



# SAN ANTONIO HEALTH

## Community Health Improvement Program

### What is the Community Health Improvement Program (CHIP)?

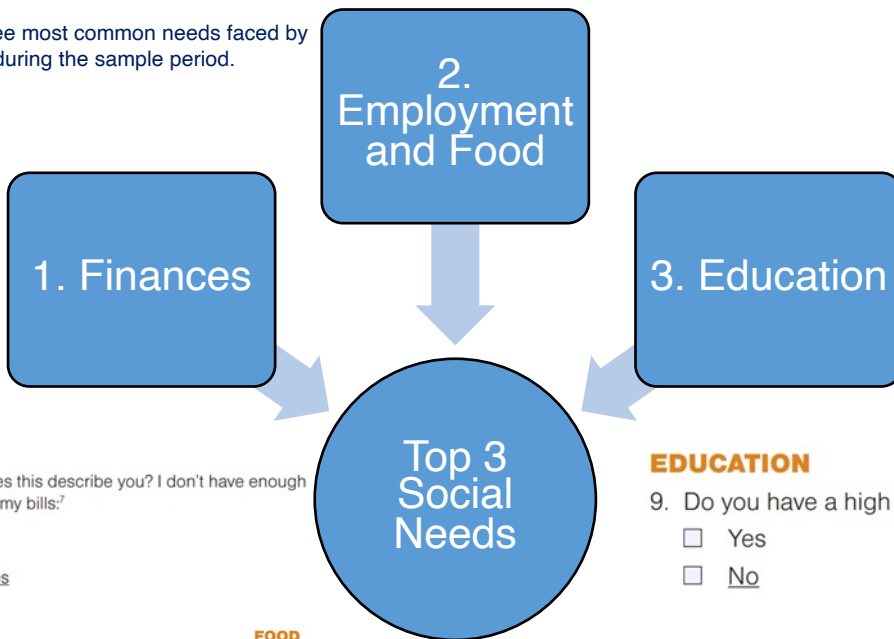
CHIP's purpose is to provide a system of care coordination and coaching for patients with difficulty navigating and managing their chronic illnesses. Emergency room visits could be prevented if someone were to help: 1. Manage the patient's chronic conditions; 2. Coordinate the patient's care; 3. Address the patient's social, economic, and environmental issues; 4. Follow-up with the patient. CHIP intends to fill these gaps to prevent unnecessary acute care utilization and cost.



Fig. 1: Social-ecological model

### What results did we find?

Fig. 2: The three most common needs faced by CHIP patients during the sample period.



#### FINANCES

10. How often does this describe you? I don't have enough money to pay my bills:<sup>7</sup>

- Never
- Rarely
- Sometimes
- Often
- Always

#### EMPLOYMENT

8. Do you have a job?<sup>6</sup>

- Yes
- No

#### FOOD

3. Within the past 12 months, you worried that your food would run out before you got money to buy more.<sup>3</sup>

- Often true
- Sometimes true
- Never true

4. Within the past 12 months, the food you bought just didn't last and you didn't have money to get more.<sup>3</sup>

- Often true
- Sometimes true
- Never true

#### EDUCATION

9. Do you have a high school degree?<sup>6</sup>

- Yes
- No

Questions 3, 4, 8, 9, & 10 asked on the social needs screening tool. Any response that is underlined indicates a positive score for that need.

# SOCIAL DETERMINANTS OF HEALTH

Iris Vanegas

Randall Lewis Health and Policy Fellow

To address social determinants of health related to financial needs, CHIP piloted a partnership program with a local thrift store. The partnership enables CHIP to distribute vouchers to patients for their personal use, and at their own discretion. As of March 25, 2022, the following has been found about the use of vouchers:

- (4) vouchers have been used.
- The vouchers were used on 11/2021, 12/2021, 01/2022, and 02/2022.
- Items purchased with vouchers were:
  - Clothing (shirt, jacket, & sweater)
  - Children's cleats
  - Kitchen items (cups & dishes)
  - Home decoration items
  - Books & DVDs



## What lessons did we learn?

CHIP learned that the following is required to improve the program's ability to address the social determinants of health of patients who participate in the program:

- Conduct follow-up to determine if patients utilized their vouchers, and what motivated them or discouraged them from using the vouchers.
- Conduct follow-up on patients' experiences shopping at the thrift store to identify areas for growth.
- Re-assess patients' financial needs prior to their exit from the program.
- Address any remaining needs that arise during the re-assessment.
- Continue to assess for social needs to upstream the responsibility of addressing needs to the appropriate entities in due time.

*“Health improvement requires action on multiple fronts—medical care, healthy behaviors, the social and physical environment.”*

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