

NorthShore Health Centers

 46 providers, 6 locations across northwest Indiana

 Phreesia user since October 2018

FQHC Captures SDOH Data and Meets Quality Measures with Phreesia

In May 2018, NorthShore Health Centers, a federally qualified health center (FQHC), began screening patients for social determinants of health (SDOH) to better understand their needs and connect them to community resources. NorthShore also used the screenings to capture the quality data required to become a Patient-Centered Medical Home (PCMH) and to participate in the Indiana Primary Health Care Association (IPHCA) PRAPARE Collaborative.

At that time, NorthShore's administrative staff had to verbally screen new patients for SDOH using questions from the Protocol for Responding to and Assessing Patients' Assets, Risks and Experiences (PRAPARE) screening tool and then manually enter their responses into the EHR. If patients' responses indicated that they faced certain SDOH risks, the staff would have to search online for relevant community resources and then coordinate referrals, all before the end of the visit. Additionally, at the end of every month, an internal analyst would review population-level SDOH results for quality reporting.

Using Phreesia now allows NorthShore to deliver automated annual SDOH screenings to patients, at scale. Staff have immediate access to the results and Phreesia automatically generates the appropriate community resource guides for patients before they leave, connecting them to the right support services faster and more effectively. Phreesia also helps Northshore capture quality data more efficiently to meet PCMH and IPHCA reporting requirements.

KEY RESULTS

10K

Number of patients screened in the first three months using Phreesia, compared with 1,030 patients screened verbally in the previous three months

71%

Percentage of patients who identified as having one or more unmet social needs

32%

Percentage of patients identified as needing support finding employment

10-15

Minutes of staff time saved per patient by using Phreesia for SDOH screening and reporting

“When we screened patients face-to-face, they often felt judged and embarrassed answering such personal questions. Now they have a private, secure environment to answer these questions more honestly.”

— Rachel Mullins, MHA,
Director of Practice Improvements,
NorthShore Health Centers