

DHMP Health Neighborhood

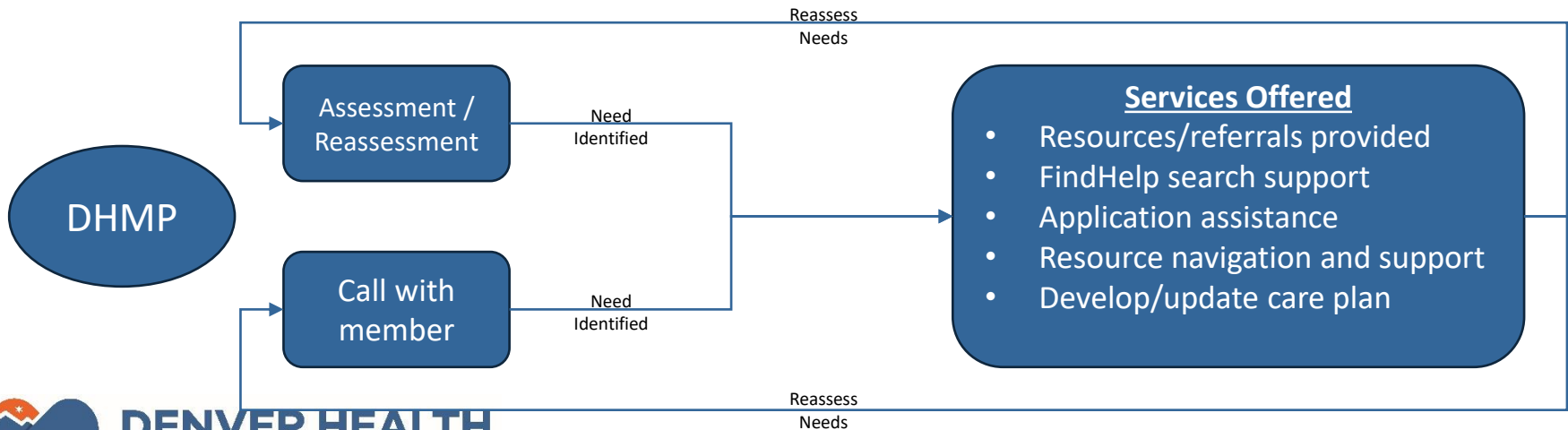
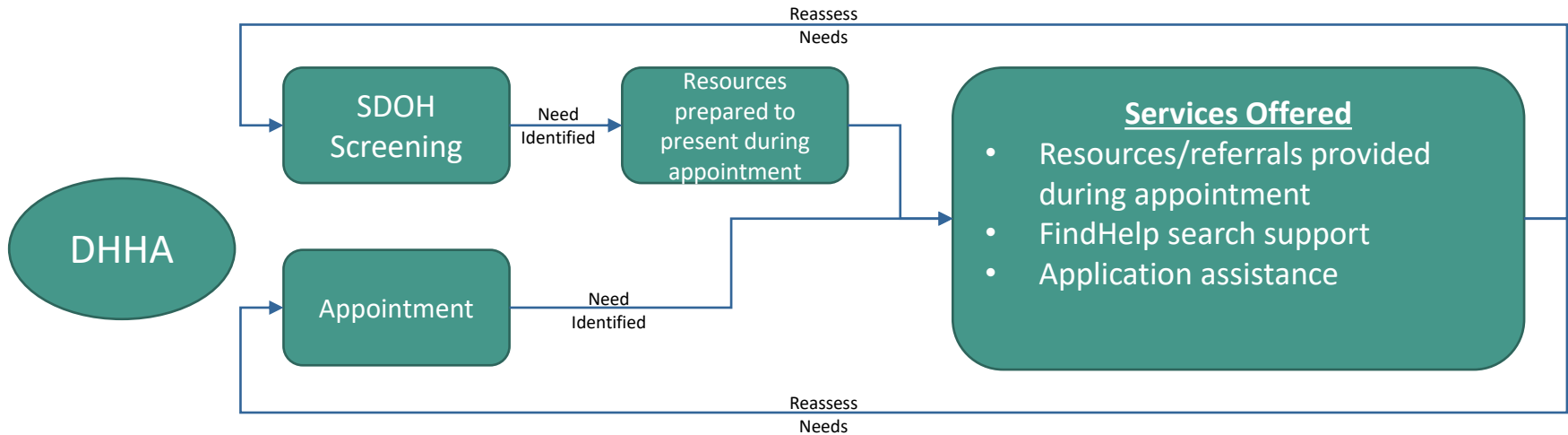
PIAC

4.17.2024

Community Partnerships and their Impact

- In 2023, the CM team conducted over 1000 outreaches to support members on the public health emergency (PHE) unwind lists
- The PHE unwind has led to many members losing benefits such as Medicaid and SNAP
- The DHMP Care Management team has seen an increase in members requiring assistance for food security and other SDOH related needs due to loss of eligibility or a reduction of benefits from the PHE unwind
- The Care Management team has worked to educate and support members on changes in SNAP benefits because of the PHE unwind
- The department has developed a robust network of resources which can support members experiencing food insecurity and other SDOH related needs and will continue to support members during the PHE unwind

Community Partnerships and their Impact



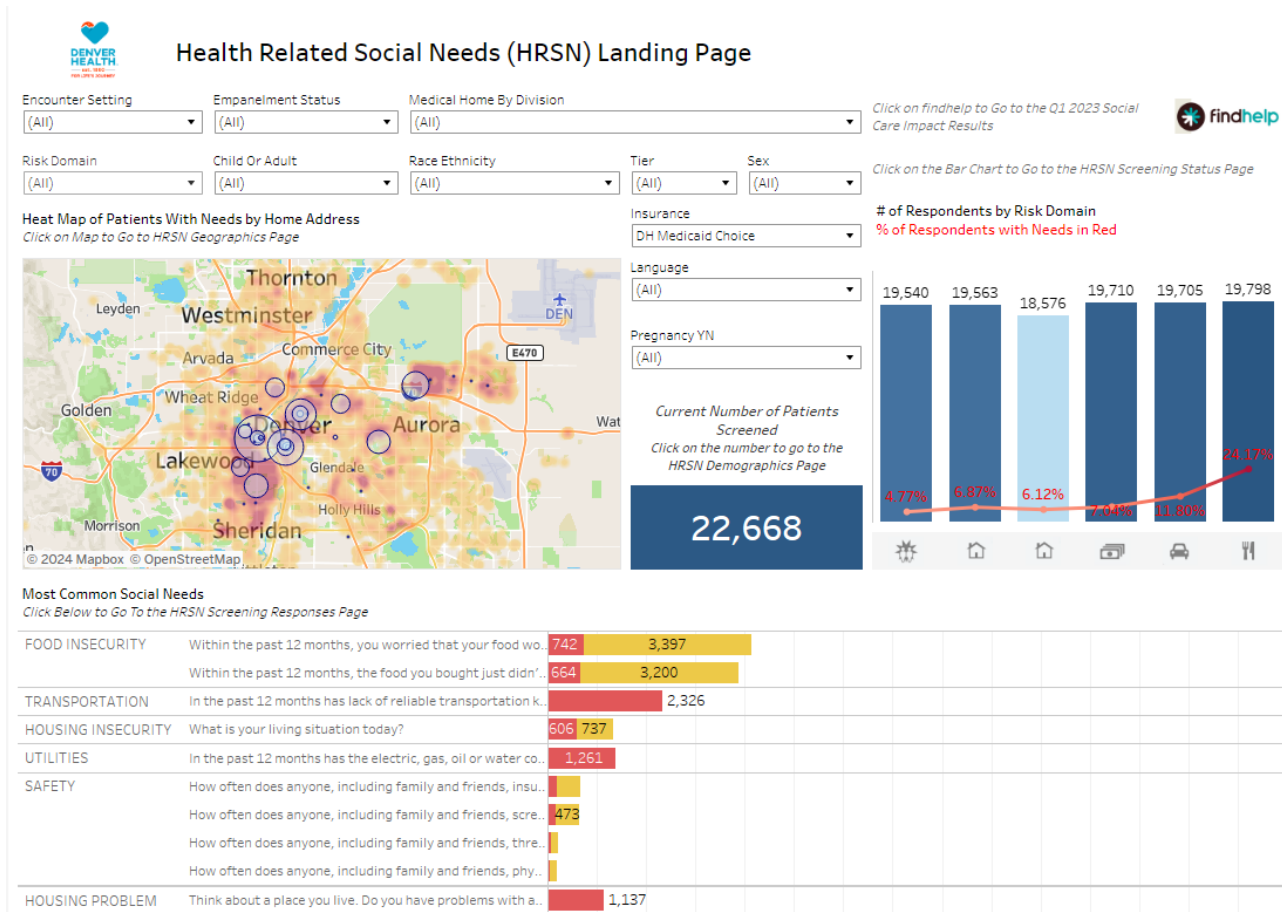
Community Partnerships and their Impact

- In CY 2023, 1226 distinct members received support from the CM team for food security
 - 47 distinct members received WIC/SNAP referrals
 - 1210 distinct members received support with other food security resources, including Project AngelHeart
- Metro Caring has been an important partner in supporting members who experience barriers with accessing food banks as this organization is able to deliver meals to members
 - Provides an alternative to members with food security needs by providing home delivery services
 - They provide options for our members from Spanish speaking cultures and countries in these meal boxes that have culturally appropriate foods they are accustomed to
 - Our members have reported that they enjoy Metro Caring's grocery-store-style market that welcomes anyone to shop and take-home food

Community Partnerships and their Impact

- In CY 2023, CM provided support for additional SDOH related needs:
 - 306 distinct members received support from the CM team for housing resources
 - 79 distinct members received support for utilities assistance
 - 642 distinct members received support with transportation services and resources
 - 711 distinct members received support with other community resources
- DHMP and DHHA utilize the FindHelp network
- FindHelp is available to Denver Health staff and patients via MyChart for a self-service referral option
- Find Help is available in Epic when staff are completing assessments with patients/families
 - Community resources provided on the After Visit Summary
 - ACS created and implemented a new standard work to assess patients for their health-related social needs upon visits
 - ACS is providing the resources for patients to search for this information on their own via Find Help's connection through DH
 - This work helps support Denver Health's social determinants of health organizational metrics and is in alignment with the anchor institution work

Community Partnerships and their Impact



Community Partnerships and their Impact



findhelp CY 2022 - CY 2023 Denver Health findhelp Social Care Impact



Calendar Year 2022- 2023 Over Time Metric Comparisons



Community Partnerships and their Impact

DHMP also works closely with the Chief Experience Officer at DHHA who oversees the Denver Health Foundation – Patient Assistance Fund:

- This program serves the most vulnerable residents of Denver and provide high-quality care for those in need
- The Patient Assistance Fund provides a safety net in these difficult situations, covering the many needs that cannot be addressed within the confines of the hospital's operating budget, such as co-pays, eyeglasses and hearing aids, transportation costs
- We have been able to assist our neediest members, including the poor, mentally ill, pregnant teens, persons addicted to alcohol and other substances, victims of violence, the homeless, and members living with HIV/AIDS
- During the reporting period, this fund has been used to assist members in obtaining important durable medical equipment that may not be covered but is necessary to the member's safety in their home, to get member's dentures and eyeglasses that have been taken, broken, or lost and are not covered for a few more years. The CM team has helped members with transportation costs, sit to stand recliners, and other durable medical equipment (DME) equipment

Questions?