



# Social Determinants of Health and its Impact on Patient Experience

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# Objectives

Understand the importance of social determinant of health

Identify the components of social determinants of health

Increase awareness of racial and health disparities in healthcare

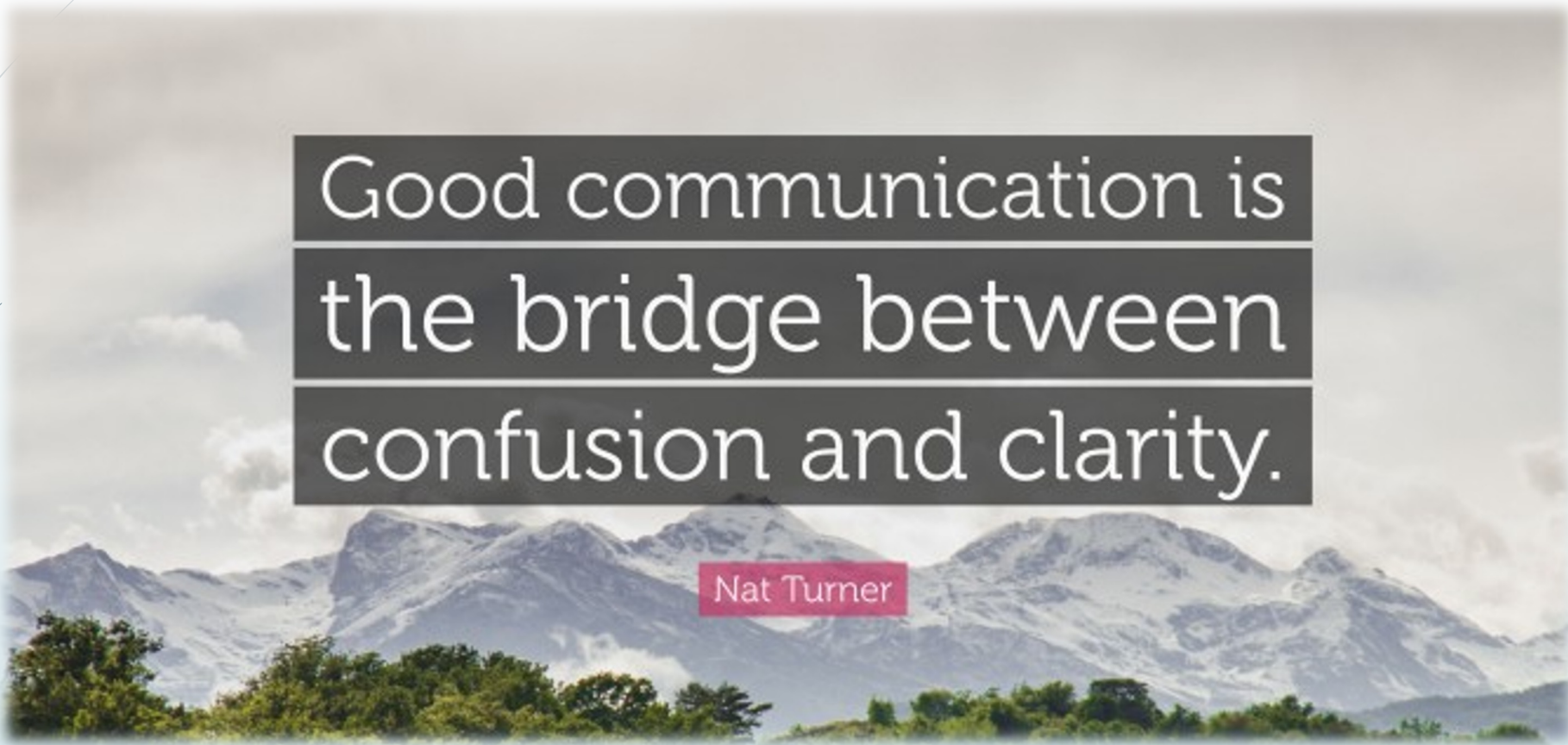
Learn how healthcare providers can address social determinants of health

Learn practical patient engagement strategies



Good communication is  
the bridge between  
confusion and clarity.

Nat Turner





# Differing Views but Common Goal

Improving Cultural Sensitivity



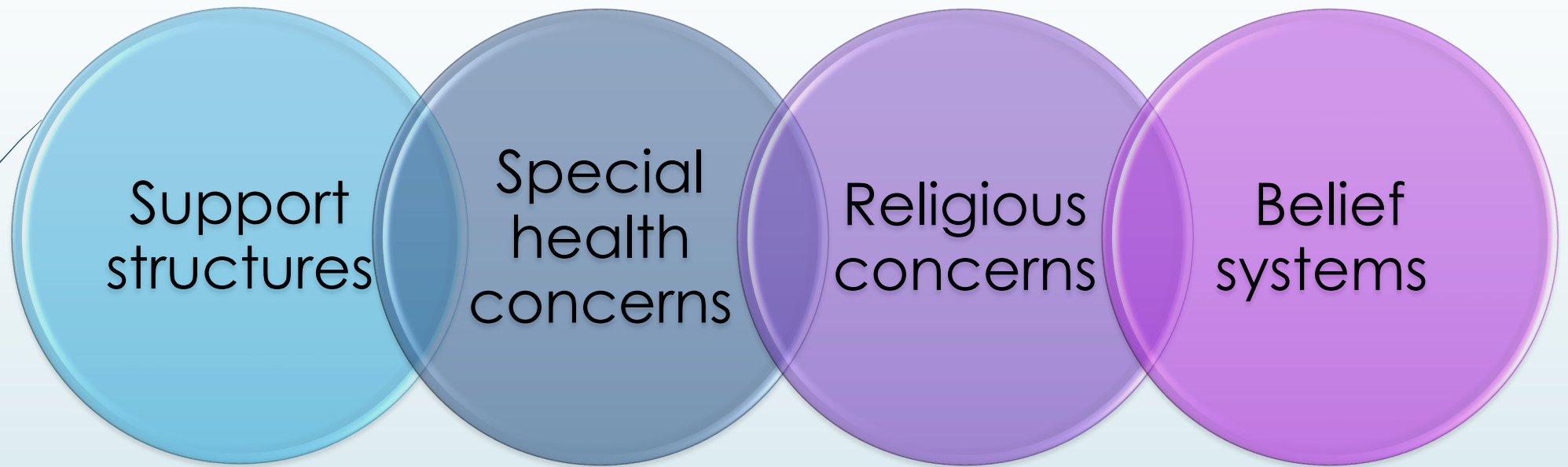
# Cultural Sensitivity

The awareness that differences between people exist, without assigning a value to them

It is not just culture, but race, religion, gender, ethnicity, and sexual orientation

To deliver culturally competent care, we should be able to identify how a patient's experiences are influenced by culture

# Considered Cultural Factors



# Steps for Improving Cultural Competence

## Individual Level

- Perform Self-Assessment
- Address Personal Biases and Prejudices
- Acknowledge the Differences
- Ask Permission Instead of Lecturing
- Develop Appropriate Interventions

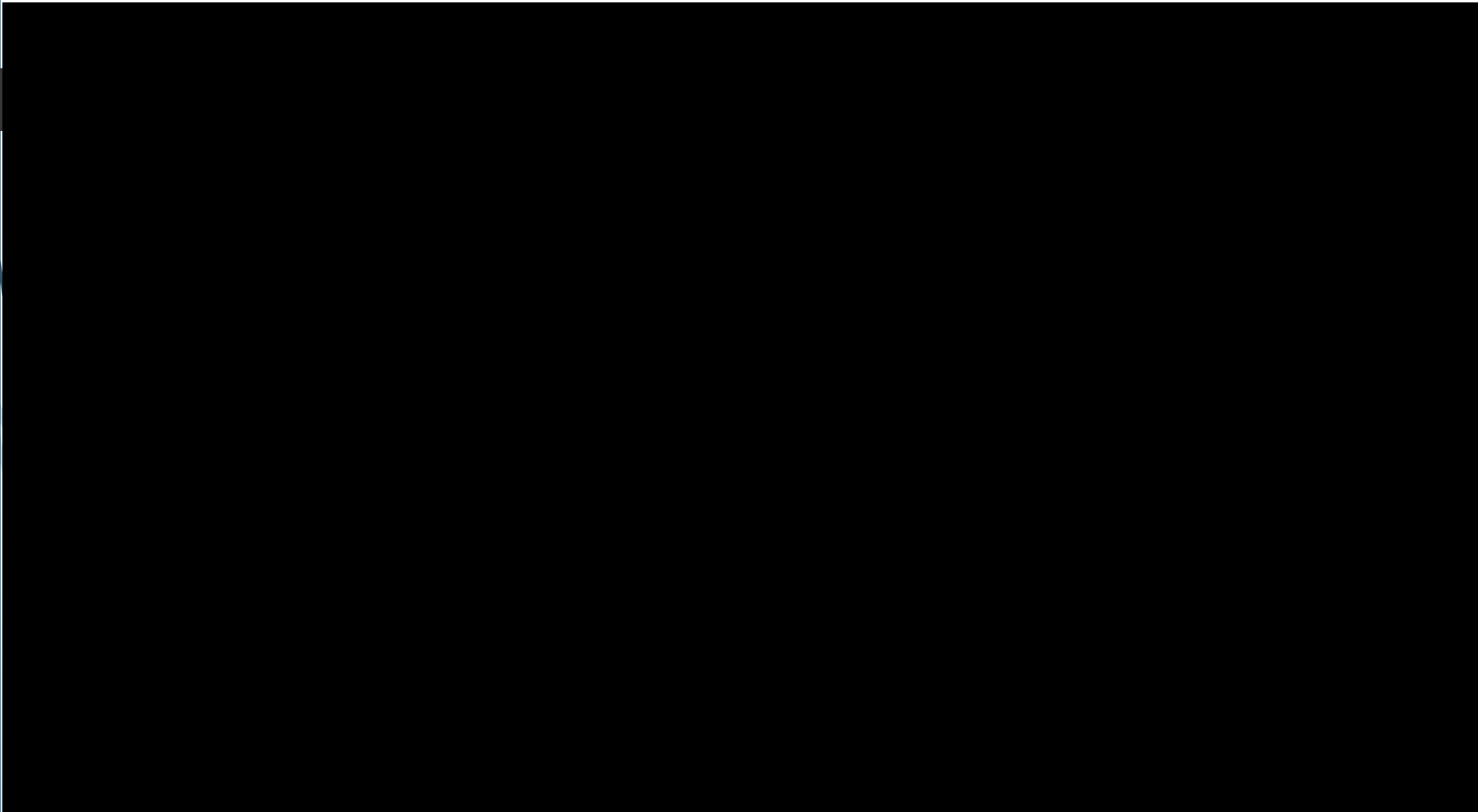
## Institutional Level

- Address Access to Culturally Appropriate Services
- Engage and Empower Ethnic Communities
- Create Standards of Practice

# What are Social Determinants of Health (SDOH)?







Social determinants of health (SDOH) are the conditions in the environments where people are born, live, learn, work, play, worship, and age that affect a wide range of health, functioning, and quality-of-life outcomes and risks.



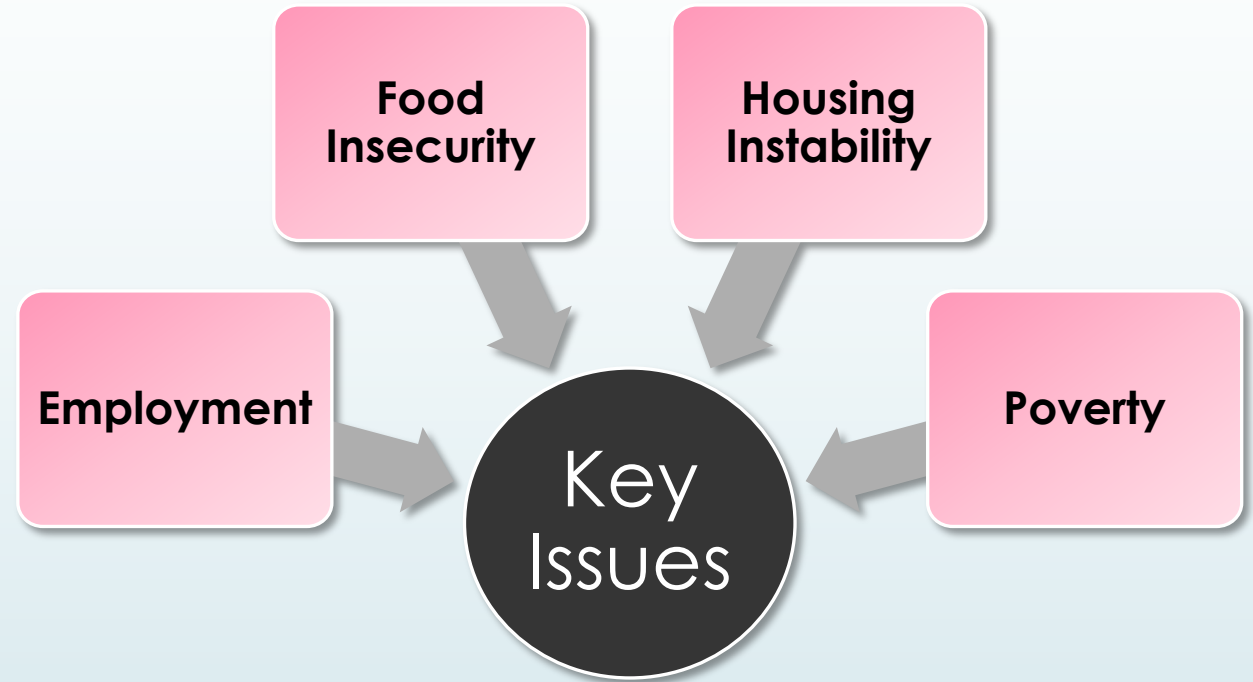
# Economic Stability

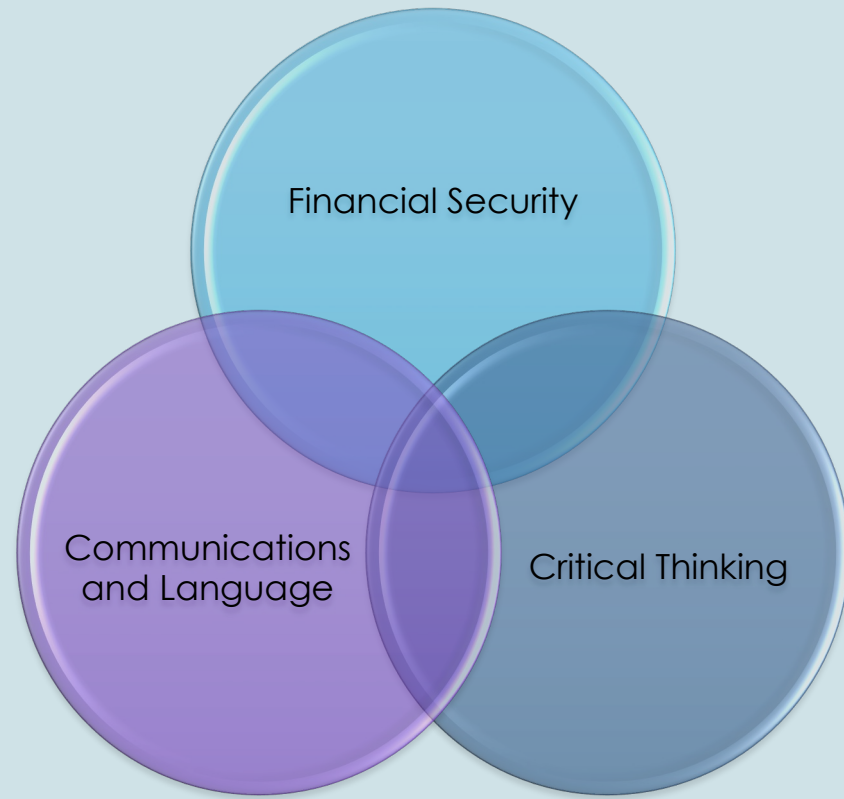
1/3 of the household live below the federal poverty level.

38% of the adults have been unemployed for 46 weeks or longer

1 in 5 do not have a vehicle

78% of spends 30% of their income on housing cost.





To address disparities in communication abilities, stakeholders can provide programs to ensure all patients, regardless of their language, understand their plan of care, medications prescribed, and symptoms to monitor

Social Determinants of Health: Education Access and Quality - myNEXUS® ([mynexuscare.com](http://mynexuscare.com))

## Education Access and Quality

# Healthcare Access and Quality

## Inadequate Health Insurance Coverage

- Out of pocket medical care costs
- Less likely to receive preventive services

## Inconvenient or unreliable transportation

## Limited availability of health care resources

# Neighborhood Built and Environment



IN THE U.S., "MANY URBAN AND SUBURBAN ENVIRONMENTS ARE NOT WELL DESIGNED TO FACILITATE HEALTHY BEHAVIORS OR CREATE THE CONDITIONS FOR HEALTH.



CONVENIENCE STORES AND ESTABLISHMENTS THAT SERVE FAST FOOD MAY VASTLY OUTNUMBER GROCERY STORES WHERE PEOPLE CAN PURCHASE NUTRITIOUS FOOD" (PERDUE ET AL., 2003 PARA. 9).

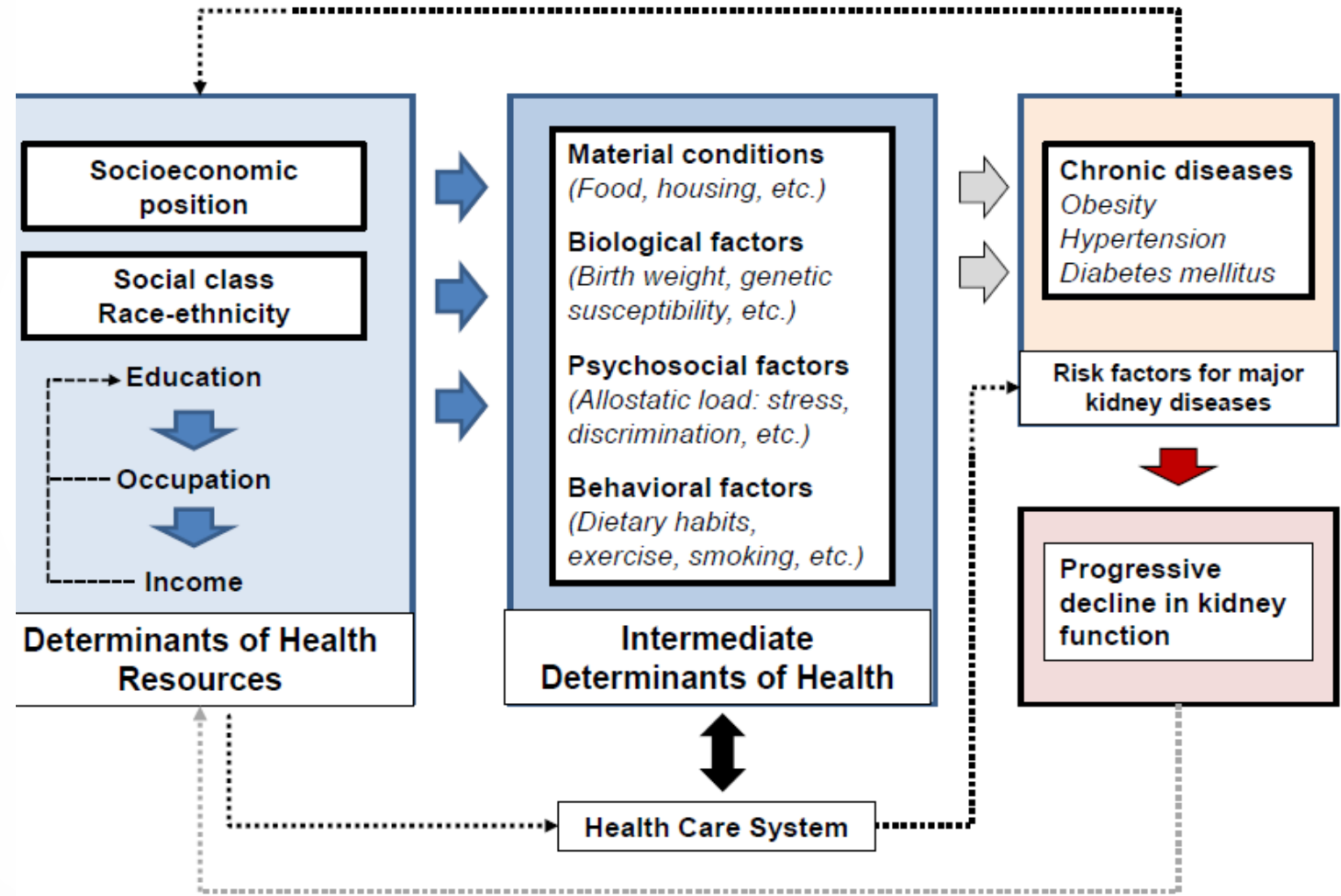


LIQUOR STORES MAY ALSO INFLUENCE UNHEALTHY BEHAVIORS (GOMEZ ET AL, 2015).



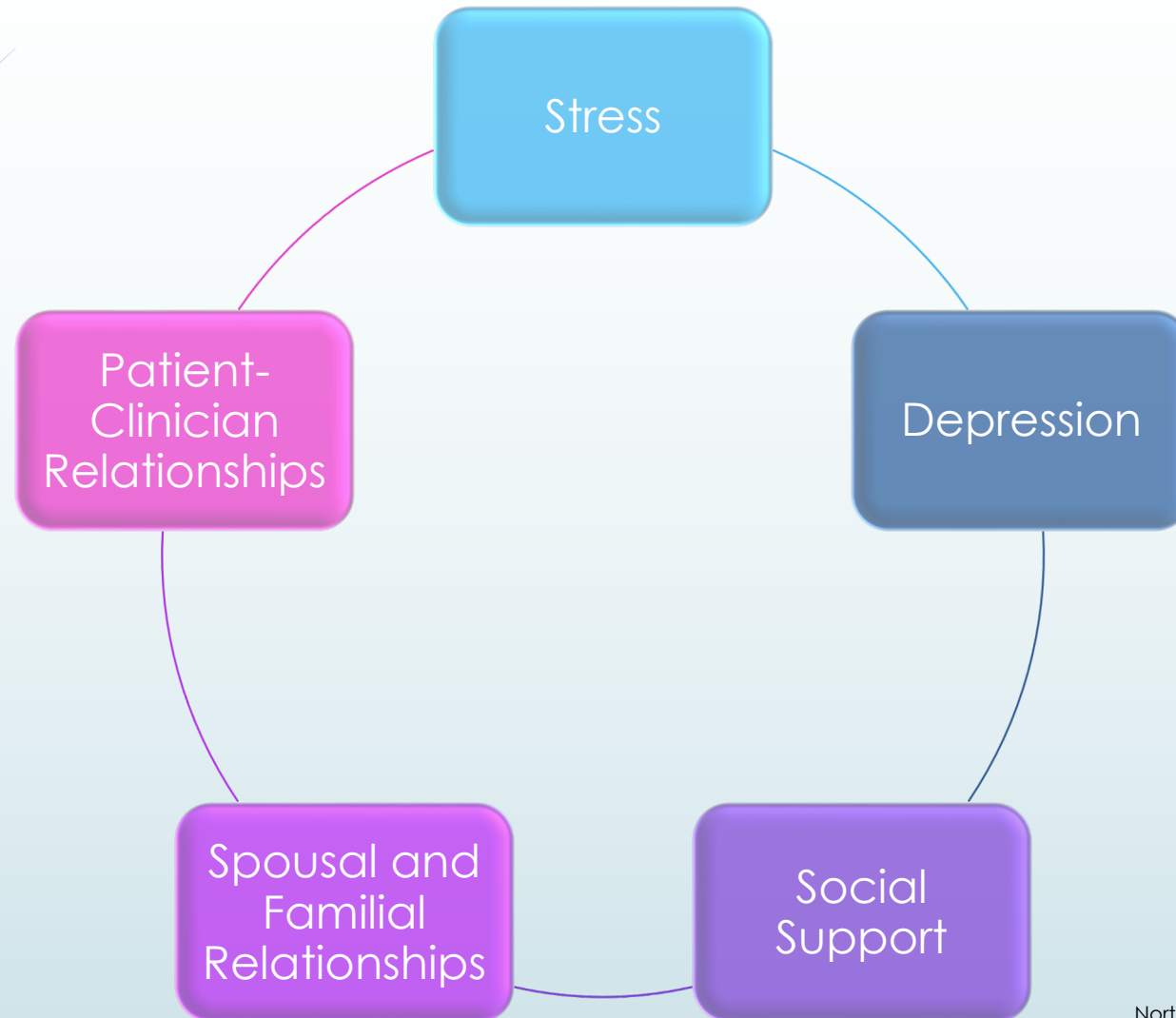
COMMUNITY AMENITIES SUCH AS GROCERY STORES, PARKS, GYMS, AND WALKING TRAILS PROMOTE HEALTH BY INCREASING LEVELS OF PHYSICAL ACTIVITY AND ACCESS TO HEALTHY FOOD (GOMEZ ET AL, 2015).

# Social Determinant of Health and Nephrology



■ Hall, Y. (2018). Social determinants of health: Addressing unmet needs in nephrology. *American Journal of Kidney Disease*, 72(4), 582-591.

# Psychosocial Factors impacted by SDOH

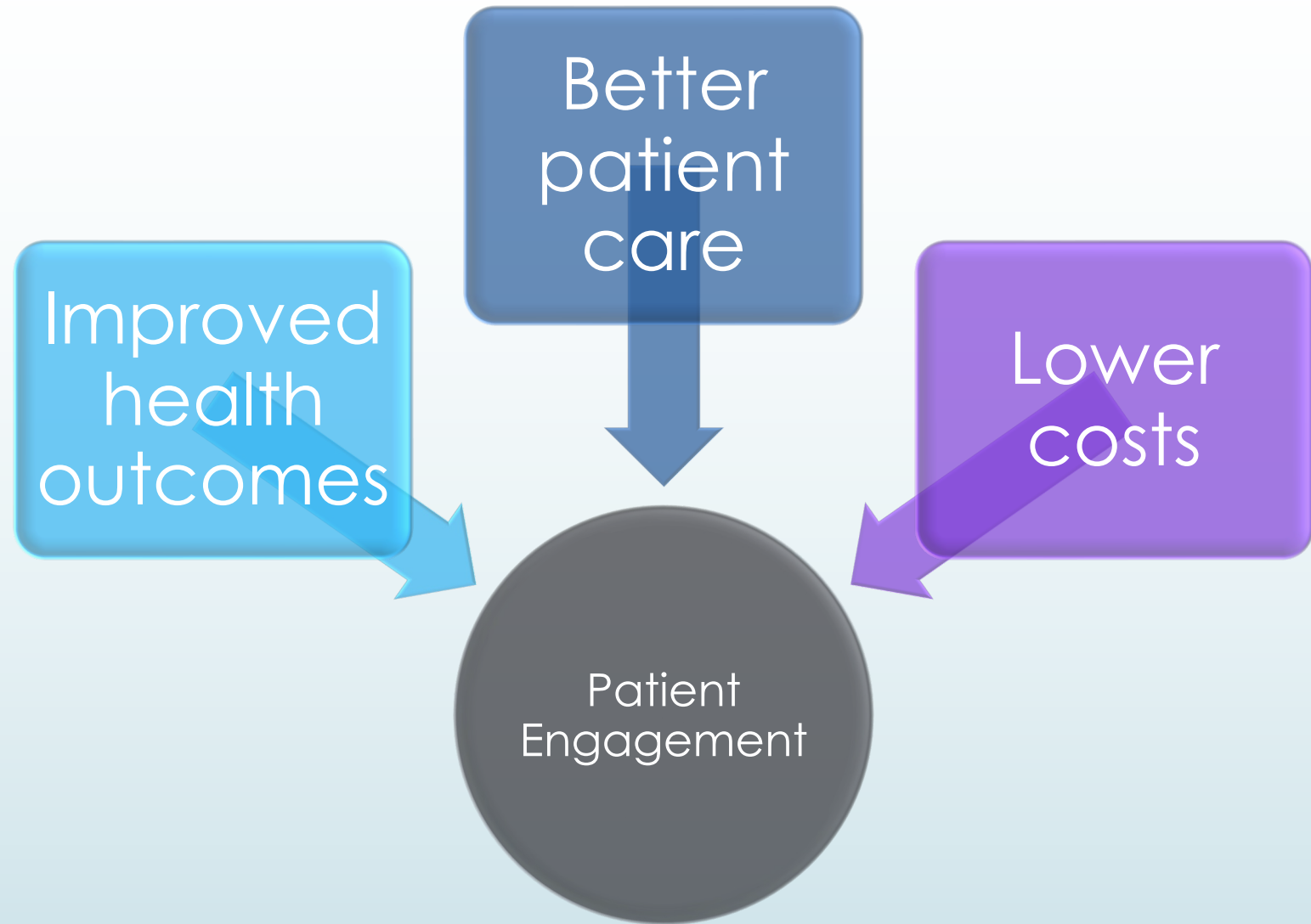


Norton, J., Moxey-Mims, M., Eggers, P., Narva, A., Star, R., Kimmel, P., & Rodgers, G. (2016). Social Determinants of Racial Disparities in CKD. *Journal of American Society Nephrology*, 27, 2576-2595.





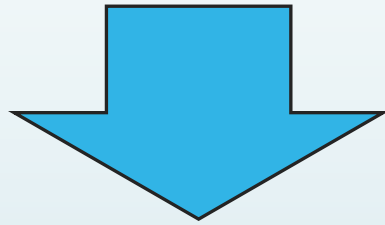
What Can We  
Do to Improve  
Patient  
Experience?



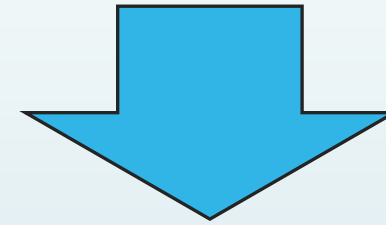
# Promoting Patient Engagement



Actively promote patient involvement in his/her own care.



Encourage each patient to set at least one personal goal for his/her plan of care.



Setting personal goals is important to achieving quality of life and good clinical outcomes.

# Keys to Patient Engagement



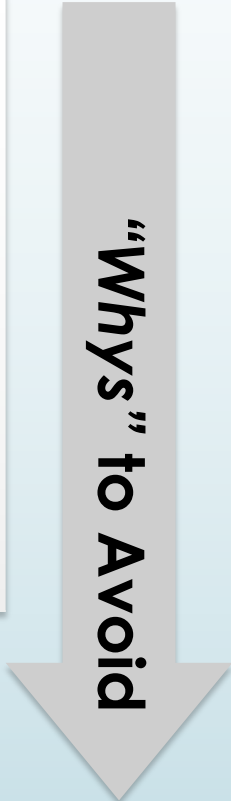
# Not all “Whys” are Created Equal



## **“Whys” to Rely On**

Why might you...?  
Why would it be good for you to...?  
Why could it work for you to...?  
Why might it benefit you...?  
Why might you want to...?  
Why might you decide to...?

Why don't you...?  
Why haven't you...?  
Why wouldn't you...?  
Why can't you...?  
Why shouldn't you...?  
Why couldn't you...?  
Why aren't you...?



## **“Whys” to Avoid**

# Informing



Slow Down and  
Progress Can be  
Quicker



Consider the  
Broader Priorities of  
the Patient



Consider the  
Amount of  
Information



It's a Person Not an  
Information  
Receptacle

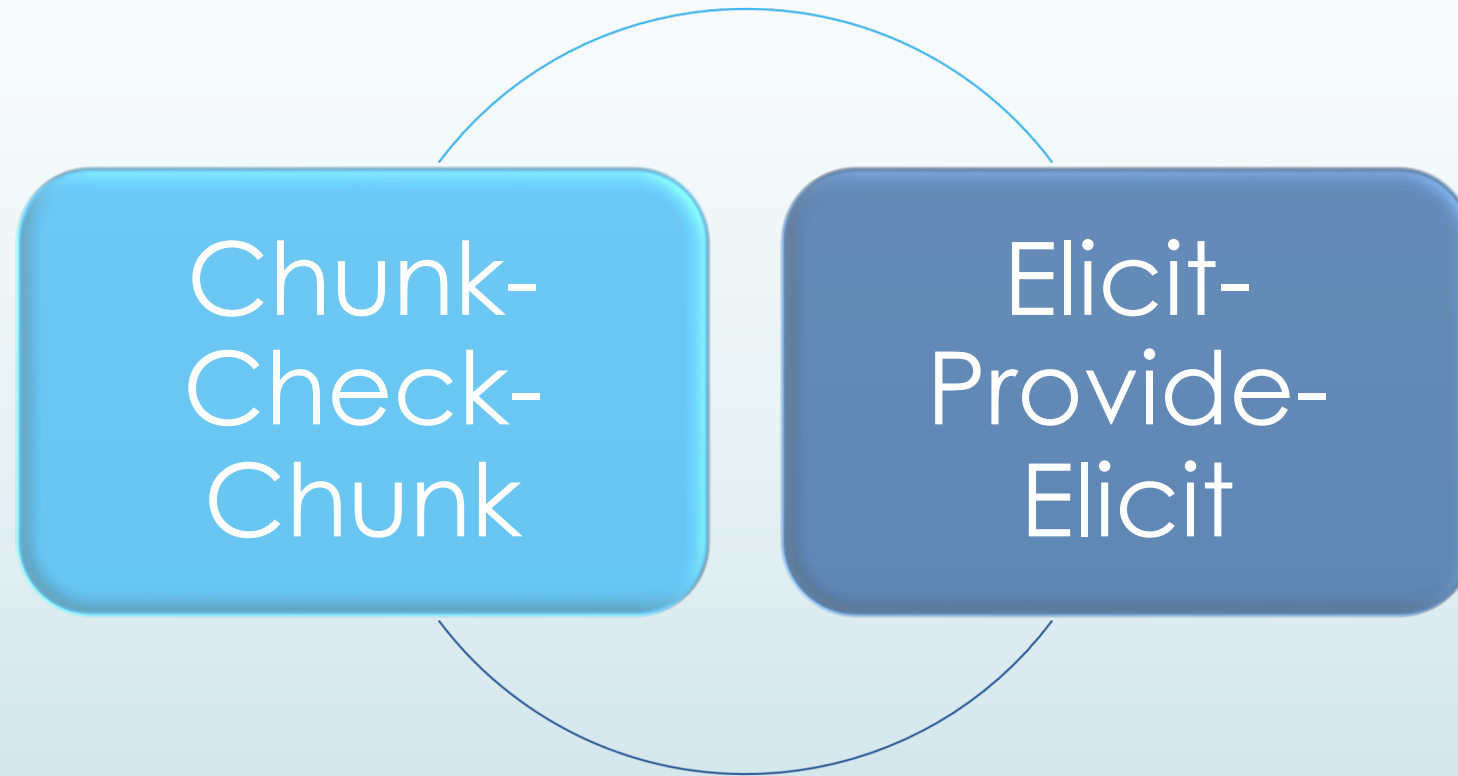


Positive Messages  
Matter



Deliver Information  
with Care

# Two Informing Strategies



# Cultural Awareness is Important



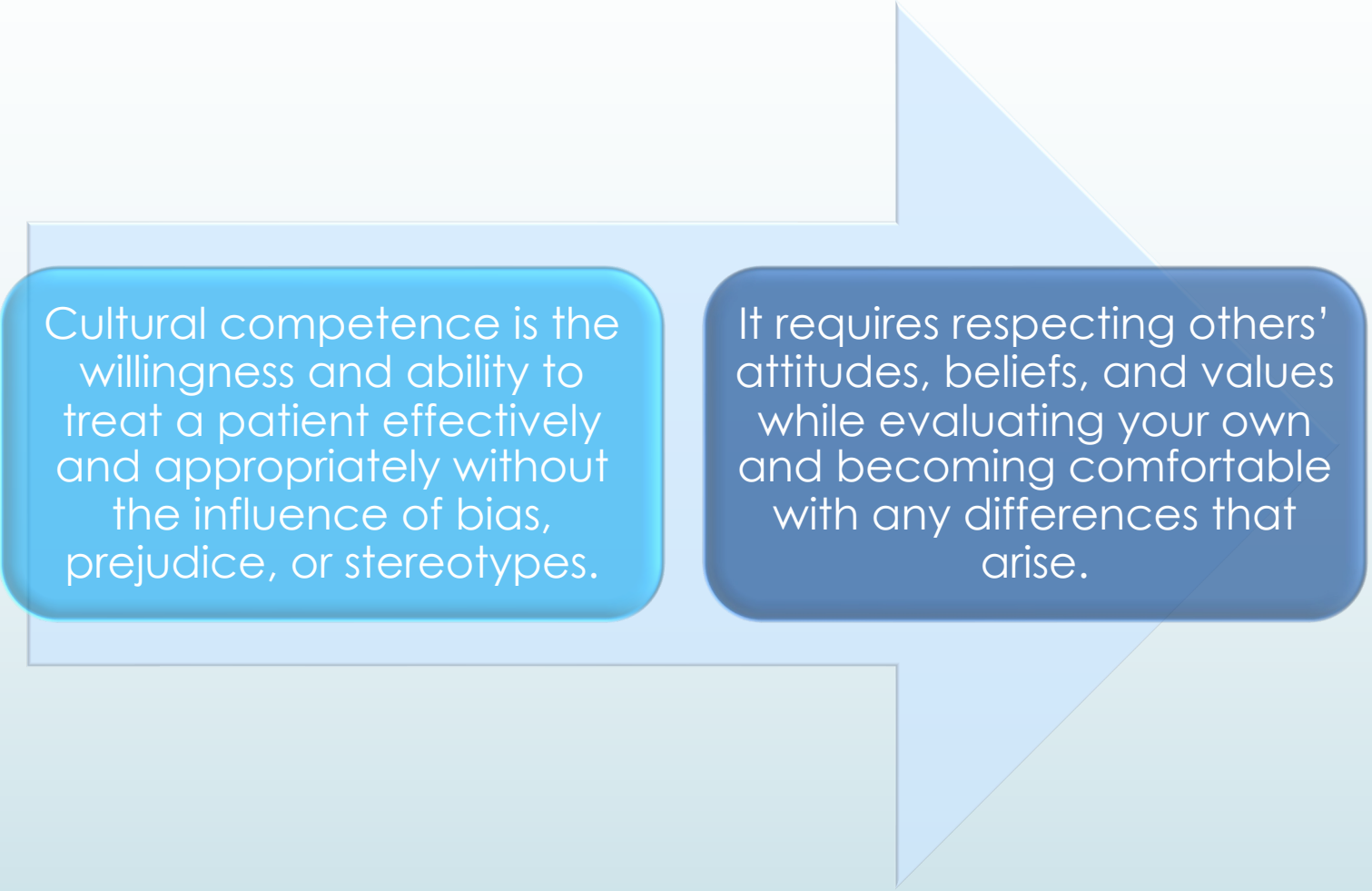
In healthcare, culturally appropriate guidelines are essential

The absence of cultural competence among interdisciplinary team may perpetuate health inequities and disparities among marginalized and diverse communities



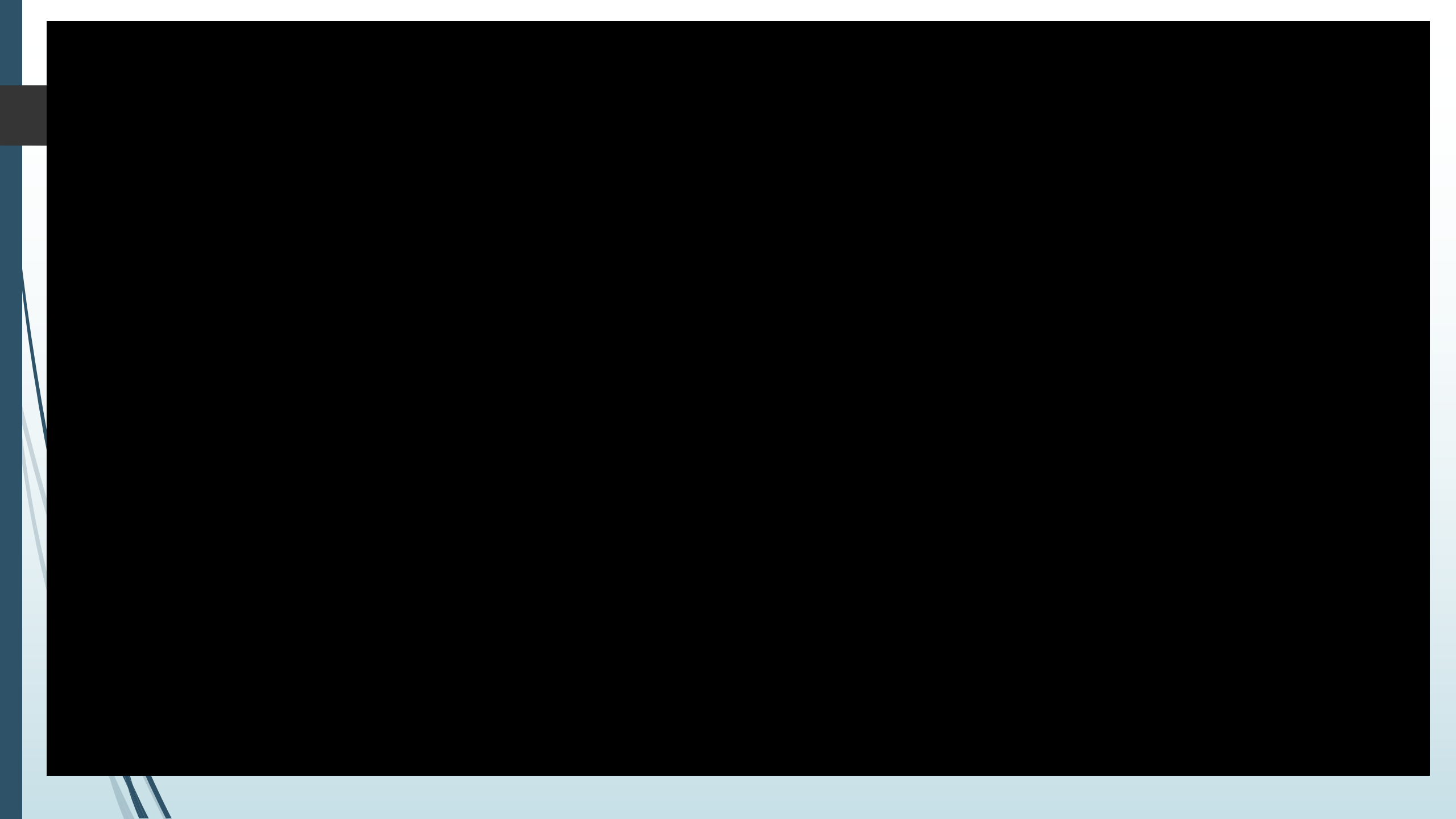


# Cultural Competence

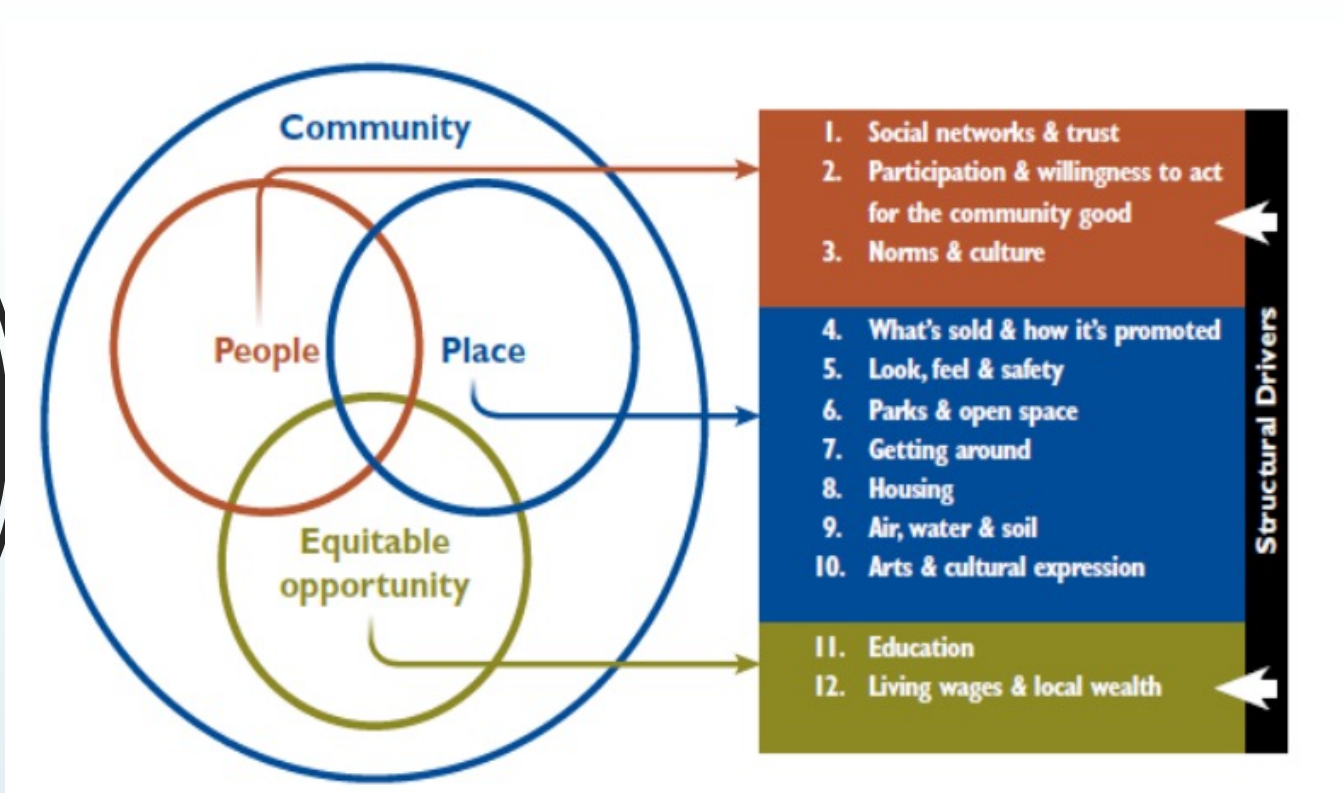


Cultural competence is the willingness and ability to treat a patient effectively and appropriately without the influence of bias, prejudice, or stereotypes.

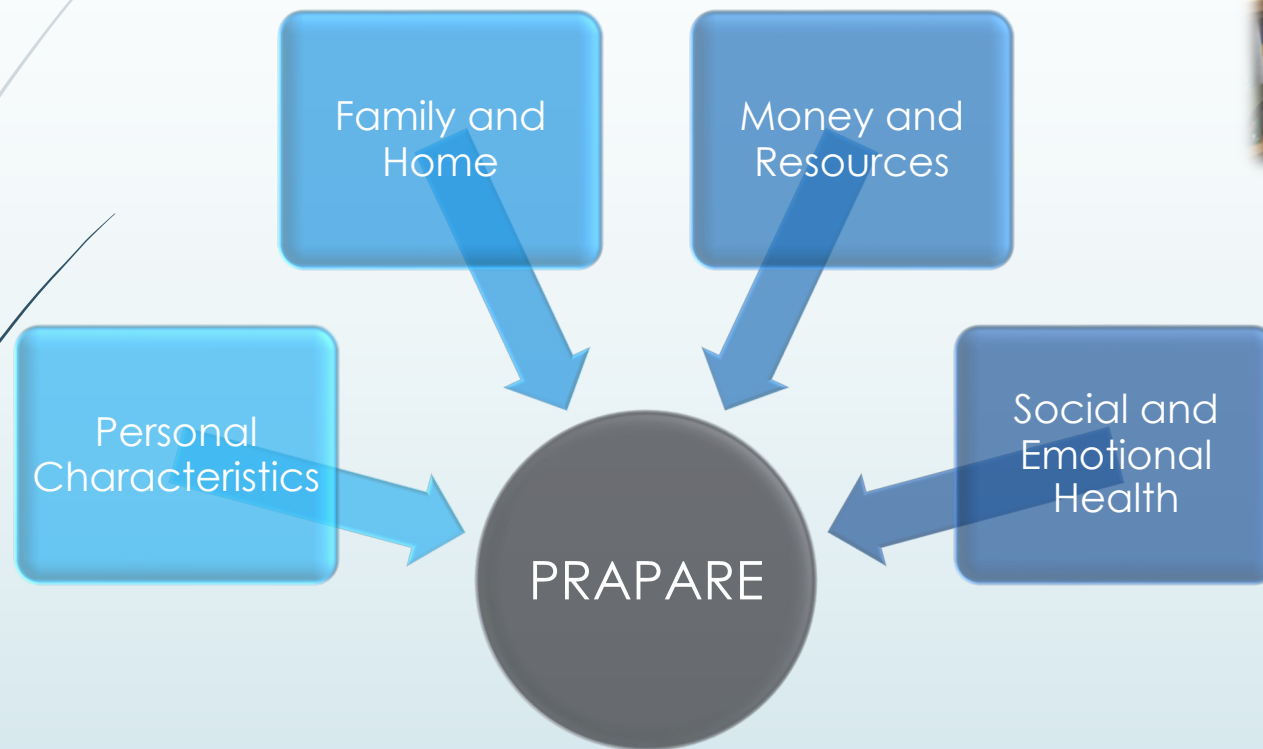
It requires respecting others' attitudes, beliefs, and values while evaluating your own and becoming comfortable with any differences that arise.




# THRIVE: Tool for Health and Resilience in Vulnerable Environments



THRIVE: Tool for Health & Resilience In Vulnerable Environments  
| Prevention Institute





“Don’t ask permission to help improve the lives of the people and communities you’ve pledged to serve. Instead, march through the doors of red tape, make bold moves, and usher in access.”

**Bernard J. Tyson**  
Former CEO of Kaiser Permanente





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