Demo Clinic
PARTNERme Screener Report

2021

VisibleNetworkLabs

With funding from the [funders], Visible Network Labs (VNL) worked with staff and providers from two integrated pediatric care clinics in [location]. Demo Clinic is known for their use of innovation in providing care for families, and open to new technologies and approaches for provided whole person care. In partnership with the clinic, VNL has integrated PARTNERme into their workflow to assess how adverse social connectedness can be addressed in a primary care setting.

THE PROBLEM WE ARE TRYING TO SOLVE

While we know that a family's social support network influences health and wellness outcomes, it is nearly impossible for a busy health care provider to know what to ask to understand if their patients are at high risk for adverse social connectedness, loneliness, or social isolation.

THE SOLUTION WE IMPLEMENTED

PARTNERme solves this problem by providing an interactive, quick way to screen for social needs, including social connectedness during patient visits, provides a way to quickly visualize that patient family's personal support network, and link families to resources based on the findings.

PARTNERme was designed to honor what we have learned from thousands of hours of research, interviews, and data analysis - that people know best what they need. Together this solution uses systems mapping, network science, analytics, and insights to visualize how health and public health systems convene and organize coordinated systems of care for families.
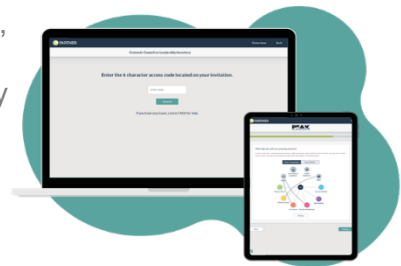
PARTNERme MEASURES

PARTNERme adds an innovative approach using social network methodology. Social network questions characterize personal support networks including both formal and informal members important in caring for the patient or their families, the quality and function of those relationships, and the coordination within this support network. The assessment gathers information on the personal support/service networks of patient families including services they need, identification of organizations/individuals in their personal support networks, and perceptions of those organizations/individuals in terms of trust, support, importance, and networking.

Dependency and Trust in the personal network surveys is assessed using a variation of the two questions asked in the Survey. Specifically, patient families respond to the following questions:

• To what degree do you depend on this person/organization?

• To what degree do you trust this person/organization to help you when you need it?

Demographics

NUMBER OF SCREENERS

Between March and May 2021, Demo Clinic implemented PARTNERme within its clinical workflow for patients scheduled for health visits. Parents of the patients were screened on 24 questions around their most pressing needs and their social support network. The PARTNERme screener was modified using Demo Clinic Family Needs Screener.

72

patient families were screened from
*March 3rd to May 21*
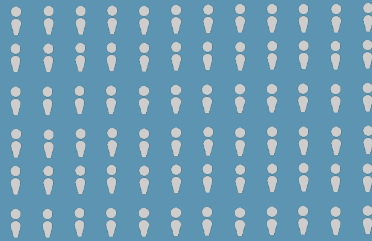
LONELINESS SCORE

The Loneliness Score was developed from the Revised UCLA Loneliness Scale. Three questions are rated on a 3-point scale: 1 = Hardly Ever; 2 = Some of the Time; 3 = Often. All items are summed to give a total score. Scores are out of possible 9 points. The higher the score, the more the patient is at risk of social isolation.

4.78/9

Average Loneliness Score across 72 patient families screened
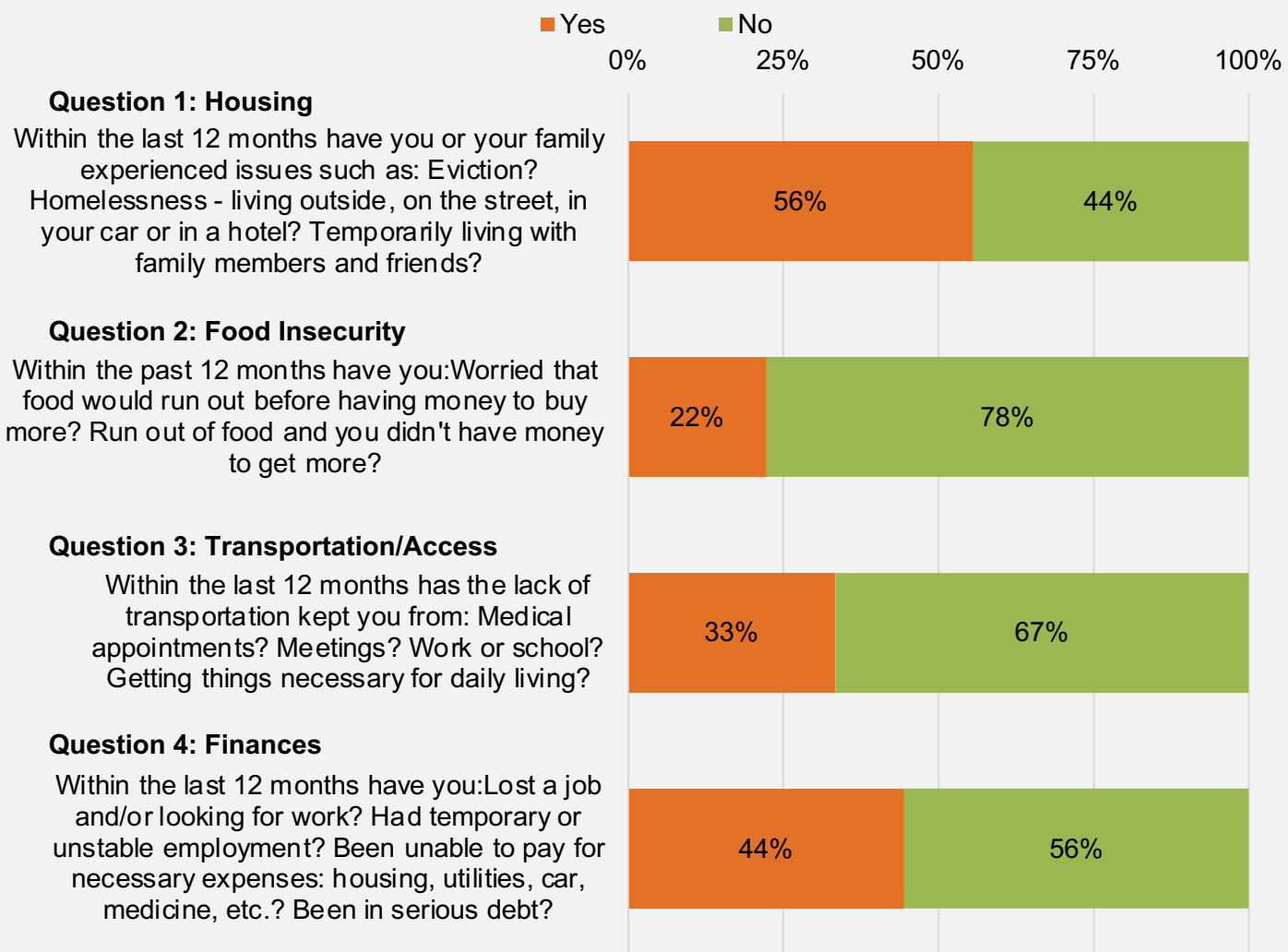
Distribution of Loneliness Score
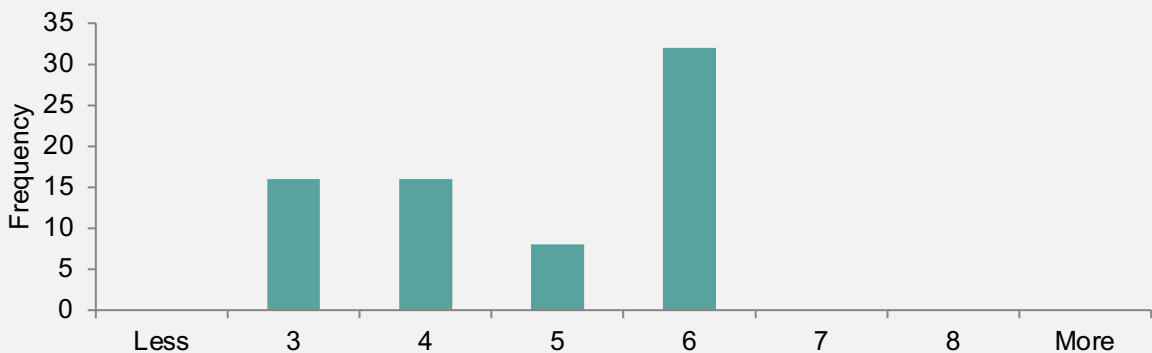
Social Determinants of Health Needs

Patient families were asked to indicate if they have had experienced any issues with accessing any of the following: housing; food insecurity, transportation/access, and finances.

Over half percent of the patient families screened experienced some concern around housing within the last 12 months and a little less than half experienced some finances troubles. A third of patient families also screened positive for food insecurity and transportation/access concerns.
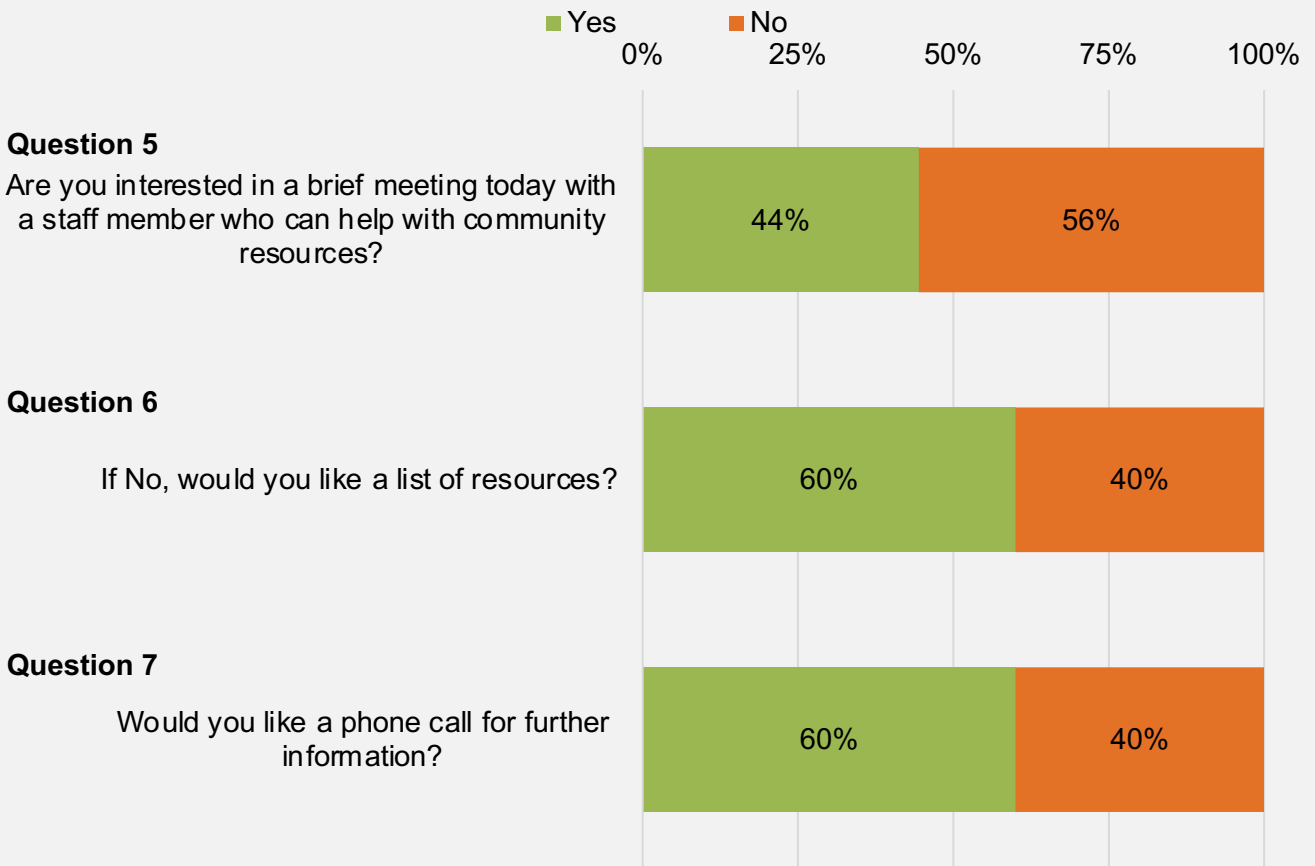
72 patient families reported for these questions (Questions 1-4)

■ Yes   ■ No

| | 0% | 25% | 50% | 75% | 100% |

Question 1: Housing
Within the last 12 months have you or your family experienced issues such as: Eviction? Homelessness - living outside, on the street, in your car or in a hotel? Temporarily living with family members and friends?

Yes: 56%   No: 44%

Question 2: Food Insecurity
Within the past 12 months have you:Worried that food would run out before having money to buy more? Run out of food and you didn't have money to get more?

Yes: 22%   No: 78%

Question 3: Transportation/Access
Within the last 12 months has the lack of transportation kept you from: Medical appointments? Meetings? Work or school? Getting things necessary for daily living?

Yes: 33%   No: 67%

Question 4: Finances
Within the last 12 months have you:Lost a job and/or looking for work? Had temporary or unstable employment? Been unable to pay for necessary expenses: housing, utilities, car, medicine, etc.? Been in serious debt?

Yes: 44%   No: 56%

Interest in Community Resources

Patient families were asked to indicate if they would be interested in receiving community resources. 44% of patients were interested in a brief meeting on the day with a staff member to help with resources. And among those who weren't interested in a meeting on the day, 60% would still like to receive a list of resources and 60% would like a phone call for further information.

72 patient families reported Questions 5, while 5 patient families reported Questions 6 and 7

■ Yes   ■ No

| | 0% | 25% | 50% | 75% | 100% |

Question 5

Are you interested in a brief meeting today with a staff member who can help with community resources?

Yes	No
44%	56%

Question 6

If No, would you like a list of resources?

Yes	No
60%	40%

Question 7

Would you like a phone call for further information?

Yes	No
60%	40%

Patient Family Demographics

Two thirds (67%) of patient families identify as female, 22% identify as male, and 11% prefer not to answer. Meanwhile, patient family household size ranges from 3 to 5, and all patient families have someone under the age of 19.

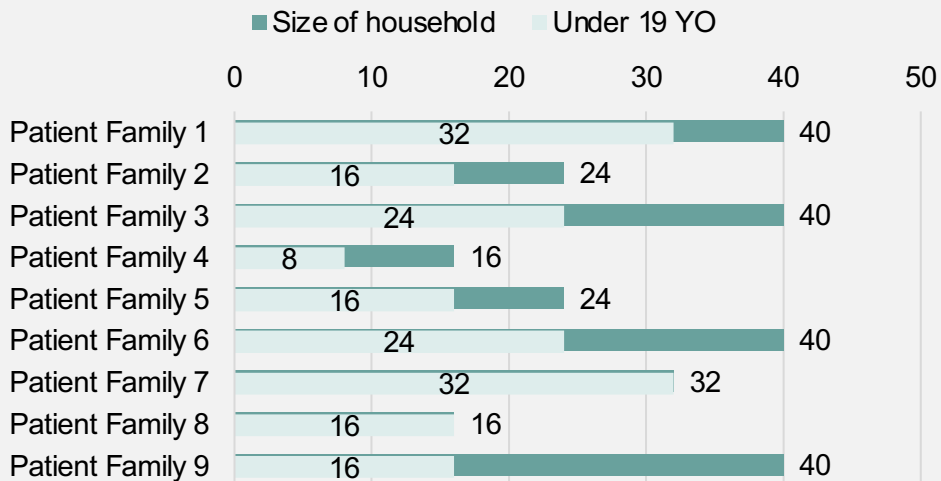## Question 8: To which gender identity do you most identify?

72 patient families reported this question

Prefer Not to Answer
8…

Male
16
22%

Female
48
67%
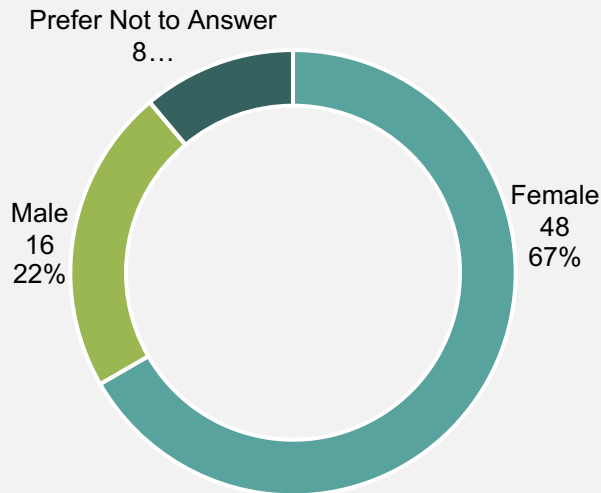
Question 9: How many people live in your home (including you)?
Question 10: Of those in your home, how many are under the age of 19?

72 patient families reported these questions

■ Size of household   ■ Under 19 YO

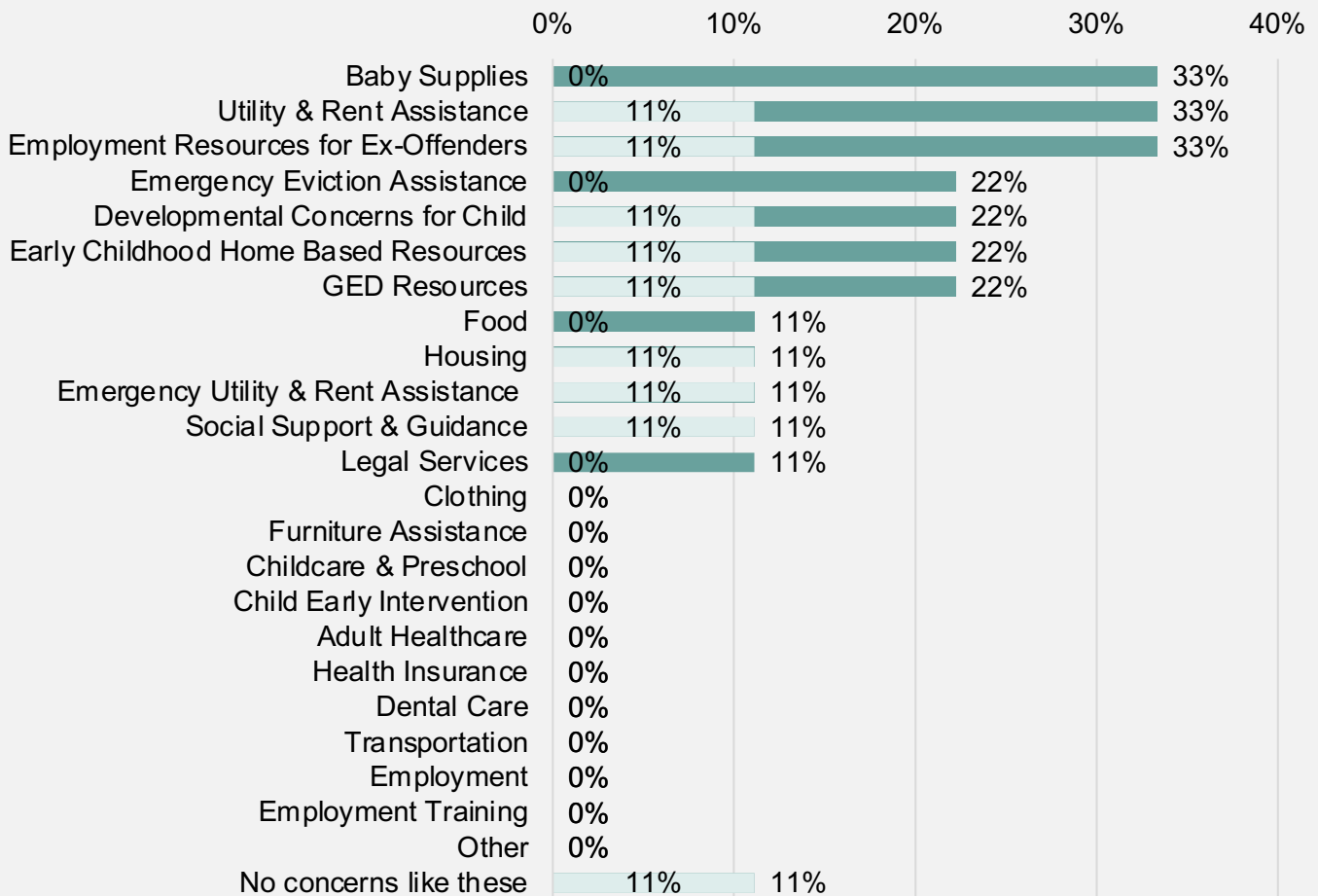| Patient Family	Under 19 YO	Size of household
Patient Family 1	32	40
Patient Family 2	16	24
Patient Family 3	24	40
Patient Family 4	8	16
Patient Family 5	16	24
Patient Family 6	24	40
Patient Family 7	32	32
Patient Family 8	16	16
Patient Family 9	16	40

Most Pressing Social Determinants of Health Needs

Patient families were asked to describe their most pressing concerns and most immediate need. Patient families most frequently indicated they had concerns related to utility & rent assistance (33%) and Employment Resources for Ex-Offenders (33%). Of the concerns indicated, the most immediate needs indicated by patient families varied with each patient family choosing a different immediate need. All the patient families who indicated furniture assistance, emergency utility & rent assistance, and social support & guidance as concerns also indicated it as their most immediate need they have right now.

Question 11: Which of the following are your most pressing concerns for your family at this time? (Select all that apply)

Question 12: Of the pressing concerns you chose, which is the most immediate need you have right now?

72 patient families reported for these questions

Category	Value 1	Value 2
Baby Supplies	0%	33%
Utility & Rent Assistance	11%	33%
Employment Resources for Ex-Offenders	11%	33%
Emergency Eviction Assistance	0%	22%
Developmental Concerns for Child	11%	22%
Early Childhood Home Based Resources	11%	22%
GED Resources	11%	22%
Food	0%	11%
Housing	11%	11%
Emergency Utility & Rent Assistance	11%	11%
Social Support & Guidance	11%	11%
Legal Services	0%	11%
Clothing	0%	
Furniture Assistance	0%	
Childcare & Preschool	0%	
Child Early Intervention	0%	
Adult Healthcare	0%	
Health Insurance	0%	
Dental Care	0%	
Transportation	0%	
Employment	0%	
Employment Training	0%	
Other	0%	
No concerns like these	11%	11%

Map of Patient Needs

A constellation of pressing concerns may impact how a family is able to coordinate and manage care.

In the figure below, patient families are represented by the green circles and pressing concerns are the larger blue circles. Patient families tended to have multiple pressing concerns. Many had pressing concerns related to housing, utilities, and rent were among the most frequently identified needs. Recognizing need patterns is important to providing care to these families. Furthermore, understanding the full context of a family can be critical to ensuring that the care provided to a patient is family-centered and effective.

Legend:
- Family identified concerns
- Patient families
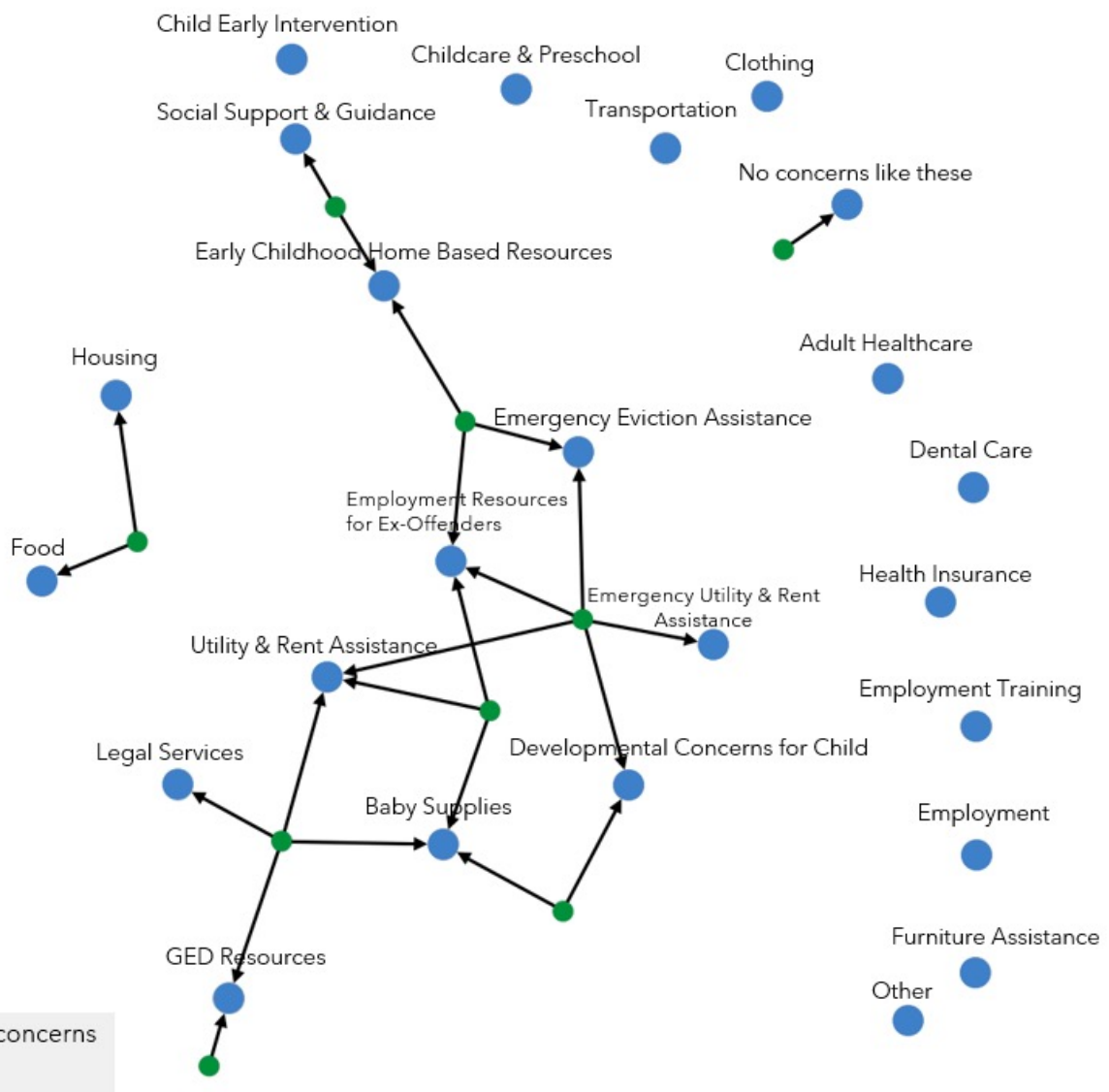
SOCIAL SUPPORT NETWORK INDICATED

Of the 72 patient families screened

While many screeners ask patient families what their social and economic needs are, very few also ask to what degree that patient families has already developed a social support network to help them with their needs.

Therefore, a key question asked in PARTNERme is: Who helps you with the things you need?

Majority of the 72 patient families screened (89%) indicated at least one person or organization as part of their social support network. The remaining 11% indicated no social support network, meaning they did not put in any individual or organizations for the question "who helps you with the things you need."

- With a Social Support Network
- Without a Social Support Network

11%

89%
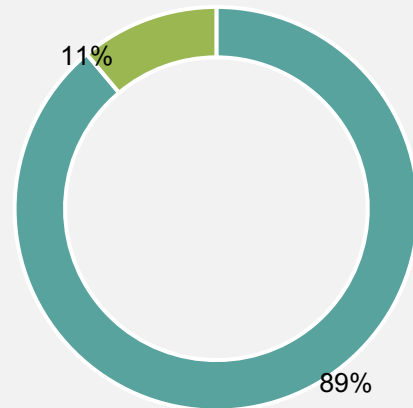
SIZE OF SOCIAL SUPPORT NETWORK

For the 89% of patient families who reported ties in their social support network, the size of their social support network range from 1 to 4 individuals/organizations.

64 patient families reported the size their social support networks

- 1 Indivdual/Organization
- 2 Individuals/Organzations
- 3 Individuals/Organzations
- 4 Individuals/Organzations

25%	25%	25%	25%

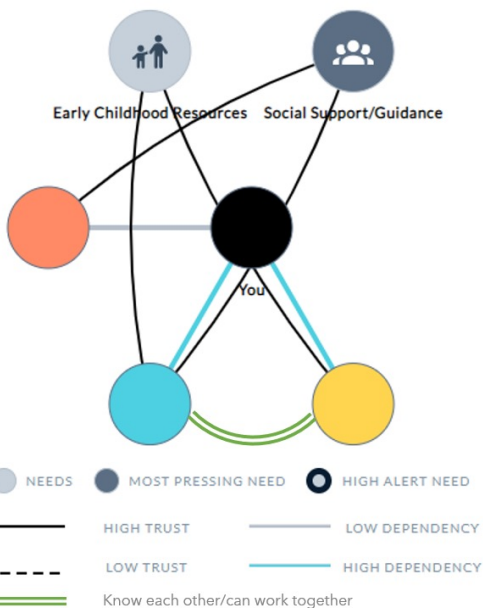0%   25%   50%   75%   100%

AVERAGE TRUST, DEPENDENCY, AND ADVERSE SOCIAL CONNECTEDNESS IN SOCIAL SUPPORT NETWORKS

Generally, a patient family is at risk of adverse social connectedness when they are embedded in a network that has connections that they are highly dependent on with low levels of trust. This means that a patient family is reporting that the people/organizations that they are connected to are ones that they depend on to help them when they need it, however they do not feel they can trust those people/organizations to help them when they need it. This puts a patient family in a vulnerable position at risk of not getting the help they need.

Alternatively, having high trust in relationships is a promising indicator that the patient family is getting the social support they need. While dependency is expected in social support networks, a lack of dependency on a person or organization also indicates a less vulnerable position for that patient family.

The adverse social connectedness score looks at the quality of those support relationships, a family's perceived level of social support, and how connected their network is to better understand how these networks can be leveraged when a family needs help. The adverse social connectedness score ranges from 1 (low adverse social connectedness) to 3 (high adverse social connectedness). Below we see the support networks of families with the lowest (1.44) and the highest (2.50) adverse social connectedness scores. Lonely respondents tended to have higher average adverse social connectedness scores (2.16) compared to those who were not lonely (1.77).

Example of Low Adverse Social Connectedness
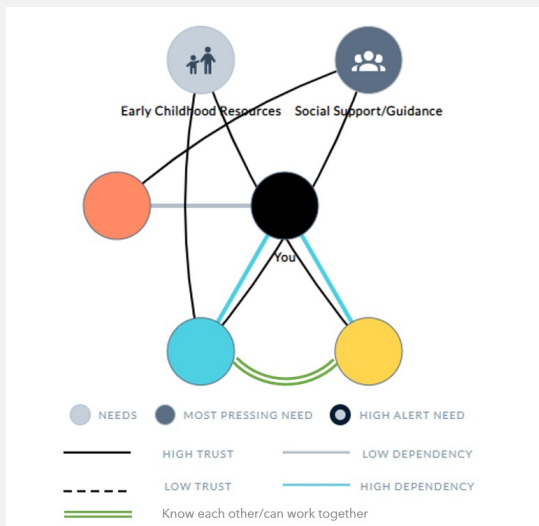

Example of High Adverse Social Connectedness
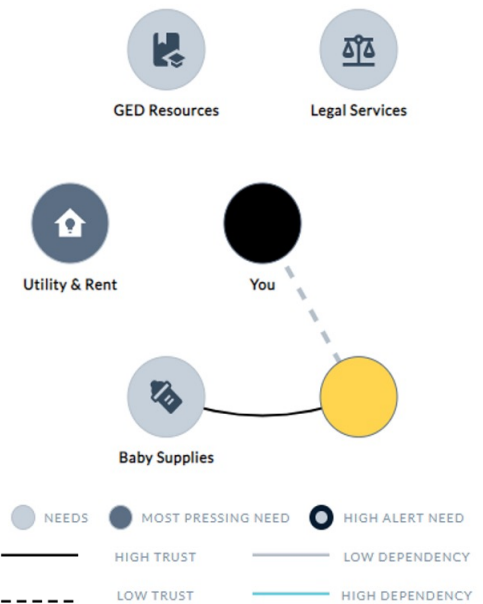
AVERAGE TRUST AND DEPENCY IN SOCIAL SUPPORT NETWORKS

One of the most positive reports from a patient family is when they have a lot of relationships to people/organizations they trust but are not necessarily dependent on for their care. However, having trusting relationships, even when a patient family depends on others, is more positive than low trust.

152 connections reported for the trust and dependency questions

	Low Adverse Social Connectedness		High Adverse Social Connectedness	
Trust	High	High	Low	Low
Dependency	Low	High	Low	High
Percent of connections	**30%**	**45%**	**15%**	**10%**

| Example of Patient Family with *stronger* support network where targeted resources could help	Example of Patient Family with *weaker* support network where more help may be necessary
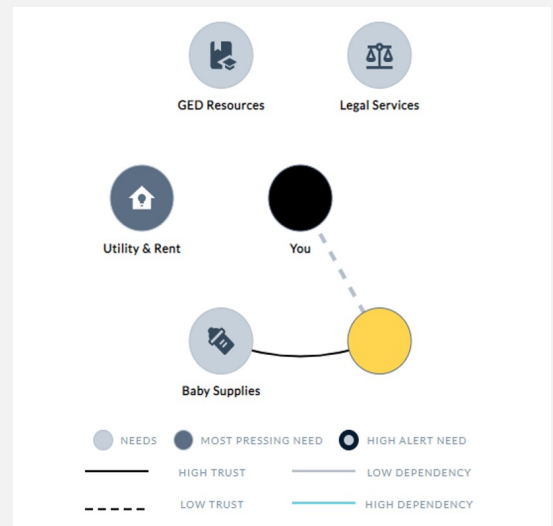
PATIENT NEEDS AND PERCEIVED SOCIAL SUPPORT

Patient families were also asked about their perceived level of social support. Patient families that perceived low social support are represented by the small red circles while patient families that perceived higher levels of social support are represented by green circles. Many families felt they had high levels of social support.

We find however, that having more pressing concerns does not necessarily indicate that more social support is needed. For example, one family had multiple concerns (utility/rent assistance, baby supplies, GED resources, and legal services) and perceived low social support. However, another family with a similar number of needs (employment for previously incarcerated, utility/rent assistance, and baby supplies) reported high levels of social support. Simply screening a family on the number social needs without asking about social support may not account for the strengths a family brings to the table.
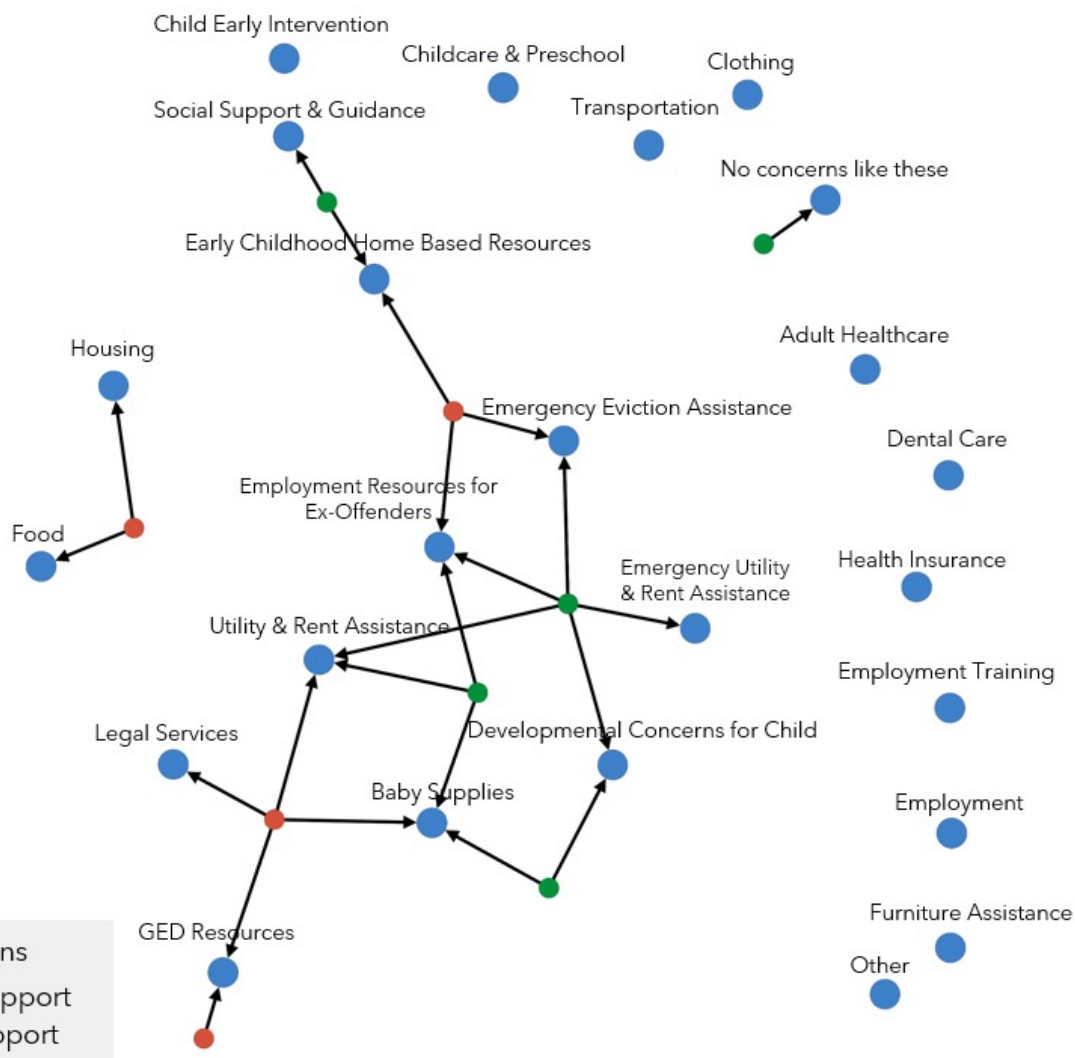
Legend:
- ■ Family identified concerns
- ■ Perceived high social support
- ■ Perceived low social support

PATIENT NEEDS AND SOCIAL SUPPORT NETWORKS

As we look at the visualizations of the support networks, we see that even families with the same social needs (Employment resources for previously incarcerated) can have very different social support networks. Having the ability to visualize a family's network and help them determine who within their network may be best suited to help them with their needs may improve the effectiveness of their care plans.
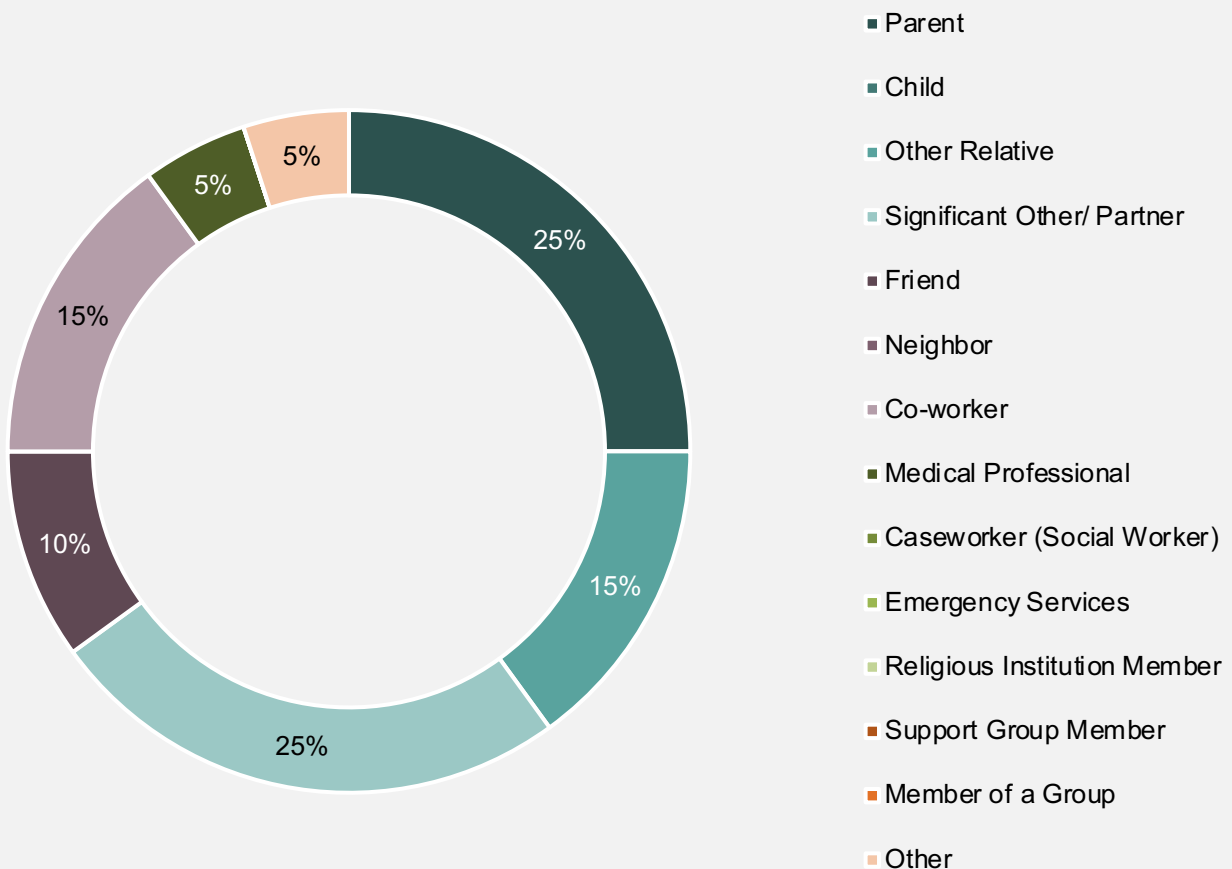

Employment Resources for Previously Incarcerated
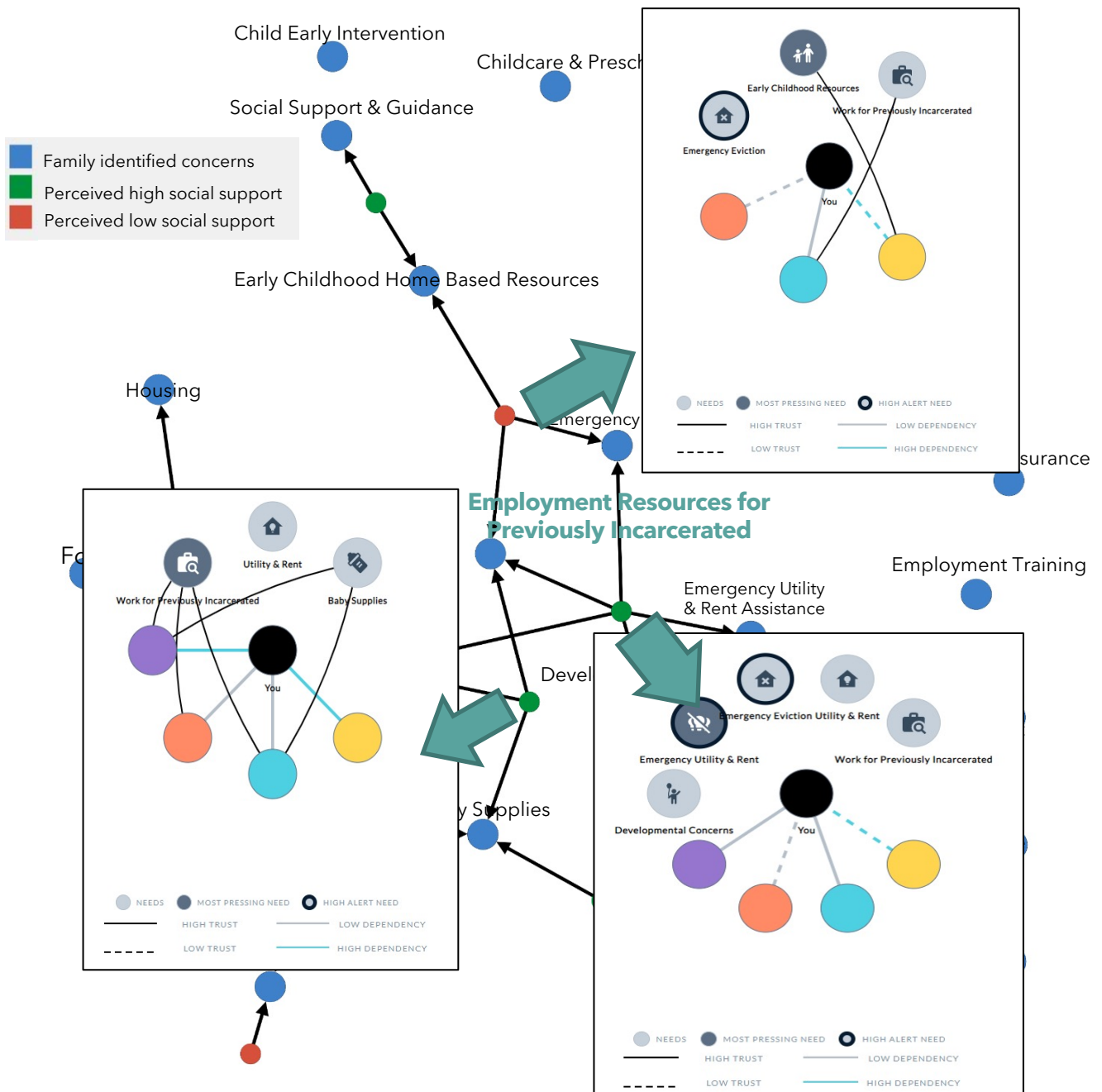
WHO IS INCLUDED IN PATIENT FAMILY SOCIAL SUPPORT NETWORKS

Patient families were asked to describe more about the people or organizations in their personal support networks. Patient family support networks tended to be made up of mainly family members (65% of support networks), friends, coworkers, and neighbors (25%), and medical providers (5%). 5% were reported as other and 0% of support networks were made up of group members.

Question 22: Is this person a:

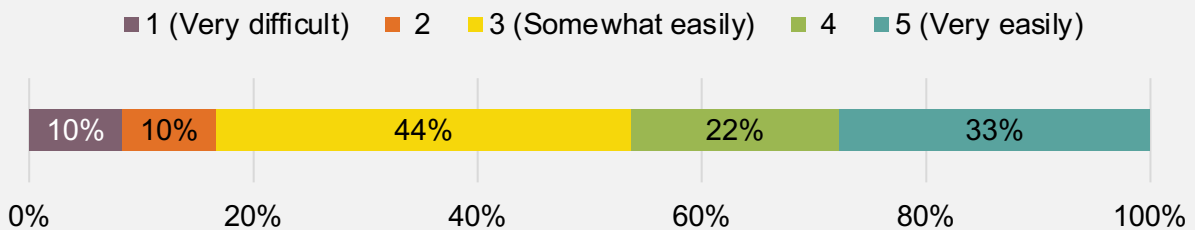*160 connections reported for this question*

Legend:
- Parent
- Child
- Other Relative
- Significant Other/ Partner
- Friend
- Neighbor
- Co-worker
- Medical Professional
- Caseworker (Social Worker)
- Emergency Services
- Religious Institution Member
- Support Group Member
- Member of a Group
- Other

Chart values: 25%, 15%, 25%, 10%, 15%, 5%, 5%

GETTING SUPPORT

20% of respondents found it difficult or very difficult to get what they need for their family, and 44% were getting a small amount or no support needed from people and resources around them. However, 77% of respondent believed their family would be open to receiving help by "a great deal" or "a fair amount."

Question 13: Please rate your ability to get what you need for your family on a scale of 1 to 5.

72 patient families reported for this question

Legend: ■ 1 (Very difficult) ■ 2 ■ 3 (Somewhat easily) ■ 4 ■ 5 (Very easily)

| 10%	10%	44%	22%	33%

Question 14: To what degree is your family getting the support you need from the people and resources around you?

72 patient families reported for this question

Legend: ■ Not at all ■ A small amount ■ A fair amount ■ A great deal ■ I'm not sure

11%	33%	22%	33%	10%
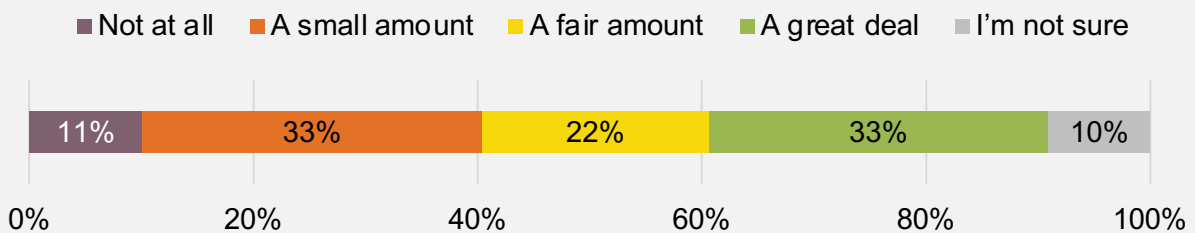
Question 15: How open is your family to receiving help with any of the concerns you identified?

72 patient families reported for this question

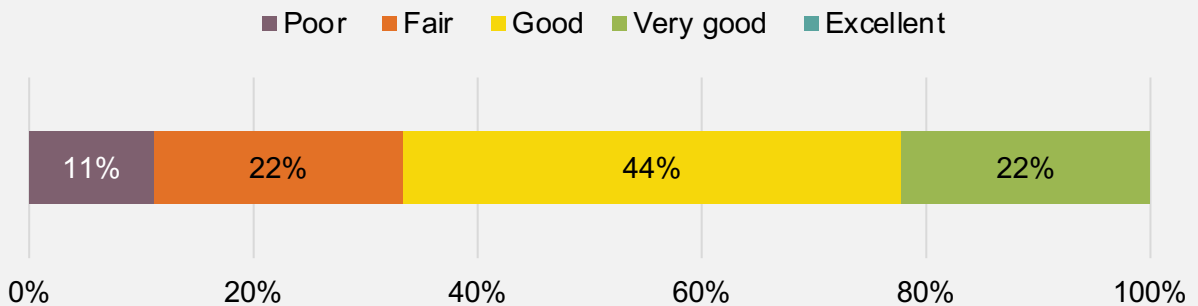Legend: ■ Not at all ■ A small amount ■ A fair amount ■ A great deal ■ I'm not sure

11%	33%	44%	11%
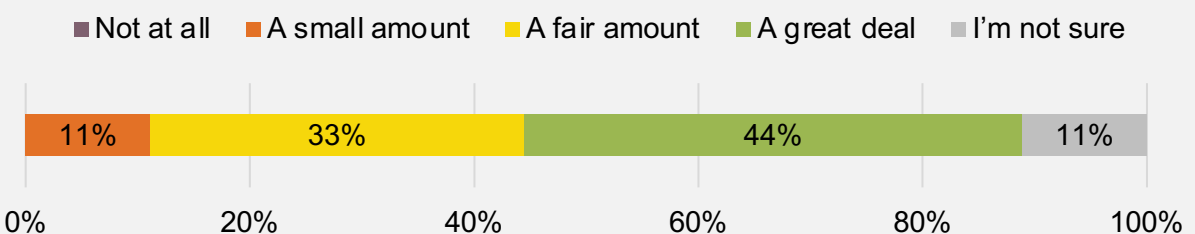
PATIENT FAMILY HEALTH

While no respondents reported that their health or mental health was "excellent," 66% rated their overall health as "good" or "very good" and 78% rated their mental health to be good or very good.

Question 16: In general, how would you rate your overall health?

72 patient families reported for this question

Poor ■ Fair ■ Good ■ Very good ■ Excellent

Poor	Fair	Good	Very good
11%	22%	44%	22%

0%   20%   40%   60%   80%   100%

Question 17: In general, how would you rate your overall mental or emotional health?

72 patient families reported for this question

Poor ■ Fair ■ Good ■ Very good ■ Excellent

Fair	Good	Very good
22%	67%	11%

0%   20%   40%   60%   80%   100%
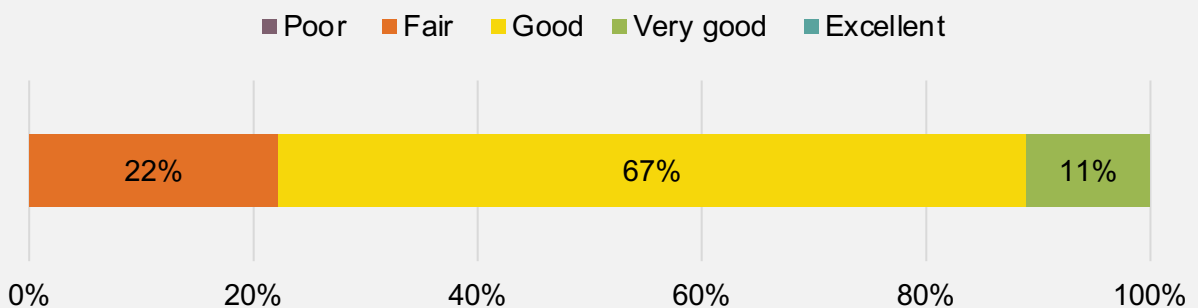
CONCLUSION

The results of the PARTNERme Screeners implemented in Demo Clinic provide the following insights about patient families' social support networks:

- Most patient families reported loneliness scores that ranged from 3 to 8 indicating that most patient families do not identify as lonely.
- Over half percent of the patient families screened experienced some concern around housing within the last 12 months and a little less than half experienced some finances troubles.
- Patient families most frequently indicated they had concerns related to utility & rent assistance (33%) and Employment Resources for Ex-Offenders (33%). Of the concerns indicated, the most immediate needs indicated by patient families varied with each patient family choosing a different immediate need.
- All the patient families who indicated furniture assistance, emergency utility & rent assistance, and social support & guidance as concerns also indicated it as their most immediate need they have right now.
- Majority (89%) of the patient families screened indicated at least one person/organization as part of their social support network. The remaining 11% indicated no social support network.
- 69% of all connections were identified as low for adverse social connectedness.
- 63% of patient family support networks include family members such as parents, other relatives and significant others/partners.

As Demo Clinic considers its screening for social determinants of health strategies, considering patient families' personal support network will be important when referring social services.