

Institutional Policy and Implementation

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Background



Between 35-46% of patients report significant psychosocial distress.^{1,2}



American College of Surgeons mandates distress screening in 2015.³



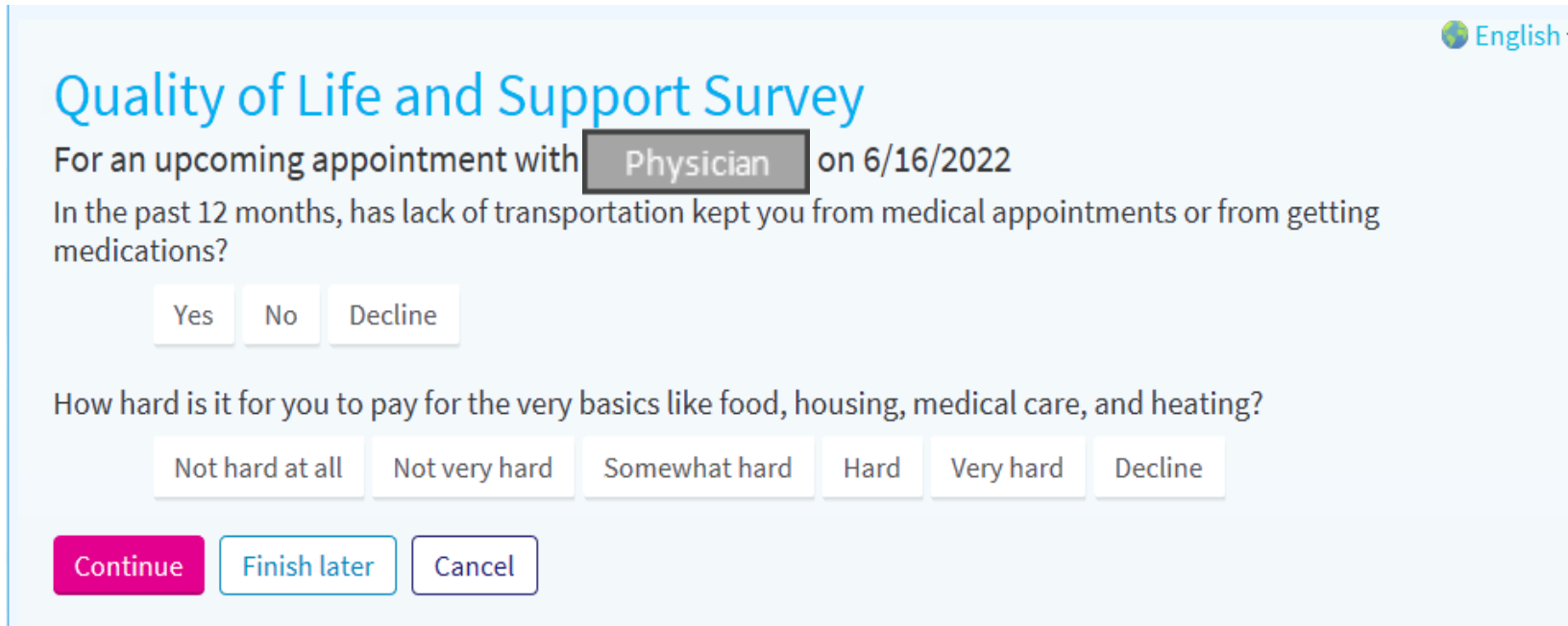
Significant barriers exist, even at locations with strategies in place.⁴



We created a customized screening tool: **transportation, financial resource strain, depression, social support, food insecurity and spiritual care.**

Development of a SDoH Screening Tool

- Survey was created through interdisciplinary review and CAB feedback
- 17 survey questions (up to 23)
- Available in English and Spanish
- Integrated in Epic and sent via patient portal (“MyChart”) at 2nd visit and every 3 months
- SDoH elements are aggregated at a patient-level in a dedicated section of the patient’s chart



The screenshot shows a survey titled "Quality of Life and Support Survey" in a patient portal. The language is set to "English". The survey is for an upcoming appointment with a "Physician" on 6/16/2022. The first question asks, "In the past 12 months, has lack of transportation kept you from medical appointments or from getting medications?" with response options: "Yes", "No", and "Decline". The second question asks, "How hard is it for you to pay for the very basics like food, housing, medical care, and heating?" with response options: "Not hard at all", "Not very hard", "Somewhat hard", "Hard", "Very hard", and "Decline". At the bottom, there are three buttons: "Continue" (pink), "Finish later" (blue outline), and "Cancel" (purple outline).

English ▾

Quality of Life and Support Survey

For an upcoming appointment with **Physician** on 6/16/2022

In the past 12 months, has lack of transportation kept you from medical appointments or from getting medications?

Yes No Decline

How hard is it for you to pay for the very basics like food, housing, medical care, and heating?

Not hard at all Not very hard Somewhat hard Hard Very hard Decline

Continue Finish later Cancel

Survey Timeline & Methodology

7 days
prior to 2nd
visit

- Patients are sent the survey to complete

3 days
before the
visit

- Reminder message to complete the survey sent

Day of
Visit

- Survey can be done independently or with a staff member

- Epic optimized with an icon on the schedule and/or a Best Practice Advisory when in a patient's chart.
- Staff have open access to the survey to complete surveys with patients at any time.
- Threshold responses trigger an automatic email to: social work, chaplain, and/or child life coordinator.

Survey Completion June 2022 - December 2023

10,655 patients were assigned 25,353 surveys across 5 MSHS hospitals



37% (9,381) of assigned surveys were completed



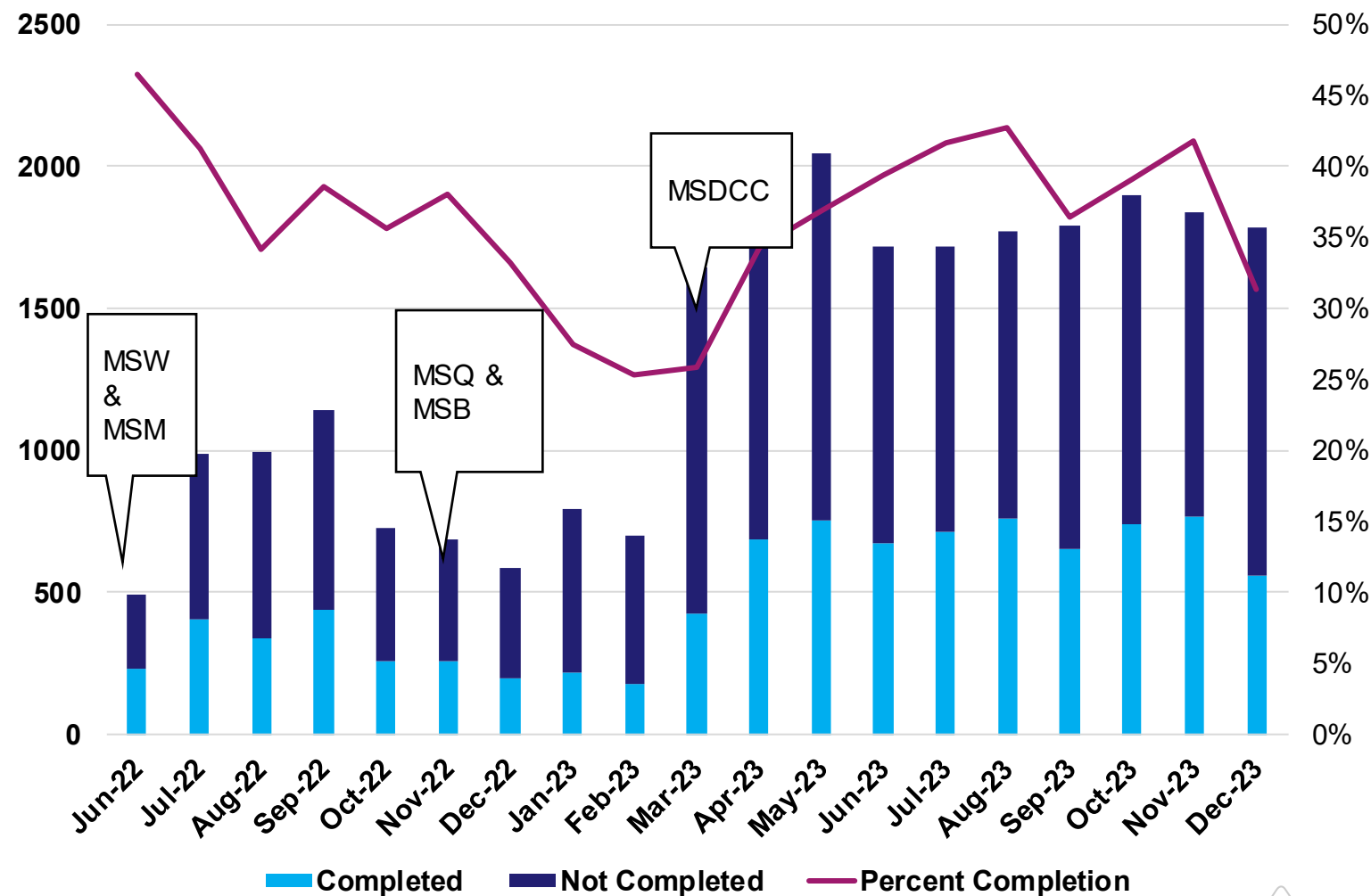
58% (6,179) completed 1 survey



Average surveys completed = 2



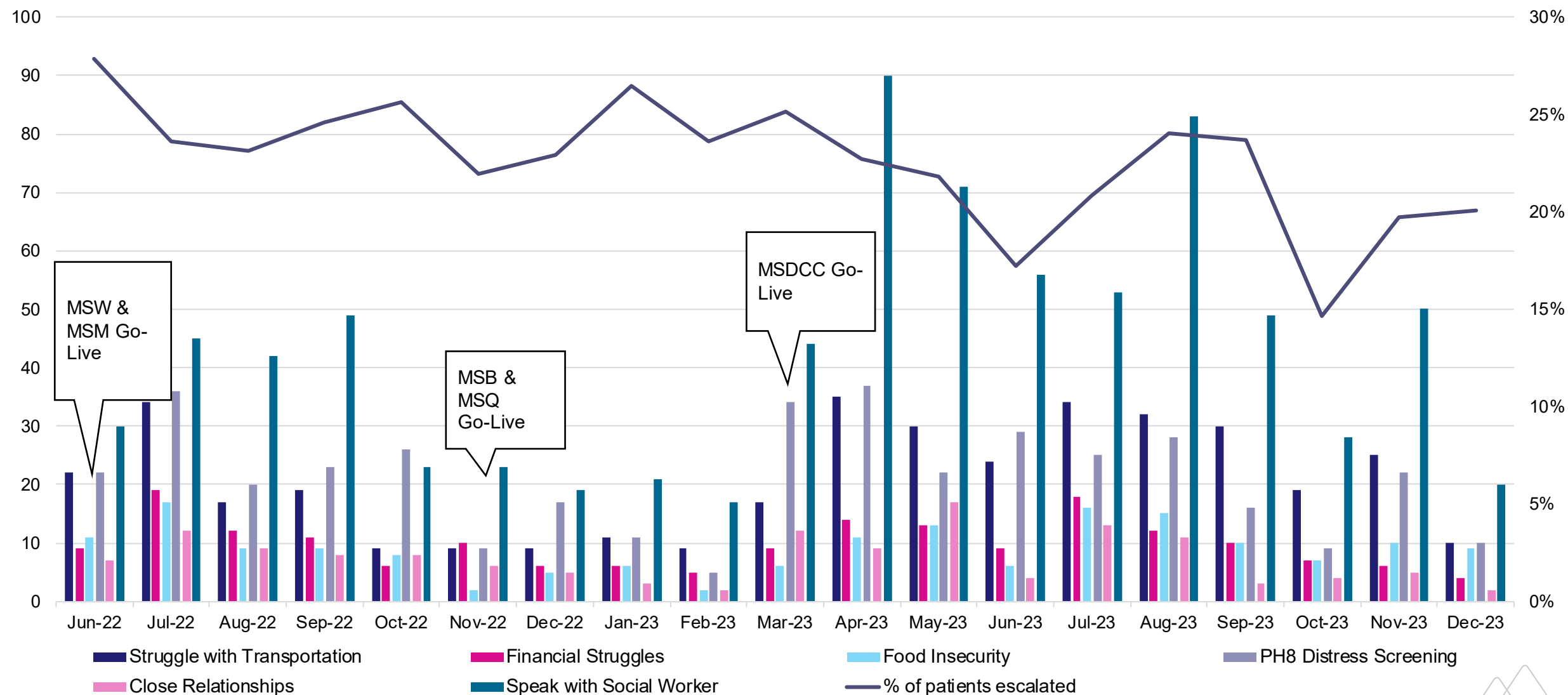
Of completed surveys, 43% were completed before the appointment



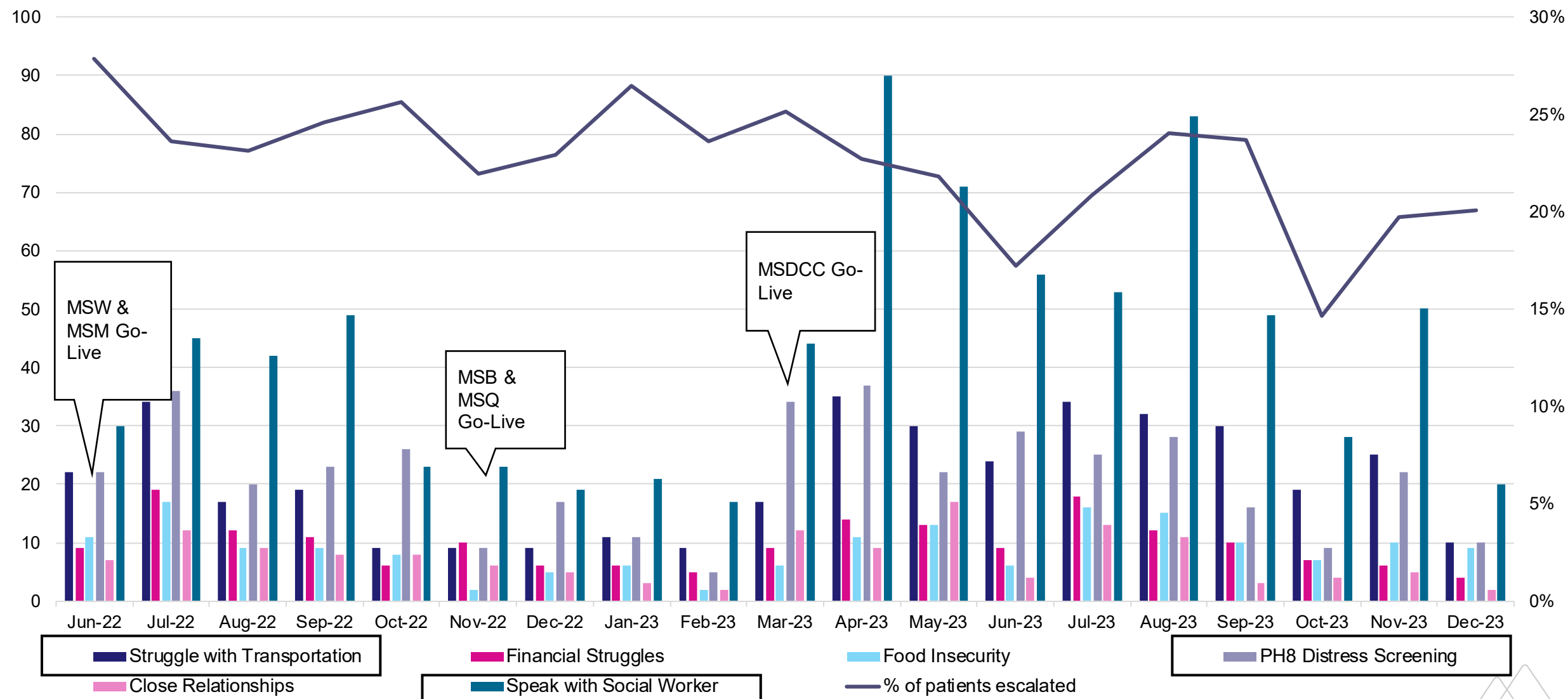
Patient Demographics

		Completed ≥ 1	Didn't complete	Total
		N = 6,179 (58%)	N = 4,476 (42%)	N = 10,655
		N (%)	N (%)	N (%)
Sex				
	Female	4,258 (69)	3,113 (70)	7,371(69)
Race/Ethnicity				
	Black	1,456 (24)	943(21)	2,399(23)
	Asian	662 (11)	596(13)	1,258 (12)
	Other	1,332(22)	1,242(28)	2,574(24)
	White	2,452 (40)	1,449(32)	3,901(37)
	Hispanic	1,514 (25)	1,247(28)	2,761(26)
Age mean (min, max)		61.18 (19 – 100)	64.04 (19-103)	62.38 (19-103)
Preferred Language				
	English	5303 (86)	3356 (75)	8659 (81)
	Spanish	591 (10)	655 (15)	1246 (12)
	Other	285 (4)	465 (10)	750 (7)
Payor				
	Commercial/Managed Care	2423(39)	1131 (25)	3554 (33)
	Medicaid	1059(17)	918 (21)	1977 (19)
	Medicare	2336 (38)	1855 (41)	4191 (39)
	Self-pay/Other	361 (6)	572 (13)	933 (9)

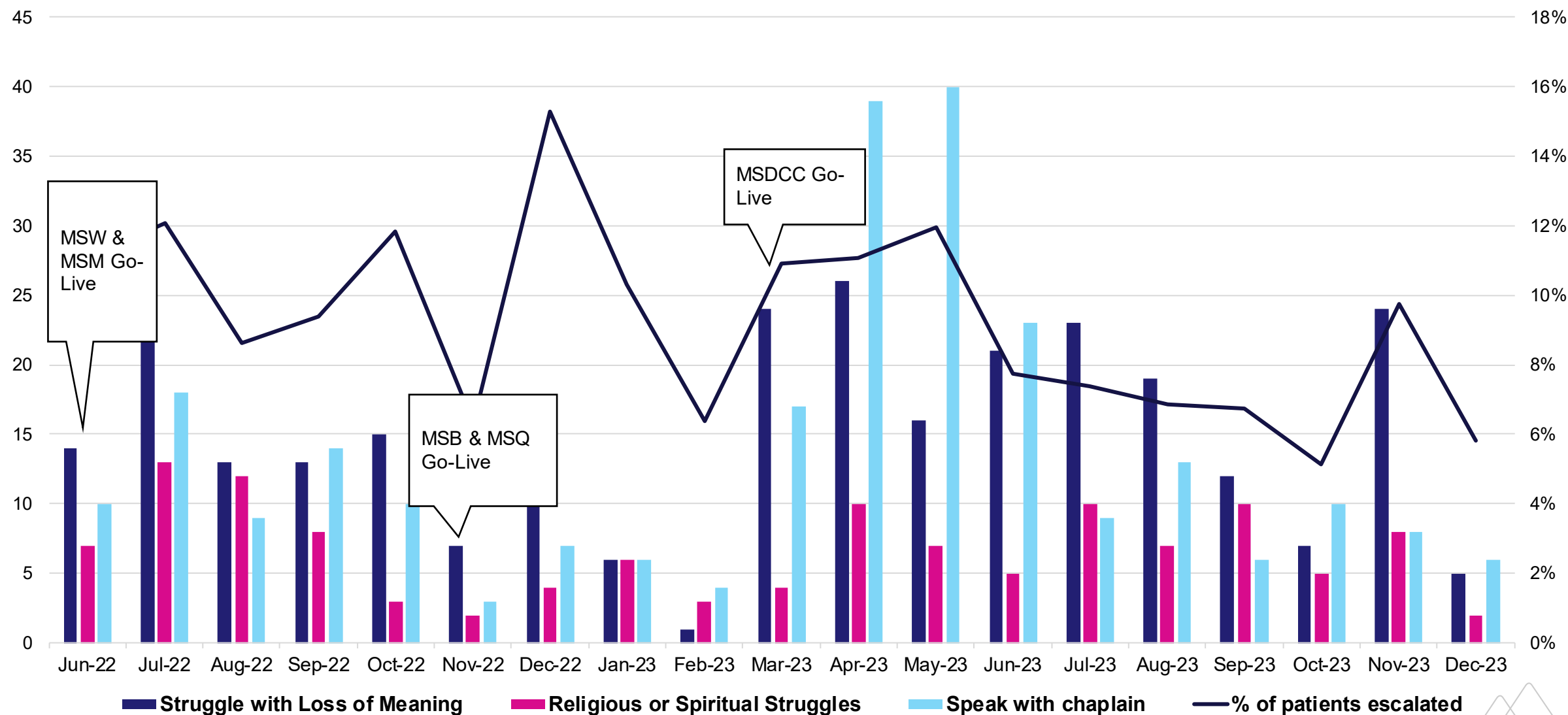
SDoH Domains Addressed by Social Work



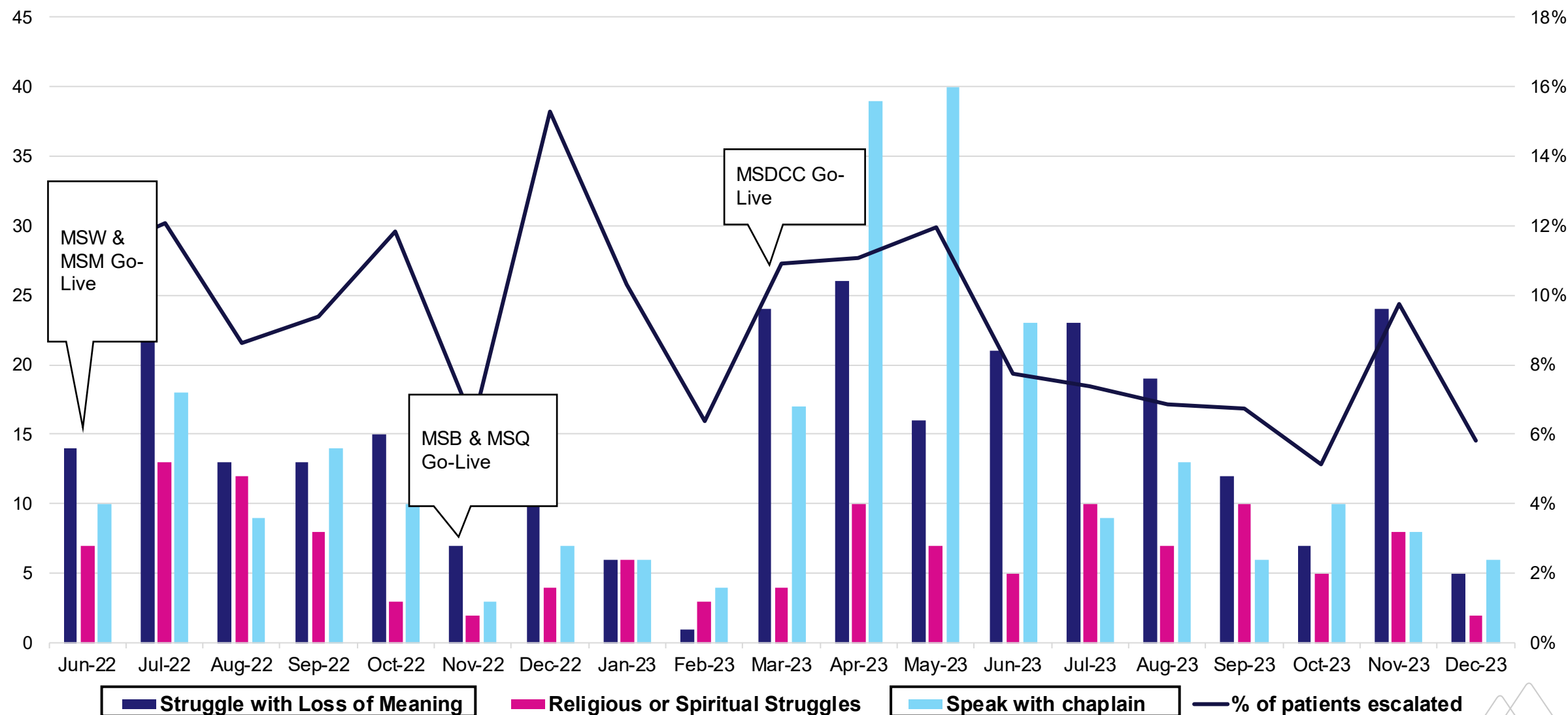
SDoH Domains Addressed by Social Work



SDoH Domains Addressed by Chaplain



SDoH Domains Addressed by Chaplain



Lessons Learned

- Identification of those at risk of psychosocial distress enables practitioners to provide appropriate resources, potentially in advance of their next appointment, and alleviate the overall burden experienced by cancer patients.
- Using technology, we have increased completion of the screening tool while also reducing the reliance on staff to administer the survey.
- Utilizing a team-based approach for completion of surveys during a patient's visit is required – including registration staff, medical assistants and nurses.
- Making the survey available to patients earlier, enabled more time to complete it at their own pace and answer personal questions independently.
- Future work includes making the survey available in additional languages, expansion to additional cancer center sites in the health system, investigating other ways to expand reach for patient groups not surveyed, and ensuring that patients with identified needs are connected to care (loop closure).

Thank you
@cardismith



Appendix



Quality of Life & Support Survey Questions

Survey Questions	Action
Transportation Within the last 12 months, has lack of transportation kept you from medical appointments or from getting medications? (Never/Sometimes/Often/Decline)	Response of “Often True” notifies Social Work
Financial Resource Strain How hard is it for you to pay for basic needs like food, housing, medical care, and heating? (Not at all/Not very/Somewhat/Hard/Very hard/Decline)	Response of “Very hard” notifies Social Work
Depression (PHQ-2) Over the last two weeks how often have you been bothered by the following problems? 1) Little interest or pleasure in doing things (Not at all/Several days/More than half the days/Nearly everyday) 2) Feeling down, depressed, or hopeless? (Not at all/Several days/More than half the days/Nearly everyday) (Positive screen reflexes to PHQ-8 and provider notification)	Patients who score 3 or higher notifies Social Work
Social supports Are you or your family experiencing any stress related to: (Lack of support/Isolation/Loneliness/Conflict/Abuse or neglect/Other/N/A); What is your living situation?	Responses of “Lack of support” or “Abuse or neglect” notifies Social Work
Food Insecurity In the last 12 months, have you worried that food would run out before you got money to buy more? (Never/Sometimes/Often/Decline)	Response of “Often true” notifies social work
Spiritual care Do you struggle with loss of meaning or joy in your life? (Not at all/Somewhat/Quite a bit/A great deal/Decline); Do you currently have what you might describe as religious or spiritual struggles? (Not at all/Somewhat/Quite a bit/A great deal/Decline)	Responses of “Quite a bit” or “A great deal” to both questions result in a notification to chaplain
Self-referrals Offer referrals to: Chaplaincy/Child Life/Social Work	Responses of “yes” notifies the respective supportive service

Survey Workflow

