

**AZ Statewide Conference:
Social Determinants of Health**
March 27, 2018

Evaluation Findings

Prepared by: Stephanie Luz Cordel

All Voices Consulting, LLC

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ARIZONA PARTNERSHIP FOR
HEALTHY COMMUNITIES



FEDERAL RESERVE BANK
OF SAN FRANCISCO

Vitalyst 
HEALTH FOUNDATION

A CATALYST FOR COMMUNITY HEALTH

HSAG HEALTH SERVICES
ADVISORY GROUP

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Executive Summary

Report Context

This report provides a detailed overview of participant responses to a handwritten survey following the AZ Statewide Conference: Social Determinants of Health (SDoH) held on March 27, 2018. The survey asked a total of 12 questions to gather information regarding sectors represented, increased understanding of SDoH, suggested conference changes and action steps related to information gained during the conference.

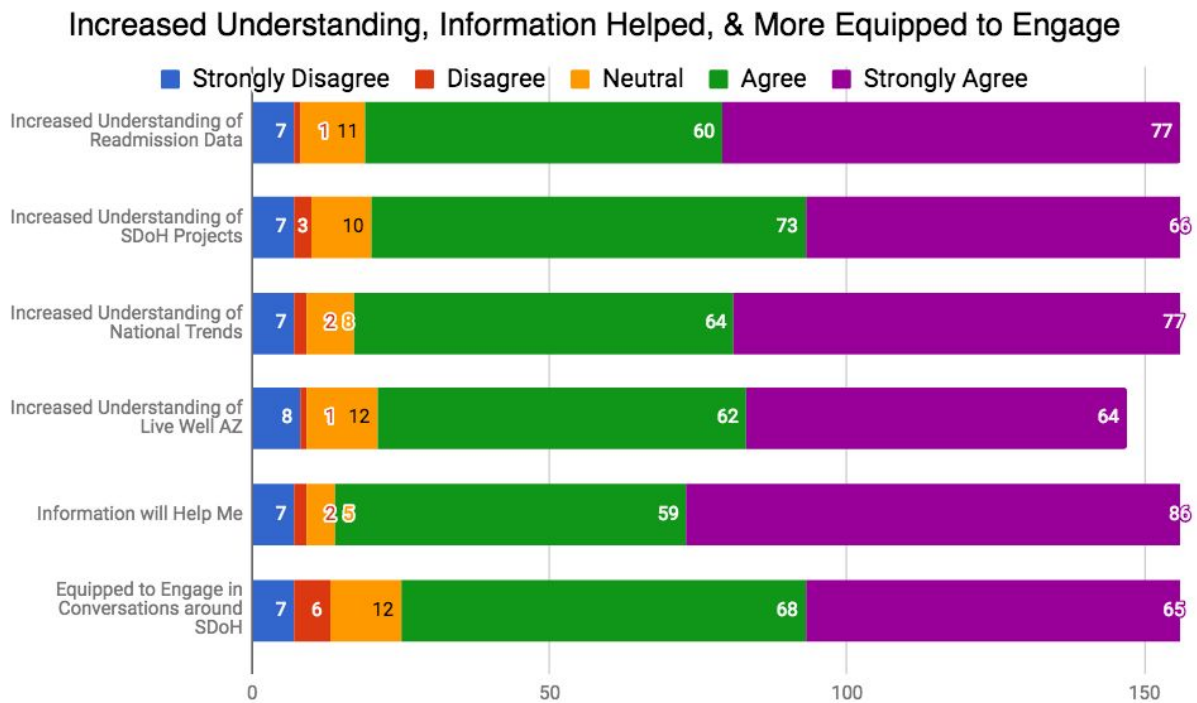
Sector	N	%
Healthcare Provider	54	32.93%
Community-Based Organization	26	15.85%
Health Insurance Plan	37	22.56%
Affordable Housing Provider	3	1.83%
Value-Based Network	5	3.05%
Government	20	12.20%
Other	19	11.59%

Participants

159 participants out of approximately 300 attendees returned a survey with various levels of completion (~53% response rate). There were over 7 sectors represented.

Key Quantitative Findings

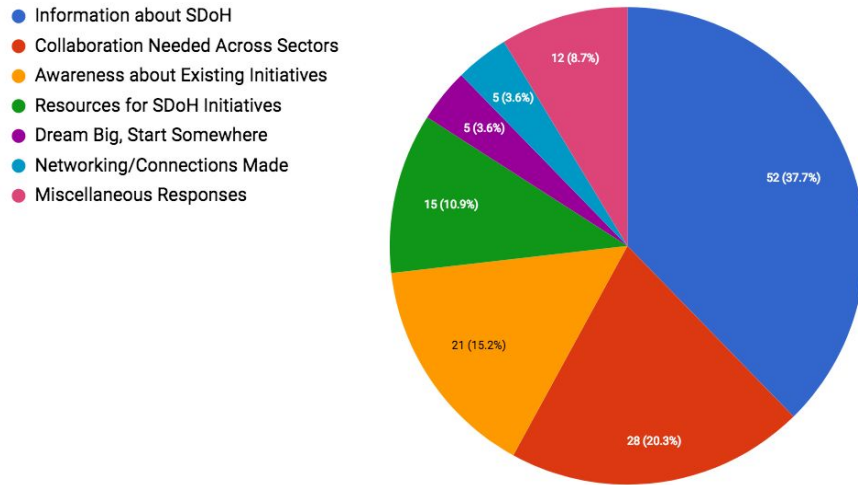
There were six questions collecting data on a likert scale asking participants to rate each statement with their level of agreement related to increased understanding with concepts related to SDoH and if the information helped them and equipped them for conversations.



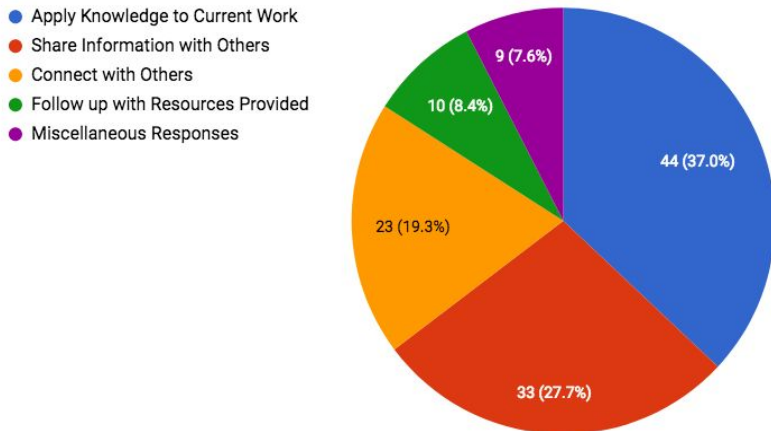
When asked about whether they would be interested in a cross sector convening, the majority of respondents answered yes (n=153 out of 159).

Key Qualitative Findings

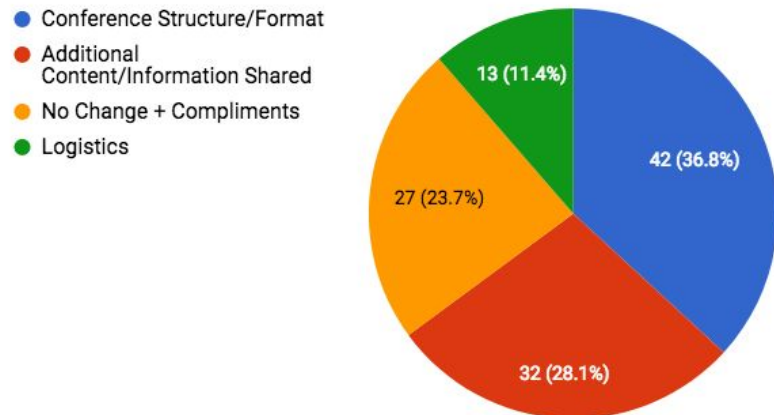
Biggest Conference Takeaways



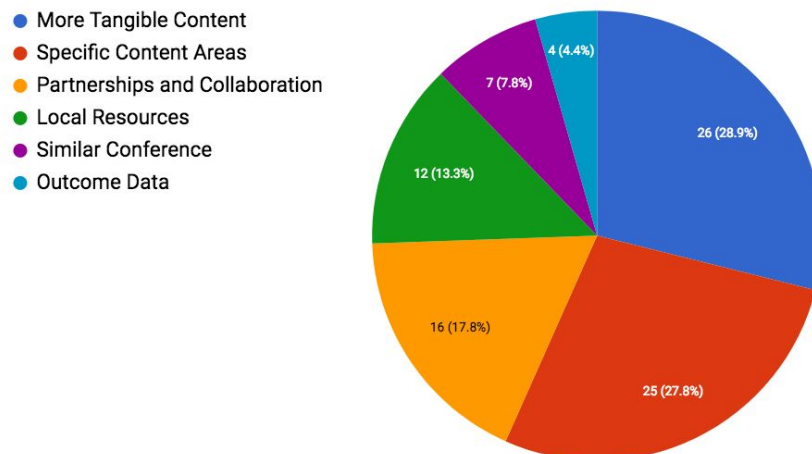
How Will You Use Information in Next 30 Days



Conference Changes



Topics to Learn More About



Introduction

This report provides a detailed overview of participant responses to the AZ Statewide Conference: Social Determinants of Health (SDoH) hosted by Vitalyst Health Foundation, Health Services Advisory Group, Federal Reserve Bank of San Francisco, and Arizona Partnership for Health Communities, which took place on March 27, 2018.

The conference targeted anyone with a stake in increased care quality such as hospital and clinic leaders; directors of case management, pharmacy and quality; home health agency owners and clinical directors; community health providers such as pharmacies and care homes; and community-based organizations and stakeholders.

The conference had the following objectives for participants:

- Discover innovative collaborations in Arizona that have addressed needs related to: Food shortage, Housing and Transportation.
- Explore national case studies that have successfully improved community health by addressing SDoH needs.
- Learn how a single shoebox inspired an entire movement that now assists homeless populations in their post-acute recovery and clinic care.
- Find your role in the development of future innovative SDoH solutions.

Methods

Feedback about the conference was collected via a handwritten survey on March 27, 2018 immediately following the conference (see Appendix A). **There were 159 surveys completed.**

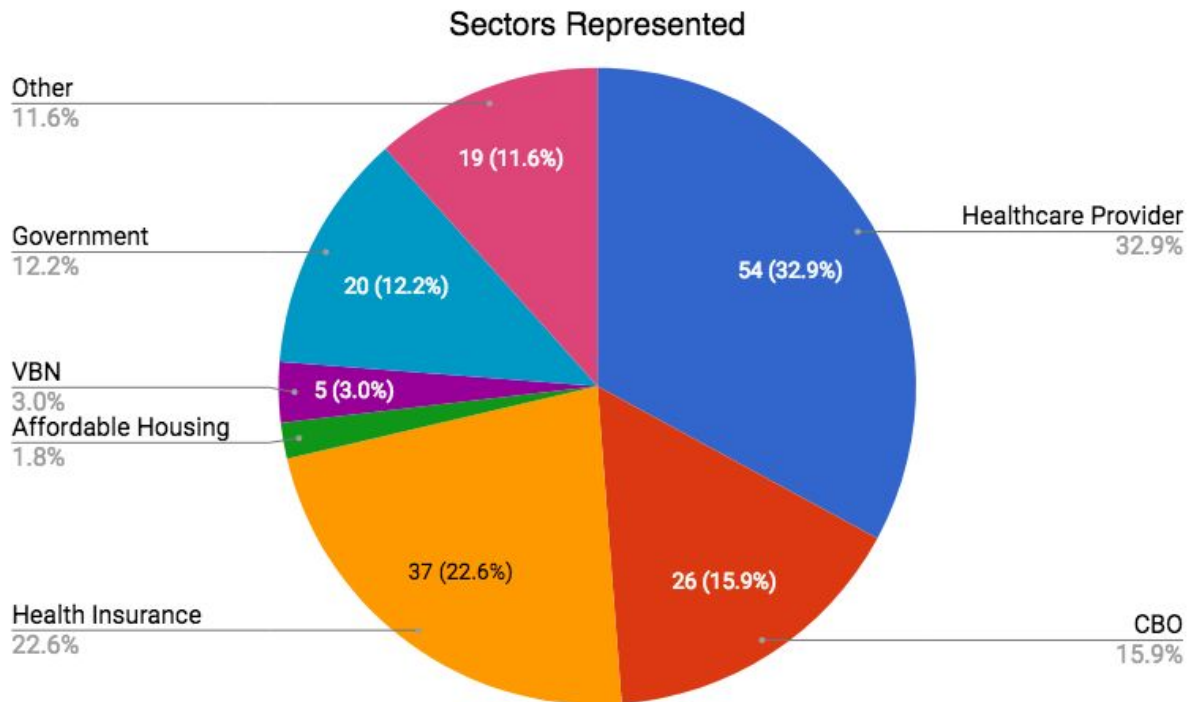
Answers were then digitized into a wufoo form. The quantitative data was nominal in nature and presented in distributional pie charts. For the qualitative data, content analysis was utilized by tagging each response and grouping them into distinct categories/codes. Qualitative results provide both frequency of code as well as specific examples from participant quotes.¹

¹ Limitations to this report include not double entering data, not utilizing empirical methods to develop the coding categories, and not having another researcher cross check the analysis.

Participants

Q1: Which sector best represents your organization?

There were **164** responses to this question because some individuals checked more than one box. There were 7 choices available for sector representation: Healthcare Provider, Community-Based Organization (CBO), Health Insurance Plan, Affordable Housing Provider, Value-Based Network (VBN), Government and Other.



Here were the responses for participants that checked “other” or wrote in additional info:

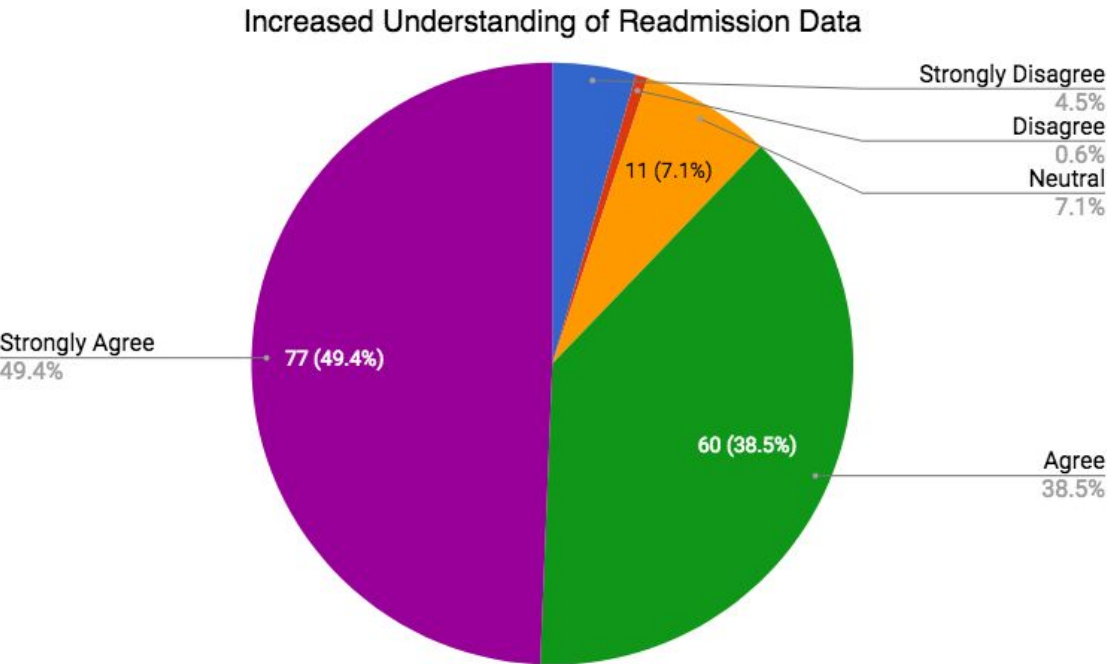
Education (n=4) <i>ASU, Osteopathic Medical School</i>	Health related non profit (n=4)	Consultant (n=4)
FQHC (n=2)	Public health (n=2)	Palliative care
HIE	Behavioral Health crisis work	Mental health clinic
Funder (foundation)	Home Health	Fire Department
Hospital Association	Quality Improvement Org (QIO)	Statewide disaster & under state health

Quantitative Data

There were six questions collecting data on a likert scale, which are being presented in distributional pie charts.² One question was dichotomous asking yes or no about a cross sector follow up.

Q2: Increased Understanding of Readmission Data in AZ (N=156)

There were **156 responses** to this question. Participants were asked to rate their agreement (on a likert scale) with the statement “I have an increased understanding of the current state of readmissions data in Arizona.”

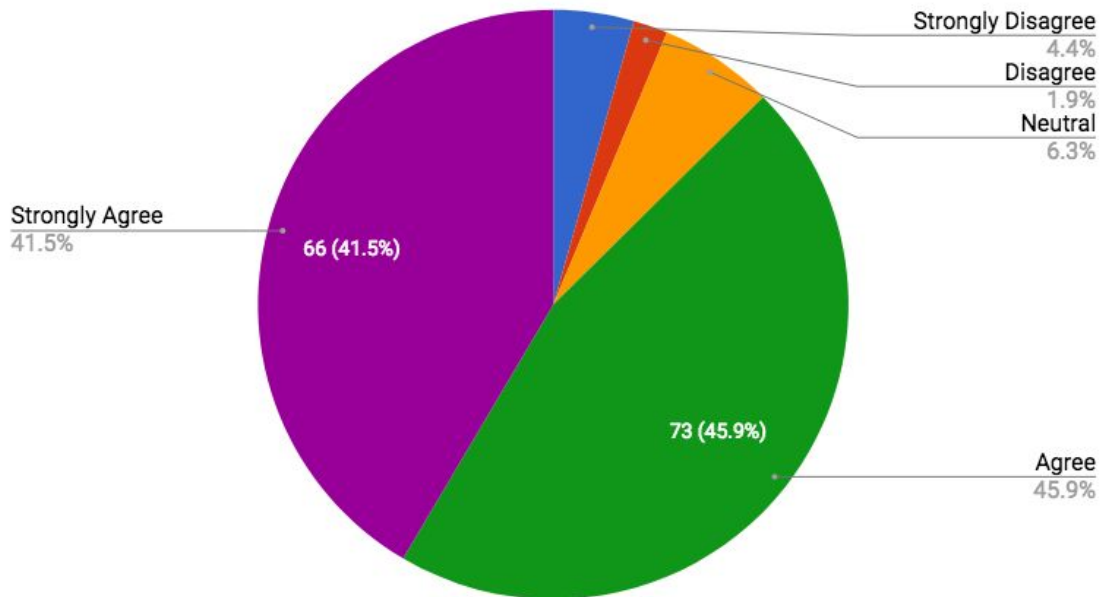


Q3: Increased Understanding of Active Projects Around SDoH (N=159)

There were **159 responses** to this question. Participants were asked to rate their agreement (on a likert scale) with the statement “I have an increased understanding of active projects that are happening around the social determinants of health.”

² **Note:** 7 responses of the likert questions marked “strongly disagree” however 5 out of the 7 shared positive comments. It is possible that these 5 individuals mistakenly selected “strongly disagree” and meant to select “strongly agree”. For the sake of integrity, they have not been changed for this report.

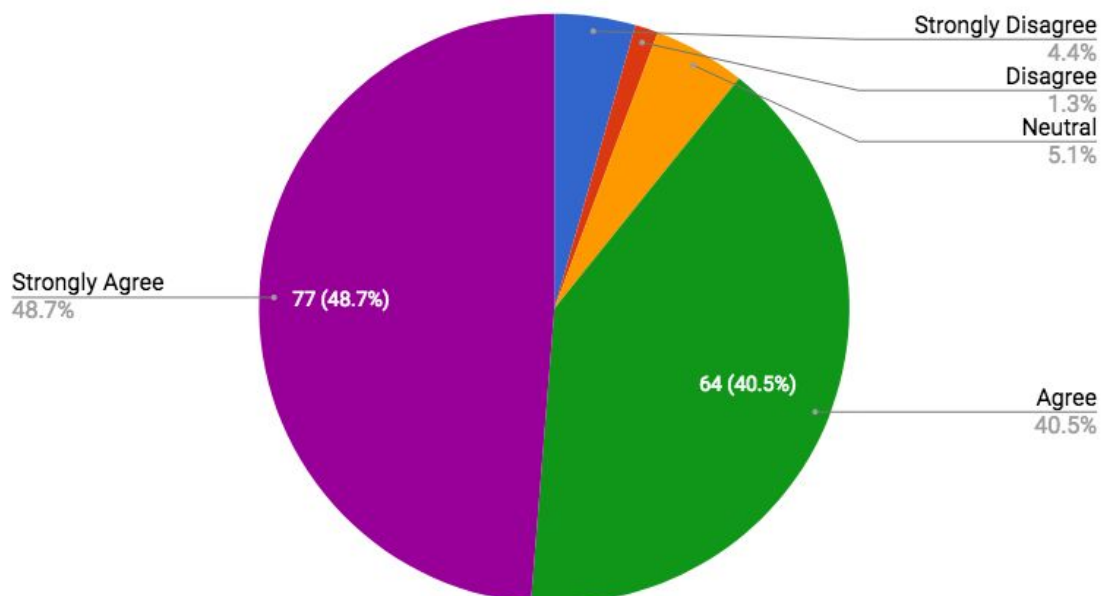
Increased Understanding of Active SDoH Projects



Q4: Increased Understanding of National Trends Around SDoH (N=158)

There were **158 responses** to this question. Participants were asked to rate their agreement (on a likert scale) with the statement "I have an increased understanding of national trends around the social determinants of health."

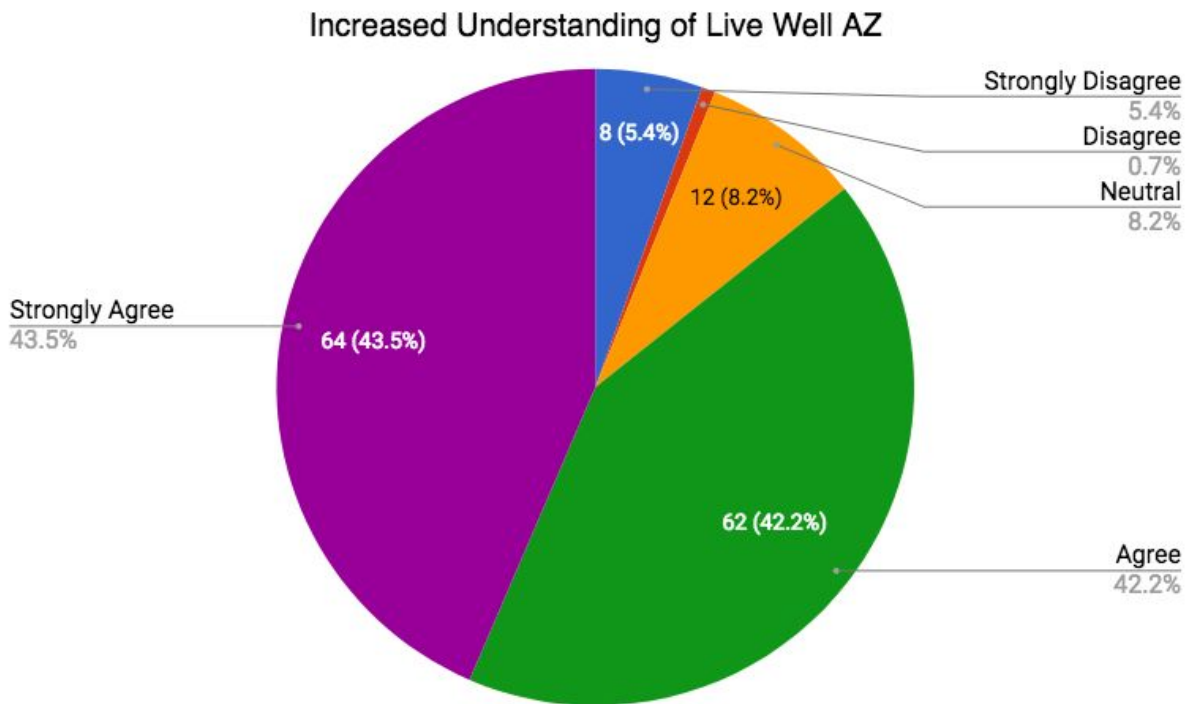
Increased Understanding of National SDoH Trends



Q5: Increased Understanding of Live Well AZ Initiative (N= 147)

There were **147 responses** to this question. The completion rate for this question was significantly different compared to the other likert scale questions. Twelve participants seemed to have missed this. This may be a result of the formatting of the survey. The box for this question was smaller compared to the others.

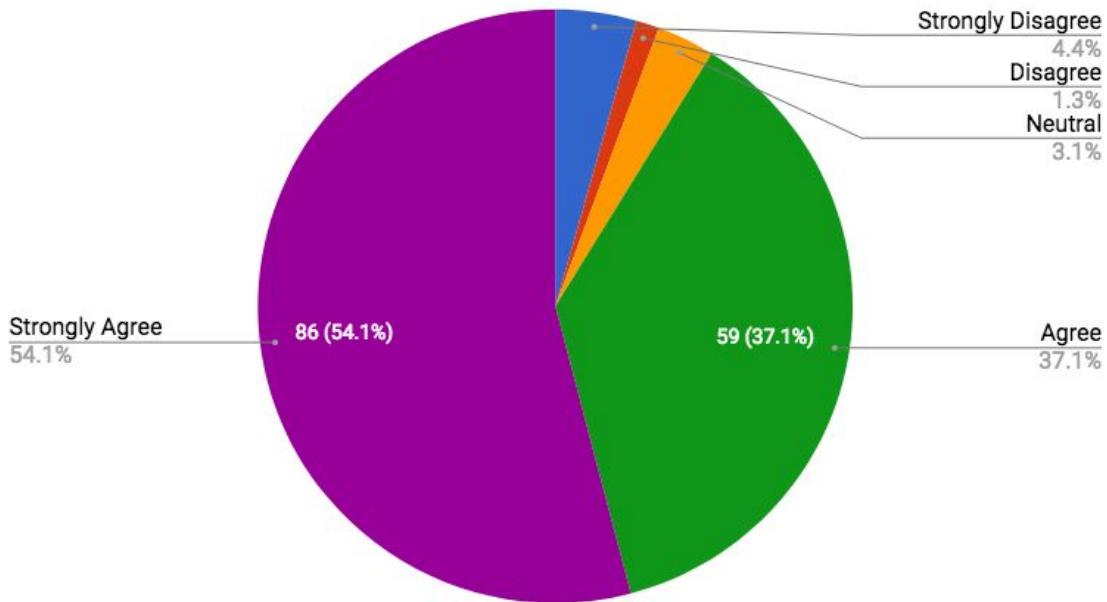
Participants were asked to rate their agreement (on a likert scale) with the statement “I have an increased understanding of the Live Well Arizona Initiative”



Q6: Information, Skills or Insights Gained Will Help Me (N=159)

There were **159 responses** to this question. Participants were asked to rate their agreement (on a likert scale) with the statement “I believe the information, skills or insights I gained will help me.”

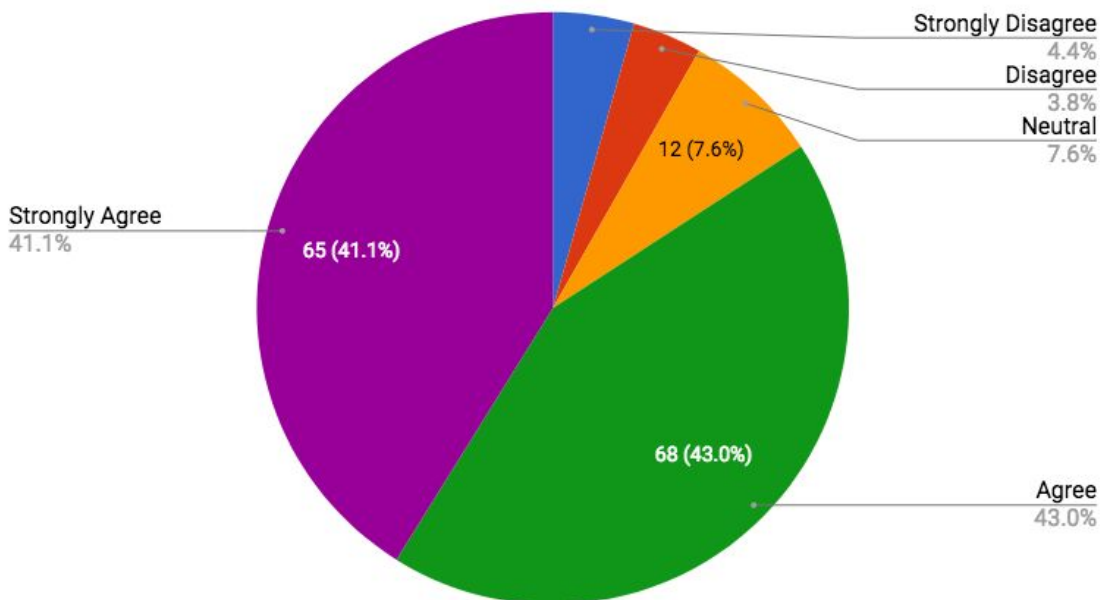
Information, Skills and Insights Will Help Me



Q7: Equipped to Engage in Meaningful Discussion about SDoH (N=158)

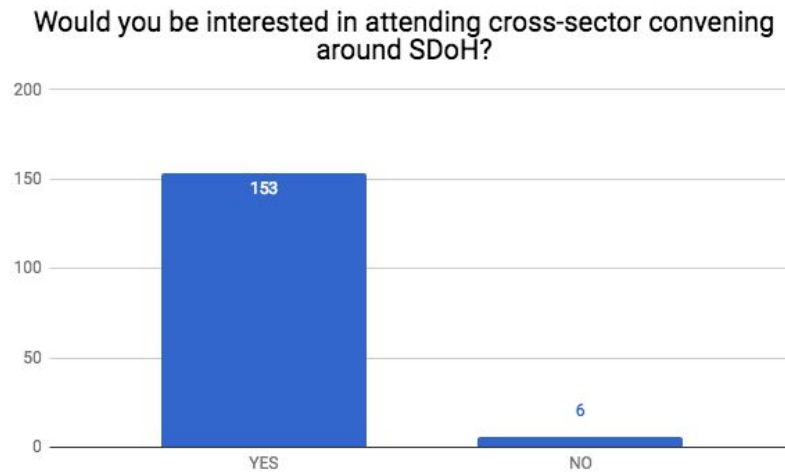
There were **158 responses** to this question. Participants were asked to rate their agreement (on a likert scale) with the statement "I feel equipped to engage in meaningful discussion with stakeholders from other sectors about social determinants of health."

Equipped to Engage in Discussion about SDoH



Q8: Interest in Attending Cross-Sector Convening Around SDoH (N=159)

There were **159 responses** to this question. Participants were asked if they were interested in attending a cross-sector convening around SDoH.

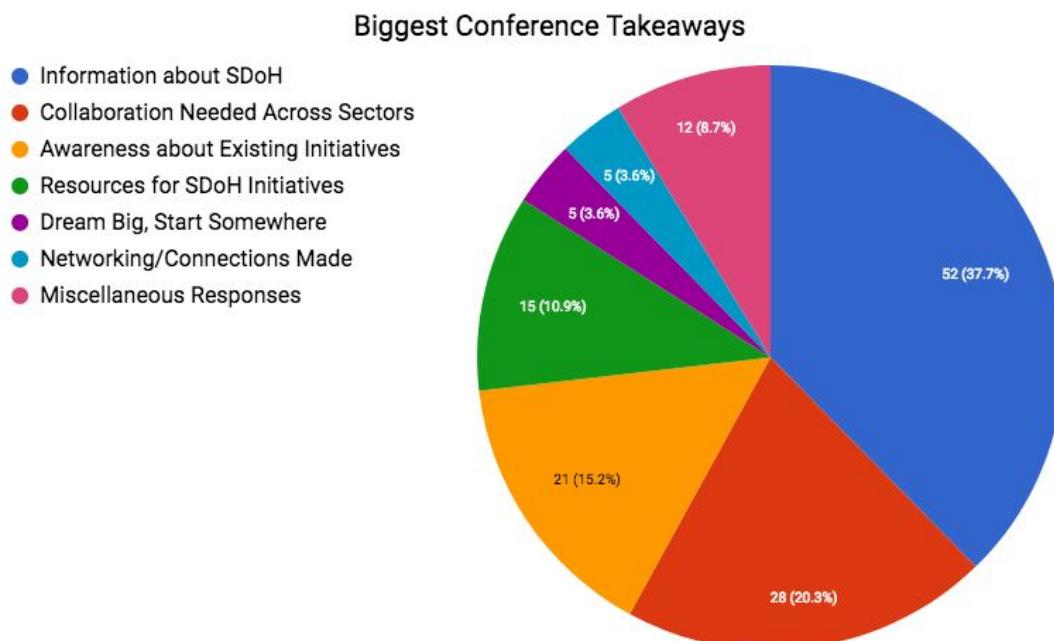


Qualitative Data

Qualitative Data included four open-ended questions about conference takeaways, changes, future topics and action items.

Q9: What is your biggest takeaway from this conference? (N=138)

There was a total of **138 responses** to this question. All answers could be classified into 7 different categories:



Information about SDoH (N=52)

The most popular category was information about SDoH. Many participants expressed how this conference was very informational and taught them about various aspects of SDoH such as health statistics related to zip code, readmission rates and thinking more broadly about health. Here are some of the responses related to this category:

- “Assessing for social determinants of health will have an impact on bringing health to the community, improving population health, and decreasing hospital readmissions.”
- “Complex issues need complex solutions”
- “Effects of social determinants on health and hospital re-admission”
- “That community development is an equal partner with health organizations in improving SDoH”
- “Your health is affected more by your zip code than your genetic code, community engagement or development is in the zip code improvement business”
- “The solutions to improving health outcomes far more complex than I knew. Housing alone plays a larger role than i imagine”
- “Really opened my eyes today to SDoH”
- “Look beyond "health" organization and systems to address health related concerns. Keep trying and taking risks.”
- “Great understanding of needed efforts to transform healthcare via deeper integration of SDoH”
- “Housing is healthcare and Healthcare is housing”

Collaboration is Needed Across Sectors (N=28)

This category included responses that highlighted the need for collaboration and cross-sectoral work. Here are some of the responses related to this category:

- “Need to work together to achieve outcomes of SDoH”
- “Collaborate with others. Don't re-invent the wheel, just find a way to help turn it.”
- “Cultural shift to cross-sectoral (inter-sectoral) collaboration”
- “Cross-sector collaboration and that the financial and health sector should be just 1”
- “The importance of collaborations and the current projects being completed across the nation”
- “We need to work together to make a difference”
- “Valuable information about importance to the determinants of health. It inspired me to continue collaboration and partnership and think outside the box”
- “The health is complex and it isn't one size fits all, but together we can come up with powerful Solutions”
- “New understanding of the importance of the "non-traditional" partners such as Federal Reserve bank programs”
- “That collaboration, partnership and thinking outside the box are all requires to help solve the issue of SDoH”

Awareness about Existing Initiatives (N=21)

This category included responses that expressed their new awareness about initiatives they currently did not know about related to SDoH. Here are some of the responses related to this category:

- “Information on ‘Build Healthy Places’ and Federal Reserve Work and healthcare”
- “Real life examples of projects developed across the country”
- “The depth and breadth of change around Community Health initiatives already happening”
- “Innovation is alive. Today I have heard like-minded individuals. Whose dedication to change is as strong as mine.”
- “How many agencies are involved in community development”
- “There is a lot going on AZ to create healthier communities, but the problem is bigger than we realize”
- “The interest in the SDoH movement. So glad!”
- “Specific examples of real projects that are making a difference”

Resources for SDoH Initiatives (N=15)

This category included responses that expressed their new awareness about resources, particularly financial, they currently did not know about related to SDoH. Here are some of the responses related to this category:

- “Untapped financial resources and creative ways to fund projects”
- “All resources available”
- “The opportunities available through hospital community benefits dollars to improve the health of our community through investment in community.”
- “Specifics about funding options and where the resources are”
- “Financial opportunities for health systems to address SDoH”
- “Live well AZ”

Dream Big, Start Somewhere (N=5)

This category included responses that related to starting to do the work despite the complexity. Here are some of the responses related to this category:

- “Complex issues but start where you can”
- “There are things we can all do, big and small, to make changes”
- “Dream big, but start on something, even if it is small”

Networking/Connections Made (N=5)

This category included responses that expressed that they are taking away new connections with others. Here are some of the responses related to this category:

- “New connections”
- “Trying to accomplish same goals. Networking with professionals”
- “Great networking”

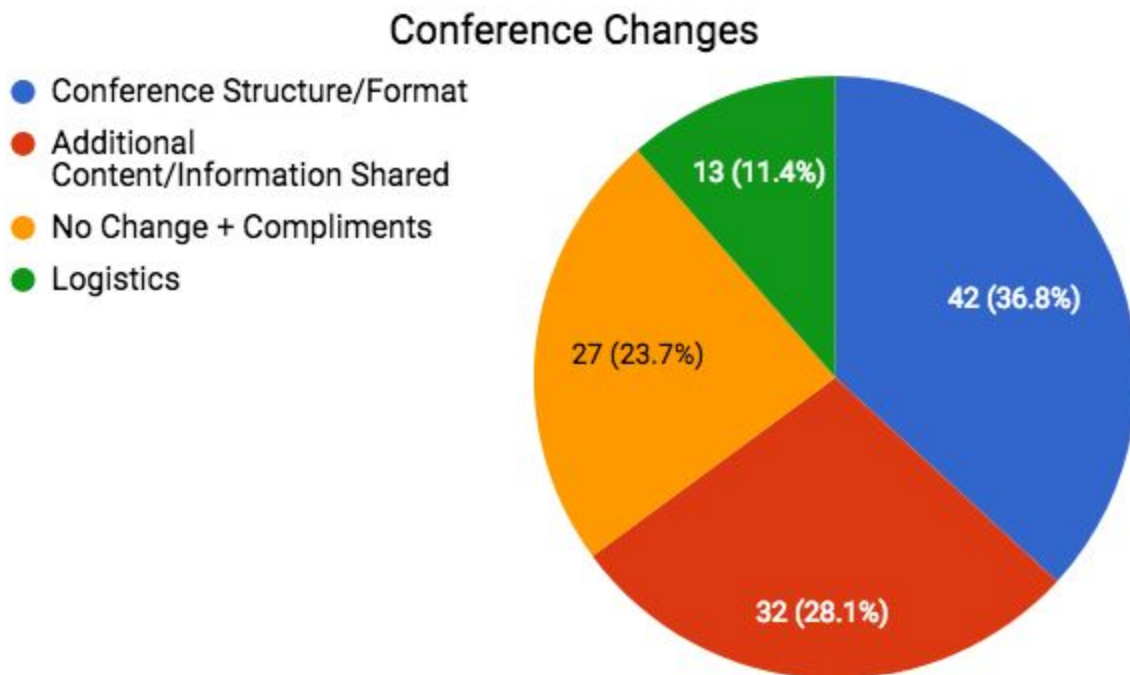
Miscellaneous Responses (N=12)

There were a handful of miscellaneous responses that did not fit within the other categories. They ranged from recognizing they should have invited other staff to realizing their work is in the right direction. Here are some of those responses:

- “I should have brought our Foundation director, COO- Info I can't begin to do this conference justice”
- “We still have a long way to go in AZ”
- “Our community work is helping to position us to do more to help AZ Live Well”
- “The work is messy by worth it! Our community has incredible stories to share and I am proud we are trying new things”
- “SDoH has finally "come into its own" but it is important to focus on specific communities. The client needs to be at the center of the solution.”

Q10: What, if anything, would you change about this conference? (N=114)

There was a total of **114 responses** to this question. All answers could be classified into 4 different categories:



Conference Structure/Format (N=42)

The most popular category of suggestions related to changes in how the conference was structured with particular emphasis on incorporating networking opportunities (n=17) and adding breakout sessions (n=7). Here are some of the responses related to this category:

- “An activity to improve networking”

- “Workshop approach, mixed group goal brainstorming”
- “Breakout sessions, too long in one place”
- “Add breakout sessions/better ways to connect with relevant potential partners. Titles on name tags would help.”
- “To be able to get more familiar on having a section to where each dept. joined together would have shared where they're from and what they do to be able to form partnership”
- “More networking opportunities and workshops targeting different populations”
- “Nothing - well maybe breakout sections what are action oriented for smaller groups”
- “I would like opportunities for open dialogue- who are providers/private sector so we know who is who”
- “Ways to meet what other agencies/people are at the conference. Great networking opportunity but hard to break into "groups" to meet people.”
- “The format more workshop and interactive segments”

Additional Content/Information Shared (N=32)

This category included responses that expressed interest in additional content or information about particular areas, including local specific information (n=5). Here are some of the responses related to this category:

- “Still need more clarity on what certain organization have to offer. What are the resources? Where is the money?- and how do we get it?”
- “Give the actual data/numbers to support why...”
- “Add more information about "mental health" and the drug/opioid epidemic”
- “I guess I was surprised how it didn't address the healthcare system, wasn't sure how it really applied to our services (geriatrics)”
- “Affordable housing integrated into a health plan through leveraging medicaid dollars”
- “Having local voices, the majority of the time was taken up by people who don't live in AZ or have decision power in AZ.”
- “Topics were very focused on housing. I would have liked to other topics addressed, social support, mental health and economic opportunities”
- “Would like to see more AZ-specific resources, programming”
- “Focus on objectives: to discover collaborations in AZ that have addressed needs related to: food shortage, housing and transportation”
- “More information about housing and transportation collaboration for behavioral health community”

No Change + Compliments (N=27)

Several participants wrote that they would not change anything and many even provided compliments as an answer to this question. Here are some of the responses related to this category:

- “Nothing! Very well organized. Great options to submit questions”
- “Nothing - it was excellent”
- “I really believe it met the objective”

- “Nothing. To date, this has been the most understandable SDoH conference. All info was beneficial”
- “Perfect!”
- “Loved the short breaks and short lunch”
- “Well run conference Times were kept-schedule”

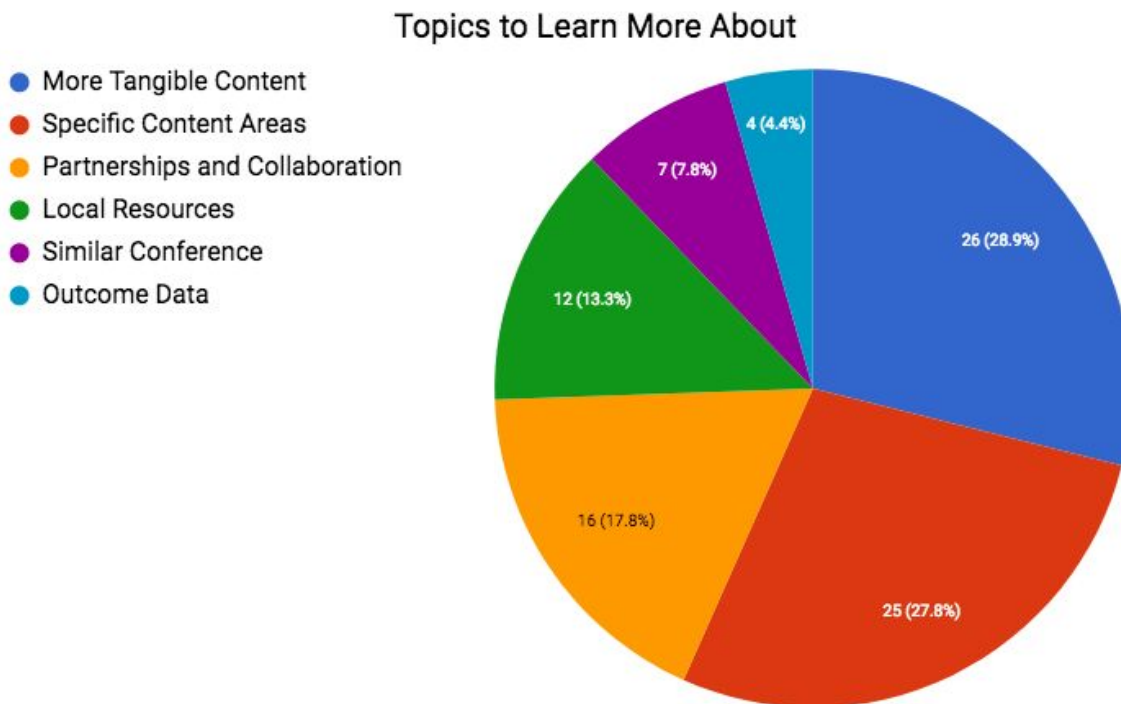
Logistics (N=13)

This category included responses that expressed changes related to logistics of the conference including room temperature (N=5), number of breaks or conference location. Here are some of the responses related to this category:

- “The room was way too cold!! Sorry.”
- “Less plastic bottles. Have a water station for refillable/reusable bottles rather than plastic bottles -tables/info from the represented orgs”
- “The lines at lunch”
- “Add a couple of more breaks”
- “The panel seemed longer than was beneficial”

Q11: What topics would you be interested in learning more about? (N=90)

There was a total of **90 responses** to this question. All answers could be classified into 6 different categories:



More Tangible Content (N=26)

The most popular category of follow up topics highlighted interest in tangible content such as workshops, explaining how-to's of information shared and concrete action steps organizations can take. Here are some of the responses related to this category:

- “More action items as more programs develop and produce data”
- “Specific steps to influence public policy towards incentivising mitigation of SOD.”
- “More concrete ways to act and help- action planning”
- “Ways that communities have organized to help overcome social determinants.”
- “How to get funding and how to ID best project”
- “Other healthcare systems' strategies and successes; increase toolbox items Need more of these SDoH conferences ! Please!”
- “Potential funding source connection- workshops would be great”
- “How community health, public health and FQHC can be reimbursed for the preventive medicine we already do that impact SDoH”
- “Needs mapping, gaps, strengths targeting”
- “How to get the providers, community and governmental agencies to look at SDoH and look at regulations around to assist those of us working [with] those citizens in need by not totally focusing on the diagnosis/DRG/chronic condition, but the whole person.”
- “How to locate and identify buyers of health -Plan and implementation for more partnerships for health initiatives -Address program in rural areas and how to address the population we serve”

Specific Content Areas (N=25)

There was a range of specific content areas participants wanted to learn more about. The most common topic was housing (n=8). Here are some of the responses related to this category:

- “Health current and current technology that is being used and potential expansion”
- “The populations that have multiple SDoH barriers from non compliant to asking or understanding why they are not "compliant"-i.e. SDoH How to the healthcare community (providers and payers)”
- “Access to healthy food Health priorities”
- “More around the development of affordable housing/healthcare training residents with skills for work how to begin”
- “Breakdown more of the topics and solutioning --housing, education, transportation, food, healthcare, bx health”
- “Affordable housing integrated into a health plan through leveraging medicaid dollars”
- “Social determinants pertaining to homeless or poverty living individuals and families”
- “Equity/racism/systems change (how to) Great intro Jon!”

Partnerships and Collaboration (N=16)

Several participants shared that they would like more information about partnerships and/or collaborations. Here are some of the responses related to this category:

- “Developing partnerships and operating agreements (i.e. what do we do when patient needs resources?)”
- “More gritty details about how successful partnership are born,how they grow,how to nurture and sustain them.”
- “Connecting more systems and health and SDoH conversation for example the education system”
- “How urban and rural areas can partner with each area”
- “How to coordinate to build partnerships with other programs and agencies”
- “Actual collaborative opportunities. Big opportunity for non-profits to share.”

Local Resources (N= 12)

Several participants expressed a desire for more AZ specific resources/local information. Here are some of the responses related to this category:

- “More creative ways to address locally -SDoH”
- “Focus only on what is happening in AZ!”
- “More local resources specifically for our members with SDoH problems (i.e. food banks, housing, behavioral health resources)”
- “More specific Arizona examples/contacts of agencies from different sectors wanting to work together/share resources”
- “What projects are taking place in AZ tackling on SDoH”

Similar Conference (N=7)

A handful of participants simply shared that they wanted a repeat of this conference or continue the discussion that was started. Here are some of the responses related to this category:

- “More info on this topic. - SDoH conference II”
- “More conferences on this topic. I think the police needs to be engaged also.”
- “I'd love to see another conference on this subject. There is so much to learn!”

Outcome Data (N=4)

A few participants expressed desire for outcome data as it relates to SDoH. Here are a couple of responses related to this category:

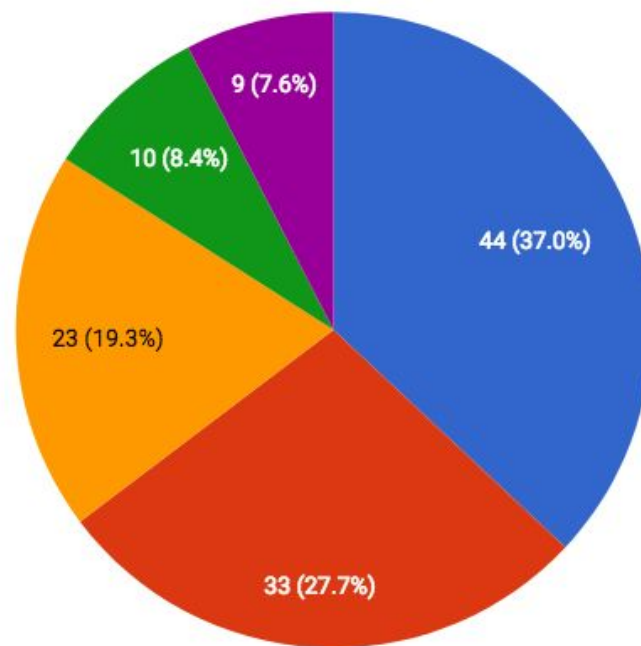
- “Health outcomes associated with current strategies short term outcomes”
- “Clinical/health outcome data related to programming addressing SDoH. Specific assessment tools.”

Q12: In the next 30 days, how do you plan to use the information gained in this conference? (N=119)

There was a total of **119 responses** to this question. All answers could be classified into 5 different categories:

How Will You Use Information in Next 30 Days

- Apply Knowledge to Current Work
- Share Information with Others
- Connect with Others
- Follow up with Resources Provided
- Miscellaneous Responses



Apply Knowledge to Current Work (N=44)

The most popular category of responses focused on applying information learned at the conference to their current work in some way. Here are some of the responses related to this category:

- “Not think about my field of healthcare as a silo anymore! Think more integrated care and food, transportation, housing, education.”
- “Working towards identifying ways in which our mental health agency can more effectively addresses SDOH.”
- “Working with my clients- assess the social determinants better to meet their needs and improve their health”
- “Incorporating more social determinants assessment questions in a hospital discharge assessment.”
- “Figure out how gather the data we need to plot a course forward”
- “Integrate more info or reference into current sdoh projects;reach to colleagues, some capacity building opportunities”
- “Inquire to our non profit hospitals on what they are using community benefits dollars on.”
- “Use this information to plan a current grant application and continue to plan a way to spread this awareness”
- “Build in content to an upcoming conference”
- “I will bring a laser focus on SDOH in improving health populations as a major goal in my non-profit”
- “Integrating conference info into grant application for title.”

- “To refer more of our members that are identified with the components of SDOH to get engaged in care management”
- “Looking at social determinants at my clinic and educating my staff accordingly”
- “Anticipate cross-departmental efforts around SDOH”

Share Information with Others (N=33)

Several participants committed to sharing this information with others including their staff, leadership or partners with whom they work. Here are some of the responses related to this category:

- “Share with coworkers and policy committee”
- “Share with this in our organization who make financial decisions”
- “1. Share org leaderships 2. Share my quality dept staff.”
- “Share resources with teammates to ensure we all have resources, increasing knowledge of SDOH and [implementing] knowledge regarding their influence in daily workflows”
- “Share the leadership at my organization.”
- “Teach my nursing students!”
- “Share with early childhood orgs”
- “I will first share it with co workers and it will help inform our organizations scope of work.”
- “Share it with Aetna medical at corporation level”
- “Share with my team and management. Change how we think about our role in this effort.”
- “Call a few community leaders that did not attend and give my summary of today's work and conversations”
- “Go back and share with coworkers (social workers and RNs) the information learnt.”

Connect with Others (N=23)

Several participants committed to connecting with others either that they met at the conference or those that relate to SDOH. Here are some of the responses related to this category:

- “Meet with other agencies or resources or community groups that can improve patient care”
- “Follow up contacts”
- “Reach out to potential organization and have coffee! Need another conference to build on this conference.”
- “Talk to people in related sectors (community health centers, FTF etc.)”
- “Looking to partner with other organizations to connect our patients to the resources that will address social determinants of health”
- “I plan to strategize with management team on how we can partner to do more meaningful work around SDOH”
- “Meeting with groups in Tucson to share info- read more about ideas/resources apply to own workflows”
- “To formulate a community support plan I will reach out to experts/leaders on the Live Well wheel.”

Follow Up with Resources Provided (N=10)

A handful of participants shared they would follow up with resources provided during the conference such as a website, book or idea. Here are some of the responses related to this category:

- “Researching or reviewing information and resources presented here to share with my patients as appropriate”
- “Do additional research on my own to see how Federal dollars can be better utilized in my city”
- “Look on connection page on buildhealthplaces.org to use in work- think outside the box!”
- “Get a dang Vitalyst grant like a unicorn”

Miscellaneous Responses (N=9)

There were a handful of miscellaneous responses that did not fit within the other categories. They ranged from not knowing what they would do with the information to gaining personal knowledge. Here are some of those responses:

- “Not sure yet. Please hold more conferences, especially with breakout sessions on some of the topics so people can truly connect with each other. To move group and work forward. Thanks for the great present us”
- “For personal knowledge, understand our members more”
- “I don't feel like I learned anything new or practical. Met some new people though.”
- “Unsure. Need to start one person at a time.”

Appendix A: Conference Evaluation Survey Questions

Please complete the following evaluation based on your conference experience, Your feedback is valued and appreciated!³

Which sector best represents your organization?

Healthcare Provider

Community-Based Organization

Health Insurance Plan

Affordable Housing Provider

Value-Based Network (e.g., ACO)

Other: _____

Government

Please check the box to indicate your response to each statement:

I have an increase understanding of...	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
...the current state of readmission data in Arizona.					
...active projects that are happening around the social determinants of health.					
...the national trends around the social determinants of health.					
...the Live Well Arizona initiative.					
I believe that the information, skills or insights I gained will help me.					
I feel equipped to engage in meaningful discussion with stakeholders from other sectors about social determinants of health.					

- **Would you be interested in attending a cross-sector convening around social determinants of health? YES or NO**
- **What is your biggest takeaway from this conference?**
- **What, if anything, would you change about this conference?**
- **What topics would you be interested in learning more about?**
- **In the next 30 days, do you plan to use the information gained from attending this conference?**

³ **Note:** This is not the originally formatted version. This is a replica simply providing an overview of the survey questions.