping Hand food pantry each week and deliver to Circle of Friends clinic.

- **Calendar Year 2016:** 755 grocery bags distributed
- **So far in 2017:** 381 Grocery bags distributed



# GROCERY BAGS in pilot clinics

*“The parent was so grateful for the food bag and also the information about how to obtain emergency food moving forward. A lot of the families just need to know that there is food support available. This screener is an opportunity tool to provide useful information to patients and families who come to clinic every day.”* -Nurse in Circle of Friends clinic

*“When I returned with a grocery bag of food as well as information about emergency housing assistance, the patient’s mother started to cry. She was concerned about where she was going to get food for her children. She expressed relief and gratitude for the resources and information.”*  
-Clinic Nurse



# MOBILE FOOD PANTRY

\* The mobile unit from Helping Hand food pantry comes to the hospital each Tuesday from 10 a.m. to 1 p.m. ACH patient families being seen that day may be referred to the bus for food assistance.

- **Since program began in Spring 2016:** 488 families have been provided groceries from the bus



# MOBILE FOOD PANTRY

*“The young people treat me like their grandmother. They tell me everything, like the nurse told them no more pizza or the nurse encouraged them to walk more. Sometimes the child and I just walk around the bus area to get in those extra steps. I feel that we are not only supplying physical food for these children and families, but also a sense of family to so many people who are away from home.”*

**-Margaret Douglas of Helping Hand**



# Employee Participation

## Packing Parties and Food Drives



# GARDEN PROJECT

\* The hospital has partnered with the Arkansas Children's Research Institute, Arkansas GardenCorps and the National Park Service-Central High site to establish a community garden. The project began in September 2015. Garden produce is given to the nearby Helping Hand food pantry.

- **Year One of garden:** 1,307 lbs. of produce
- **So far in Year Two:** 1,886 lbs. of produce



# COOKING MATTERS

\* These nutrition education programs help teach individuals the skills needed to shop for and prepare healthy meals on a limited budget. ACH Community Outreach staff lead grocery store tours regularly and offer free cooking classes several times each year. Curriculum is provided by the national Share Our Strength foundation and coordinated in partnership with the Arkansas Hunger Relief Alliance.

- **Since program began in 2013:** 565 participants have received education





# COOKING MATTERS

*“This tour was very informative. The tips for buying produce and what’s in season gave me great ideas for meals!”* -Grocery store tour participant



*“This course made me want to eat healthy.”* -Cooking class participant



# NEXT STEPS

- Expanding Social Determinants of Health Screening and grocery bags to new clinic in southwest Little Rock.
- Expansion of Garden to produce more for *Helping Hand* food pantry.
- Offering Pop-up Cooking Matters presentations in high schools across the state.
- Adding a second day that WIC Clinic is open on campus.
- Integrating screener with Epic electronic health record





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## Q & A



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## Upcoming Webinar

# Housing and the Role of Hospitals

*Details coming soon!*

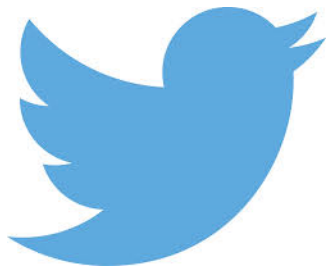
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