

Raleigh Pediatric Associates

 16 providers, 2 locations in the Raleigh, NC area

 Phreesia user since May 2016

Large pediatrics group uses Phreesia to address patients' unmet social needs

Raleigh Pediatrics, a two-location practice that serves more than 22,000 patients, is committed to providing compassionate, high-quality care, including to those who are vulnerable and have unmet social needs. Approximately 15% of the organization's patients and their families receive Medicaid assistance. So when the North Carolina Department of Health and Human Services announced Healthy Opportunities, an Initiative to address the area's non-medical drivers of health, Raleigh Pediatrics joined the statewide effort.

The organization uses Phreesia to automatically deliver North Carolina's standardized health-screening tool during intake to ask patients and their families about social drivers of health, such as food insecurity and affordable housing. Raleigh Pediatrics also employs a care coordinator who monitors patient and family responses and provides follow-up support for those in need.

After just one day of screenings, the care coordinator identified three mothers who were struggling to afford baby formula. The care coordinator says she often sees mothers who have trouble breastfeeding and decide to feed their babies with formula. However, when they realize the cost of formula, they start buying less food for themselves, which further hinders their ability to breastfeed. Phreesia's intake solution allows Raleigh Pediatrics to continue to identify those mothers who need help purchasing formula so they no longer have to choose between adequately feeding their babies or feeding themselves.

“Prior to using Phreesia's Social Determinants of Health screening tool, we had no way of knowing if patients were struggling to pay for food unless they shared that with us voluntarily. Now, we use Phreesia to screen patients for these needs during online mobile check-in, which offers them a greater level of privacy to answer sensitive questions, and is a critical reason why the screenings have been so effective.”

— Sarah Holder, RN, Clinical Director,
Raleigh Pediatric Associates

KEY RESULTS

(in the first 10 months of delivering North Carolina's Standardized Social Determinants of Health Screening Questions)

15K+

patients and families screened for social determinants of health

4%

of patients and families indicated they had one or more unmet social needs

50%

of those patients indicated they struggle with food insecurity

206

patients were identified with an immediate need