

## **Abstract:**

### **How Can We Help You? Assessing Patients' Thoughts on Health Clinic Resources**

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#### **Background:**

In the spring of 2021, Northwestern Medicine Family Medicine Grayslake Outpatient Center participated in a social determinants of health (SDOH) screening pilot program. During the 16-week pilot, 804 patients were screened. 262 of these patients (35%) screened positive for one or more SDOH needs. Of those who screened positive, the most common needs identified were mental health (48%), food insecurity (14%), and medication affordability (12%). Less common concerns included social connections (9%), housing insecurity (7%), transportation (6%), and medical home (4%). Out of the patients who screened positive, only 1/3 (32%) requested assistance in addressing one or more of their needs. Little is known about patients' perceptions and experiences with available SDOH resources and interventions.

#### **Methodology:**

Process and outcome measure study that uses a survey to evaluate patients' experiences and patient report via focus group outcomes of a primary care based intervention that helps connect them with community resources.

#### **Study Design:**

Selected participants who screen positive with SDOH will be asked to take part in a focus group discussion. Focus groups will be audio recorded, and later transcribed and analyzed using NVivo software.

#### **Intervention:**

This qualitative analysis will look for themes distinguishing patient-given reasons for not accepting resource support as well as suggestions for healthcare personnel implementing resource programs in the future.