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## Setting Expectations

- The goals for today's Ambassador Network session:
  - Discuss feedback regarding Image Exchange
  - Provide an overview of Social Determinants of Health
  - Demo SDoH in the ePartnerViewer
  - Collect feedback on the Ambassador Network Program

# Event Notification Feedback



Share Some Feedback

# Ambassador Open Mic



How can the Image Exchange feature fit your existing workflows? Which departments would benefit from having access to Images?

Are there any barriers preventing you from using the Image Exchange feature?

Do you have any recommendations on improving the Image Exchange Service?

# Social Determinants of Health Overview



1

**Influence on Health Outcomes:** Factors such as income, education, and living conditions have a substantial impact on people's health.

2

**Health Inequities:** Marginalized and underserved groups are disproportionately affected by adverse social determinants.

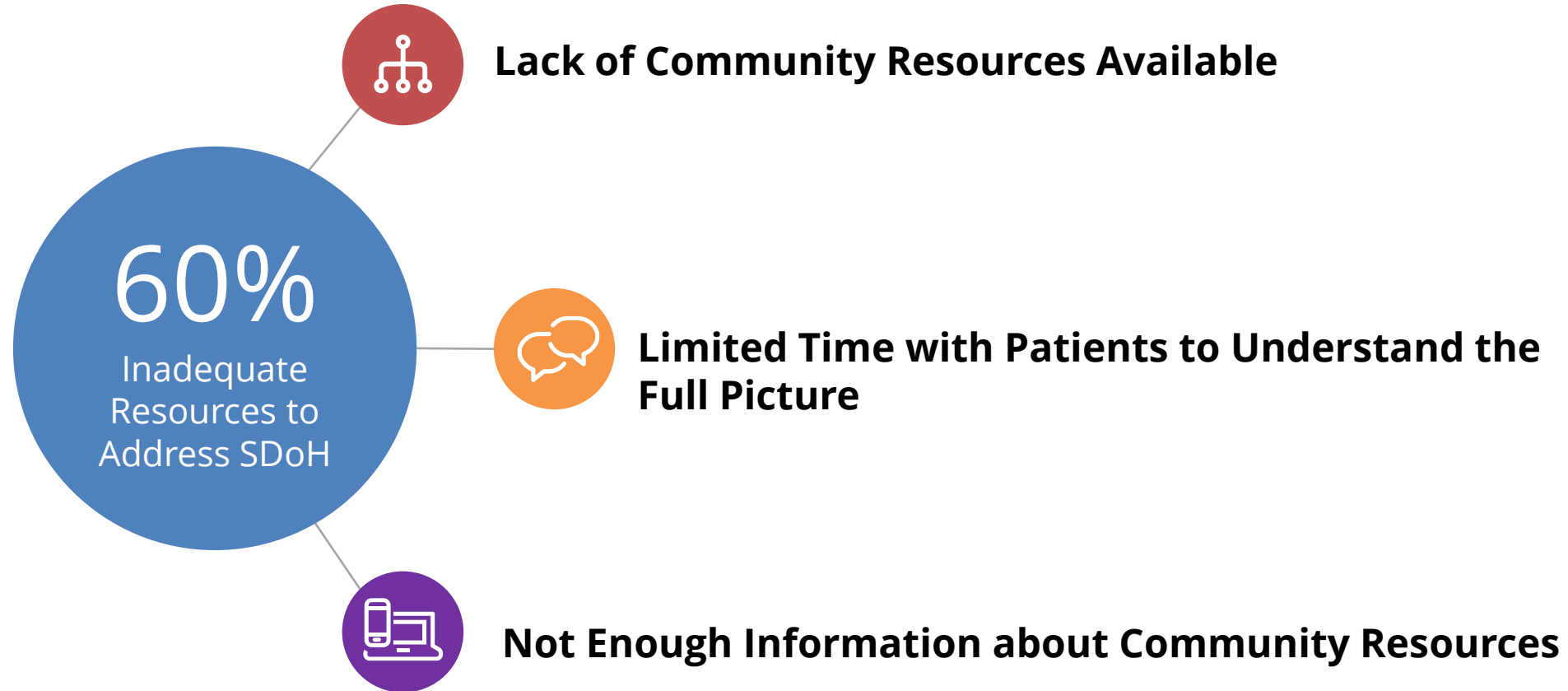
3

**Preventative Care:** Addressing SDoH can encourage preventative measure, early detection, and better management of chronic conditions.

4

**Patient-Centered Care:** Understanding and addressing SDoH influences the clinical care patients receive.

The 2022 Survey of America's Physicians found that most doctors report they lack the time and ability to address their patients' social determinants of health. Top three barriers included...



The Commonwealth of Kentucky is addressing these barriers by integrating its resource engine, kynect resources, with KHIE.

## Overview

**kynect resources** is a directory of programs, services, and supports available in the Commonwealth of Kentucky.

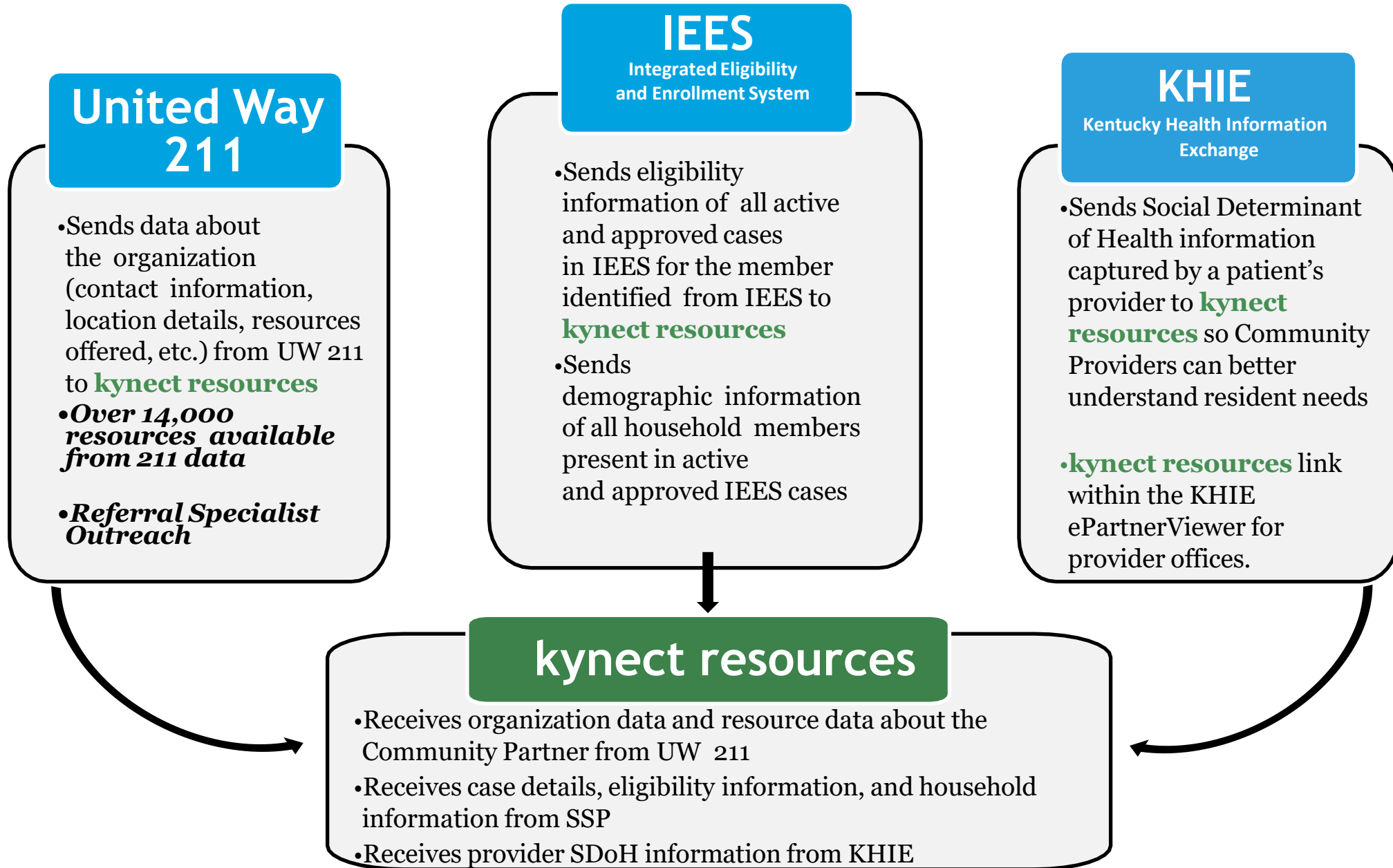
**kynect resources** has built-in tools for users to help facilitate connecting residents to needed services.

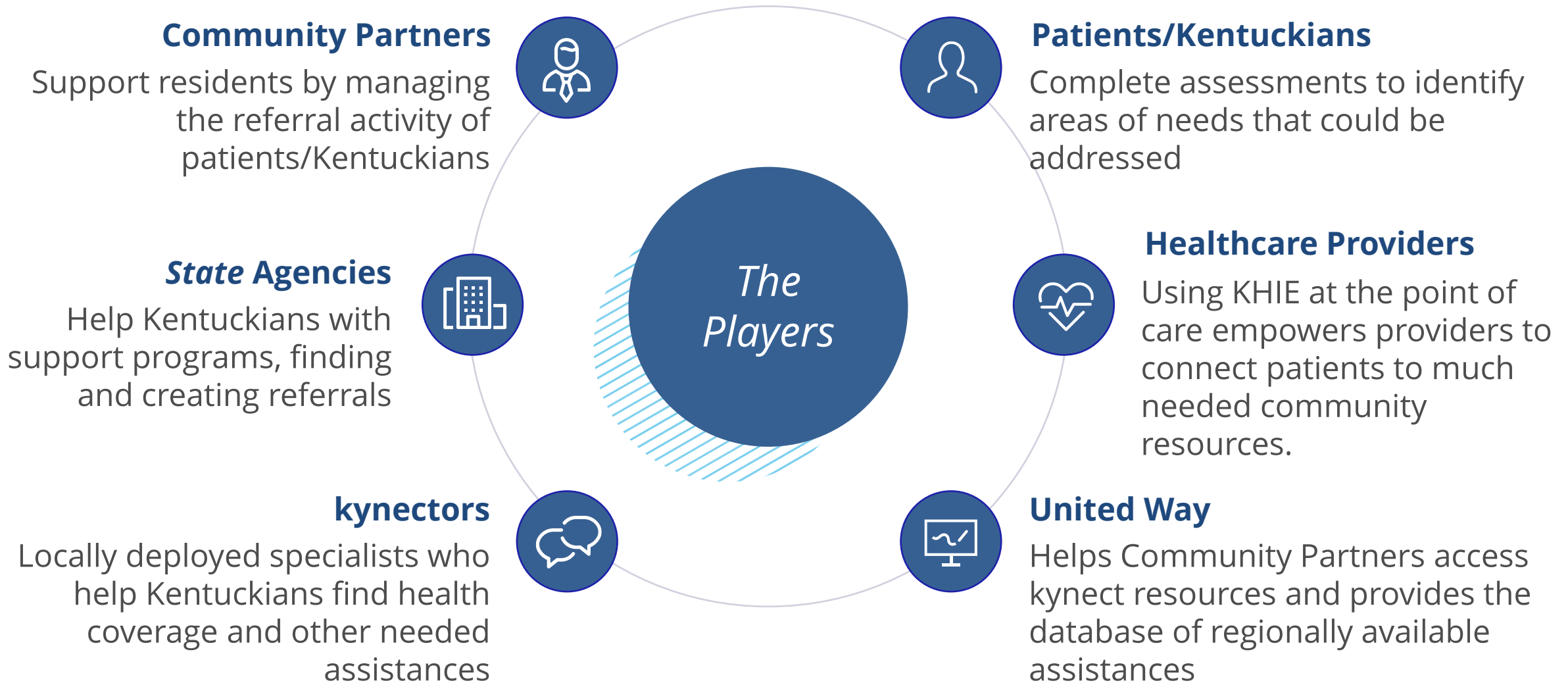
**kynect resources** was developed with the primary mission of bringing together Community Partners and Commonwealth agencies into a comprehensive, **single platform** that **connects Kentuckians to needed support services.**

## Benefits

- ✓ Reduced barriers to finding help
- ✓ Faster connections to available resources
- ✓ One stop shop for a variety of needs
- ✓ Closed loop referral process to guide improved outcomes, strengthen partnerships, promote wrap around services to residents
- ✓ Collect insights and key metrics concerning Social Determinants of Health (SDoH) to help inform policy, processes, practices and identify potential gaps in services
- ✓ **kynect resources Incentive Initiative** for not-for-profit organizations







kynect resources brings together Community Partners and Commonwealth agencies into a **comprehensive, single, online platform that connects Kentuckians to their services** (e.g., housing assistance, education services), addressing needs using their own Needs Assessment tool, as well as assessing needs identified through KHIE.

The screenshot displays the 'kynect resources' website interface. At the top, there is a search bar with 'Search Keyword' and a dropdown for 'Search By Category'. Below this, the main content area is titled 'Needs Assessment' with a 'Back to Surveys' link. The survey question is: '1. Which best describes your housing situation?'. The options are listed with colored arrows indicating their severity:

- Critical** (Red arrow): I do not have stable housing
- Important** (Yellow arrow): I am temporarily living with a friend or family member
- Stable** (Green arrow): I am currently not paying my rent/mortgage and in danger of eviction
- Stable** (Yellow arrow): I am paying my rent/mortgage, but it is unaffordable (over 30% of income)
- Stable** (Green arrow): I am currently utilizing a rent/mortgage assistance program
- Stable** (Green arrow): I pay my rent/mortgage without difficulty

At the bottom of the survey are 'Previous' and 'Next' buttons. To the right of the survey is a grid of six service category illustrations:

- Unemployed
- Elder Care
- Homeless
- Impacted by Substance Use
- Immigrants & Refugees
- Veteran

**Critical**  
**Important**  
**Stable**

Through a close partnership with kynect resources, Kentucky's Community Resource Engine, KHIE provides Participants with access to SDoH data from more than 14,000 providers, payers, and community-based organizations across the state.



### Evaluate

Patients' **SDoH indicators are evaluated** and **SDoH codes are triggered** and sent to KHIE's ePartnerViewer and kynect resources.

### Standardize and Display

**Displays SDoH status within the ePartnerViewer** as either Critical, Important, or Stable, providing Participants actionable information to mitigate determinants impacting their patients' health.

### Refer

**KHIE provides a referral link to kynect resources**, bridging the gap between patient health information and available community resources.



### Assess

Patients complete a **Needs Assessment to identify Social Determinants of Health**, which populate the patient's records.

### Search and Connect

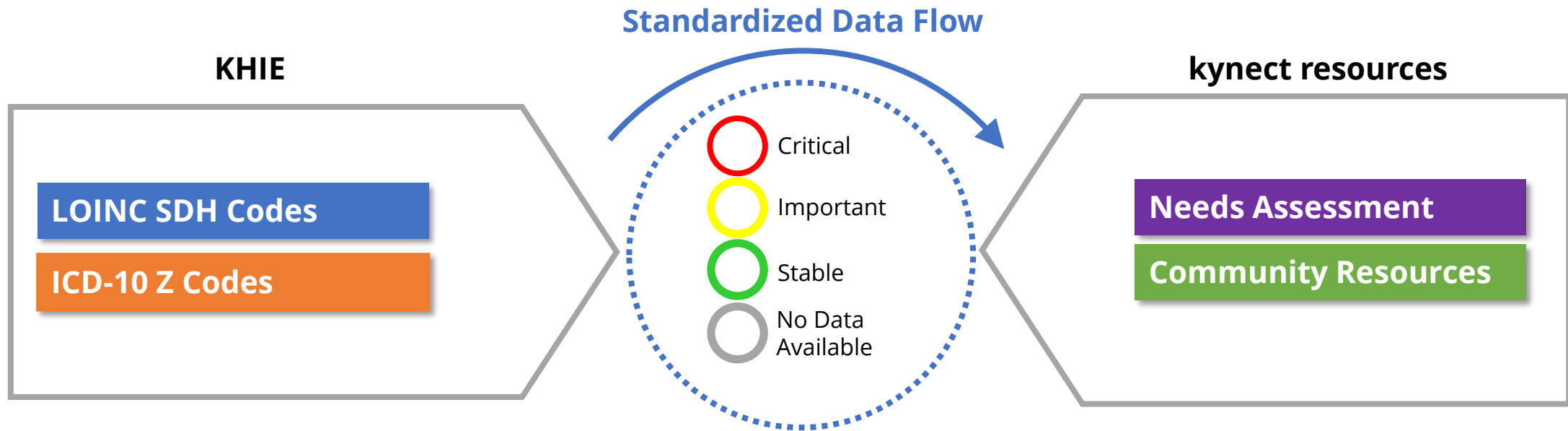
Web-based portal that **connects patients to over 14,000 affordable and accessible community resources** across the state. Real-time SDoH domain indicators are available on a patient's profile within kynect resources.

### Refer

SDoH indicators are available to Case Managers as they may **refer patients** to one or more of the **2,000+ appropriate Community Partners** that meet their SDoH, based on need.



KHIE created an in-house tool that standardizes the incoming SDoH data from KHIE Participants and kynect resources into a uniform format, enabling healthcare providers and case managers to use SDoH data to make informed decisions.



**Did You Know**



**ICD-10-Z Codes** are standard transaction codes used to track the reporting of factors influencing health status and access to health services.



**LOINC SDH Codes** are universal codes for social, psychological, and behavioral observations.



**kynect resources Needs Assessment** is a personal SDoH assessment that identifies an individual's most critical areas of needs.

The Commonwealth of Kentucky identified 18 different SDoH domains that they prioritize. These SDoH domains and their indicators are normalized and displayed in the ePartnerViewer, staying consistent and up-to-date with information shown on kynect resources.

<b>Housing</b>	<b>Income</b>	<b>Transportation</b>	<b>Food</b>	<b>Legal</b>	<b>Substance Use</b>
<b>Family Involvement</b>	<b>Children's Education</b>	<b>Adult Education</b>	<b>Healthcare Coverage</b>	<b>Community Involvement</b>	<b>Mental Health</b>
<b>Child Care</b>	<b>Disabilities</b>	<b>Safety</b>	<b>Life Skills</b>	<b>Parenting Skills</b>	<b>Employment</b>



**Critical**



**Important**



**Stable**

Single Sign-on to kynect resources

- Patient Summary
- Medications & Allergies
- Clinical Documents
- Laboratory & Pathology
- Reports
- Encounters
- Immunizations
- Uncategorized
- Patient Demographics
- SDoH

SDoH Domain Indicators	
DOMAIN	LAST ASSESSMENT DATE
● Adult Education	06/23/2021
● Employment	06/23/2021
● Income	06/22/2021
● Housing	06/23/2021
● Food	06/21/2021
● Life Skills	06/22/2021
● Disabilities	06/22/2021
● Transportation	06/23/2021
● Community Involvement	06/22/2021
● Family Involvement	06/22/2021
● Legal	06/22/2021
● Child Care	
● Substance Abuse	
● Mental Health	
● Healthcare Coverage	
● Safety	
● Parenting Skills	
● Children Education	

Individual Determinants Impacting Health						<a href="#">kynect resources</a>
DATE	DOMAIN	DETERMINANTS	RESPONSE	SOURCE	SDoH INDICATOR EVALUATION	
06/23/2021	Housing	Housing	Present	kynect resources	Yes, determinant considered	
06/23/2021	Employment	Change of job	Present	UKHC	Yes, determinant considered	
06/23/2021	Employment	Employment	Present	kynect resources	Yes, determinant considered	
06/23/2021	Adult Education	What is the highest grade or level of school you have completed or the highest degree you have received	11	MCCH	Yes, determinant considered	
06/23/2021	Family Social Relations	Other specified problems related to primary support group	Present	MCCH	Yes, determinant considered	
06/23/2021	Transportation	Transportation	Present	kynect resources	Yes, determinant considered	
06/22/2021	Income	How hard is it for you to pay for the very basics like food, housing, medical care, and heating	Somewhat bad	MCCH	No, determinant not considered	
06/22/2021	Housing	Homeless	Present	UKHC	Yes, determinant considered	
06/22/2021	Life Skills	Problem related to life management difficulty, unspecified	Present	MCCH	Yes, determinant considered	
06/22/2021	Disabilities	Need for assistance with personal care	Present	MCCH	Yes, determinant considered	
06/22/2021	Legal	Conviction in civil and criminal proceedings without imprisonment	Present	MCCH	Yes, determinant considered	
06/21/2021	Income	Low income	Present	MCCH	Yes, determinant considered	
06/21/2021	Food	Food	Present	kynect resources	Yes, determinant considered	
06/21/2021	Community Involvement	Are you now married, widowed, divorced, separated, never married or living with a partner?	Married	MCCH	Yes, determinant considered	

First Back 1 Next Last Maximum 15 entries per page

18 domain indicators that are color-coded to show the severity it has on the patient's health.

Detailed information regarding the SDoH data.

**LEGEND**  
 ● Critical ● Important ● Stable ● No Data Available

## Meet Brandon Norman

Brandon Norman lives in rural Kentucky and suffers from severe asthma. He rarely seeks medical treatment, as he **lacks appropriate access to health services** because of his **financial status** as well as the **lack of needed healthcare facilities** in his local area.

Some weeks he chooses **between buying food for himself or paying for his asthma medication**. He knows he needs to keep his asthma under control, but it is hard when his money competes with other necessities, such as groceries and utilities.

## Integration in Action



### Evaluate:

Hyden's Emergency Department Physician, evaluates Brandon and enters the patient history and medical evaluation into Hyden's EHR system, which contributes data to KHIE.



### Standardize:

The LOINC and ICD 10-Z codes for food, healthcare coverage, and income are matched to KHIE's SDoH standardization tool, assigning the appropriate color and domain.



### Refer:

A Case Manager sees Brandon's real-time SDoH domain indicators in kynect resources and/or in KHIE's ePartnerViewer. The case manager creates a referral for Brandon to connect with a local Community Partner that offers free transportation to the closest hospital.



Social  
Determinants  
of Health  
Demo



## Demo Overview

1. View Social Determinants of Health Data.
2. Spotlight kynect resources integration.
3. Review any feature of the ePartnerViewer.

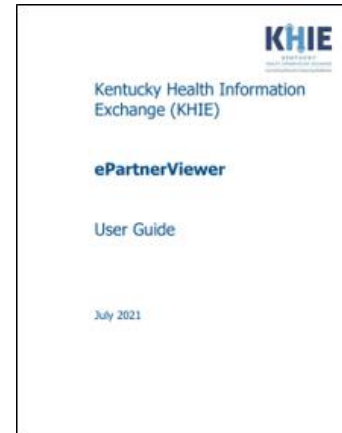
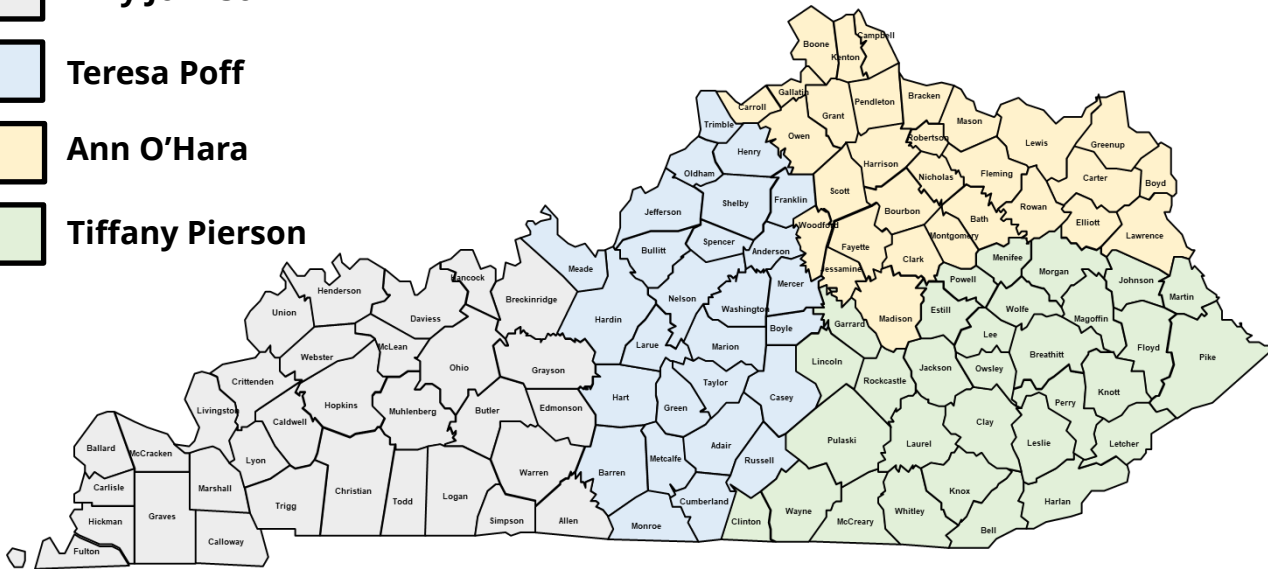
# Ambassador Network Conclusion



## Resources

We covered a lot of information during the Ambassador Network. If you have questions about any of the services, reach out to your region's outreach coordinator. Additionally, the previous presentations may be found on the [KHIE Ambassador Corner](#) webpage!

- Amy Johnson
- Teresa Poff
- Ann O'Hara
- Tiffany Pierson



**ePartnerViewer Guide**  
Provides detailed steps to using the ePartnerViewer

GLOSSARY OF TERMS	
TERM	DESCRIPTION
ACTIVE USER	KHIE provides an active user to any one who has logged into the ePartnerViewer (ePV) web-based application within the past 30 days.
ADMIT, DISCHARGE, TRANSFER MESSAGE (ADT)	ADTs are HL7 messages used to communicate details about a patient's admission, discharge, or transfer within a healthcare system and contain various demographic information such as the name of the attending doctor and the name of the patient's insurance.
CABINET FOR HEALTH AND FAMILY SERVICES (CHFS)	The state government agency that administers programs to promote the health and general health of Kentuckians and support Kentucky families.
CENTER FOR DISEASE CONTROL AND PREVENTION (CDC)	The nation's health protection agency. The CDC conducts critical science and provides health information that protects the U.S. against infectious and emerging health threats and responds when these threats arise.
CONTINUITY OF CARE DOCUMENT (CCD)	Documentation for an electronically generated patient report, clinical summary, or other data. These are also known as Summary of Care Documents and Summary of Service Notes. The purpose of a CCD is to improve communication between healthcare providers during transitions of care—when a patient is being referred to another provider or setting both in their region or outside of a region. CCDs are generated out of a provider's electronic health record system and include key patient information.
CROSS ENTERPRISE DOCUMENT SHARING (XDS) AND CROSS-COMMUNITY ACCESS (XCA)	This is KHIE's Patient Service. It is based on the integrating the healthcare Enterprise (EHR) patient. It supports the transfer of data and patient health data. It is designed to improve the way healthcare providers use electronic health systems connectable with each other.
DATA PROVIDER	Participant organization that makes patient health information available from its electronic system to KHIE and the program of sharing information with other KHIE Participants.
DATA RECIPIENT	Participant organization that receives patient health information from KHIE.
DATE OF BIRTH (DOB)	Date of a patient's birth, expressed as month, day, and year.

**Glossary of Terms**  
A KHIE dictionary specific to KHIE and its services.

## We Want Your Feedback!

Your feedback will help us refine the structure and content of future Ambassador Network groups. A **brief survey will be sent out to you, please complete and provide us with feedback on the Ambassador Network!**