



CARING FOR THE WHOLE PATIENT

LEVERAGING PHARMACISTS TO ADDRESS
SOCIAL DETERMINANTS OF HEALTH



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Addressing SDOH in Different Populations



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A Bold Goal: Addressing the Needs of the Whole Person

Angela Hagan, MPA, PhD

Associate Director, Population Health Insights
Bold Goal, Office of the Chief Medical Officer

Bold Goal | Office of Population Health

Populationhealth.Humana.com

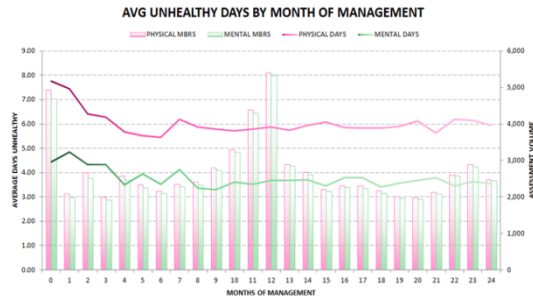
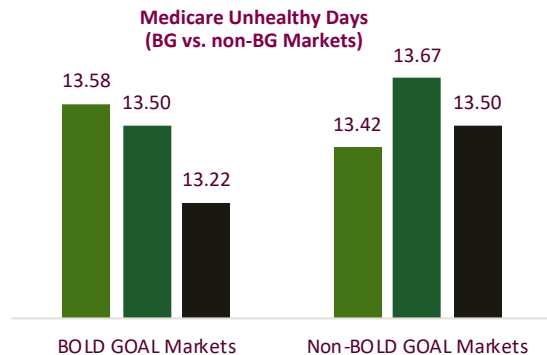
[#MoreHealthyDays](https://twitter.com/MoreHealthyDays)

**20%
healthier by
2020 and
beyond**



Humana®

Healthy Days helps us track, trend and triage the health of populations



Population health surveillance

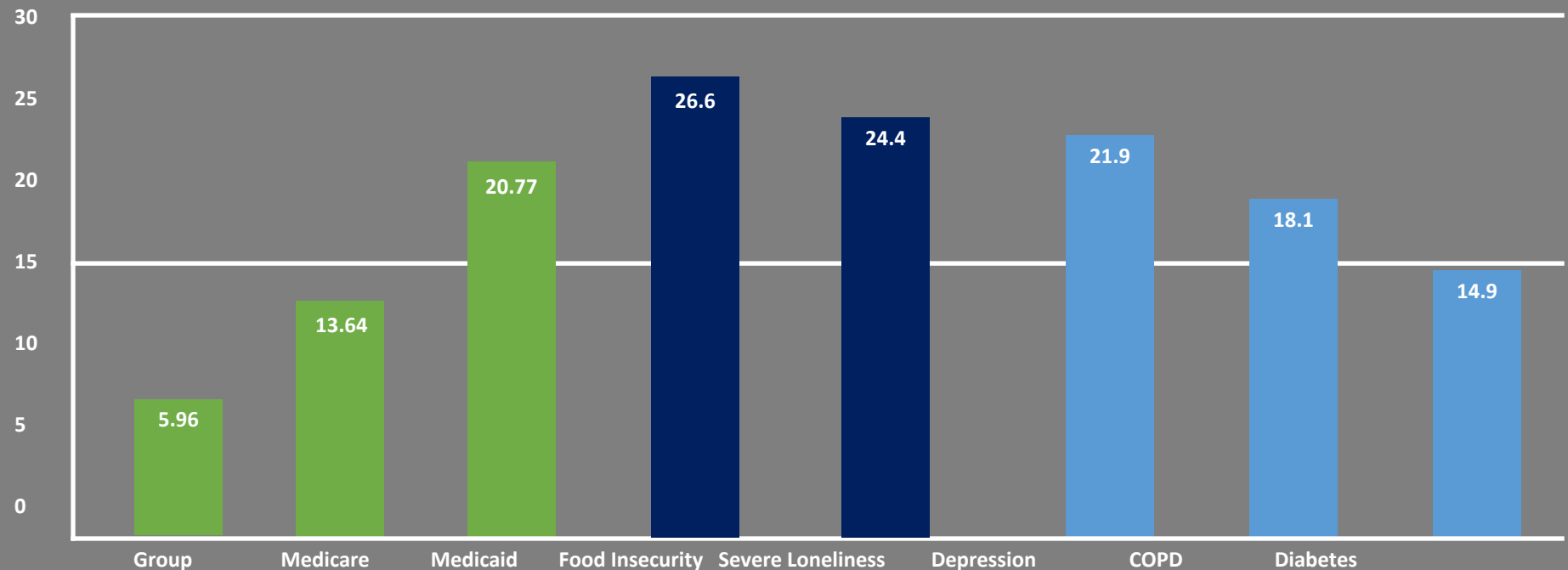
Outcome measures

Enables proactive intervention

We measure the mentally and physically Unhealthy Days of our members

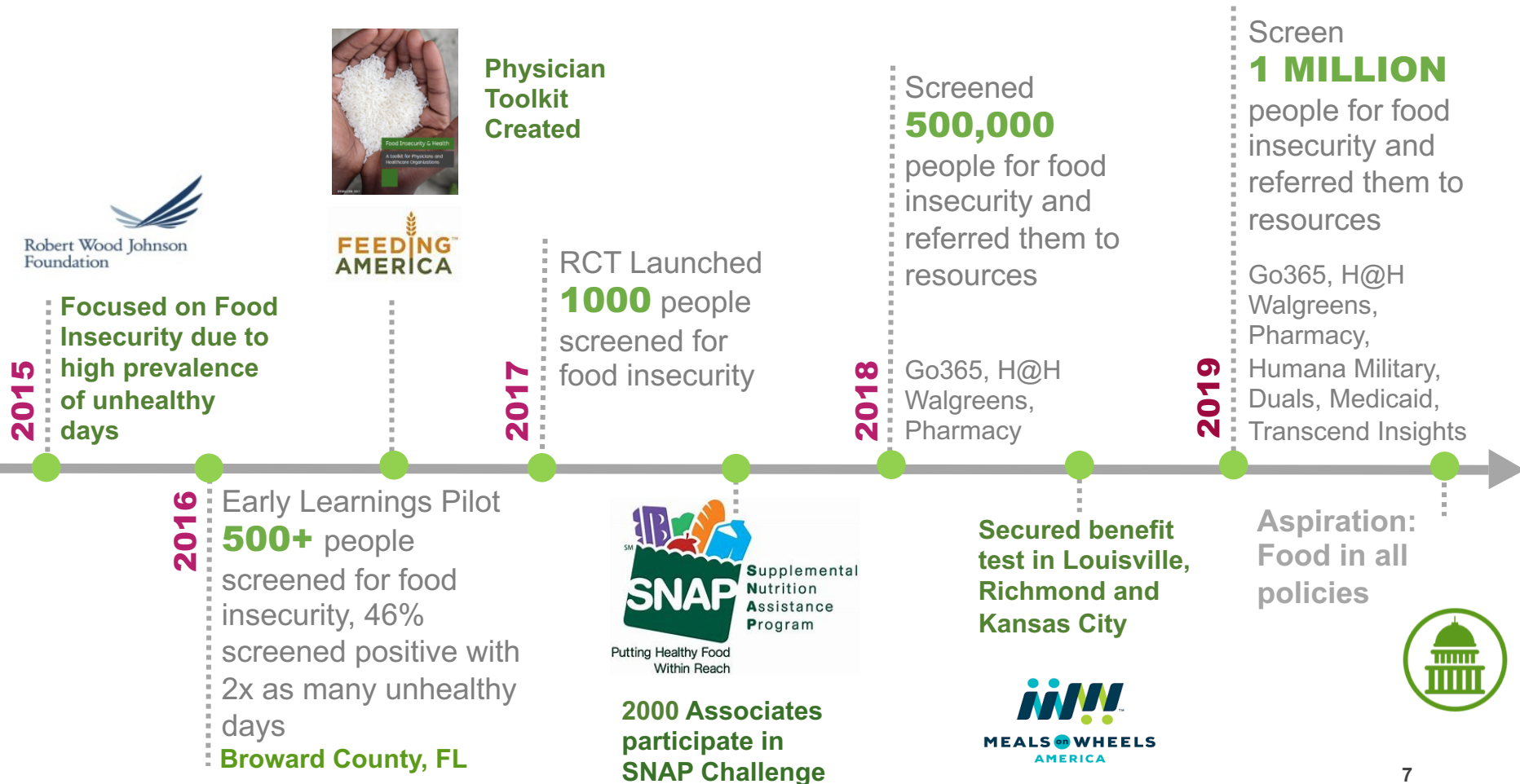
Social determinants of health have a greater impact on Healthy Days

AVERAGE
UNHEALTHY DAYS



Healthy Days is Measured in Unhealthy Days (UHD)

SCALING FOOD INSECURITY



SCALING LONELINESS AND SOCIAL ISOLATION



2015

Focused on Loneliness/Social Isolation due to high prevalence of unhealthy days

2016

Partnered with the Hunger Action Alliance on a food insecurity and loneliness study in older adults.
Tampa Bay, FL



2017

Outreach to **100,000** members identified as “at risk” for loneliness via predictive model

2018

Screened **35,000+** members for loneliness Humana At Home and Specialty Pharmacy

Member Toolkit Created

Early learnings physician pilot in Tampa Bay, Fla



2019

New **Partnerships** to research and scale loneliness interventions quickly

PAPA Tivity launch Public Good Projects



Aspiration: Scaled loneliness benefits



SDOH Tool - zoom in™

What
we did

Why
we did
it



zoom in offers advanced SDOH heat map functions along with an integrated community resource directory <https://zoomin.humana.com/>

zoom in™
by Humana

We created a tool to address patient health both inside and outside the doctor's office by identifying the health-related social need of patients and pinpointing the resources closest to their home to address those needs. Brought dozens of geospatial-based variables into the Enterprise Data Ecosystem for the first time via APIs.

Most of what influences patients' health happens in the world outside the clinical office. The heat-mapping technology and social risk dashboard offer a view of the root causes of social and environmental factors that may be affecting patients' health.

By the
numbers

274
communities can be
explored

Up to 7
data layers can be
simultaneously
combined

4 dozen+
unique indicators and
growing

6
broad resource
categories with dozens
of subcategories

Thank you

[Populationheath.humana.com](https://populationheath.humana.com)
#morehealthydays

Humana



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A Silent Risk



***30.3 million Americans
with diabetes***

***84.1 million Americans
with prediabetes***

***9 out of 10 adults with
prediabetes are
unaware they have it***

Centers for Disease Control and Prevention. National diabetes statistics report: estimates of diabetes and its burden in the United States, 2017. Atlanta, GA; US Department of Health and Human Services, Centers for Disease Control and Prevention, 2017.

<https://www.cdc.gov/diabetes/data/statistics/national-diabetes-statistics-report.pdf>



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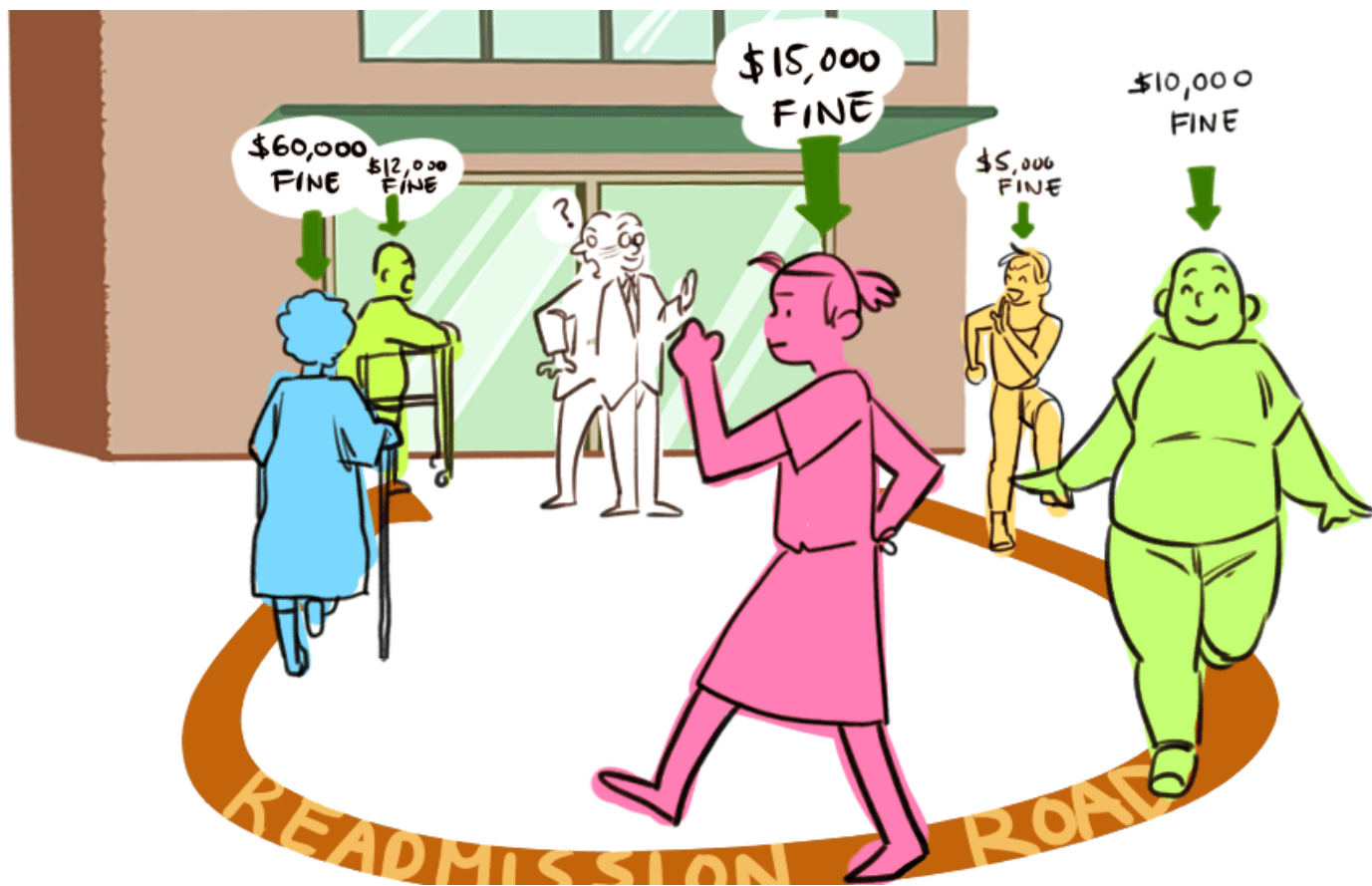


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The Great Mission

Healthy People 2020



Access to Patients = Our Value



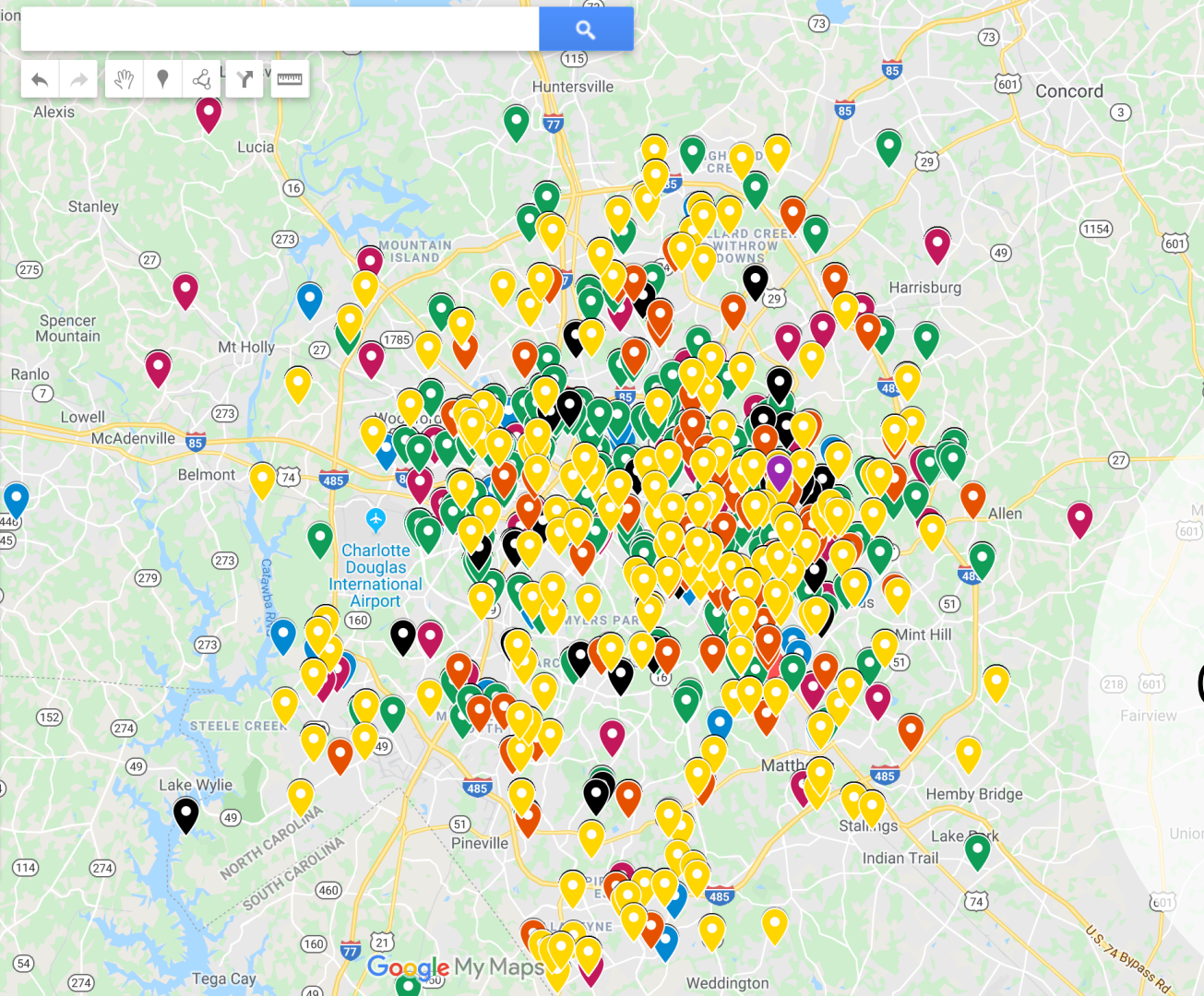
Pharmacy Times. Pharmacists as Influencers of Patient Adherence. Available at: <https://www.pharmacytimes.com/publications/directions-in-pharmacy/2014/august2014/pharmacists-as-influencers-of-patient-adherence->. Accessed September 23, 2019.



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Our Touch Points

Quality? \neq Equity



Equality sounds fair.



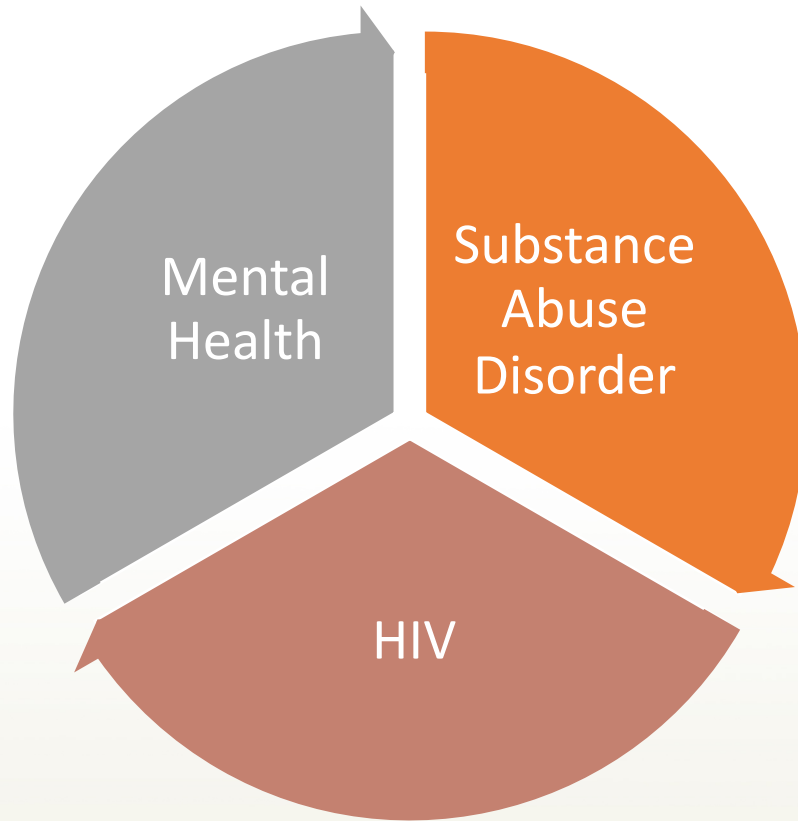
Equity IS fair.



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Name: (Last, First) MOUSE, MICKEY

Primary Address

Street: DISNEY WORLD
City: Orlando
State: FL
ZIP Code: 32801 Country: USA

Phone Numbers

Primary: Other 704 - 537-0909 Ext: [Icon]

Email: [Icon]

Notify #: [Icon] Custom [Icon]

Rx Notify: Ask Patient?

Refill / Renew: Ask Patient?

Date of Birth: 1/1/2001 Age: 18

Gender: Male ☐ Ignore Pregnancy Precautions

Allergies: Ask Patient?

Other Medications: Ask Patient?

Conditions: Yes

Facility: DISPILL GROUP

Default Priority: Delivery

Patient Status: Active

Third Party Workers' Comp Cash A/R / Autopay

Third Parties: Filter: Active

Legend

+ F2 New Edit Activate Deactivate

Name	Use	Start Date	Expiration Date	End Date	BIN	PCN	Cardholder Name	Cardholder ID	Gr
RX Clinic Loyalty	P	1/1/2019	No Expiration		014798	RXLOCAL	MOUSE, MICKEY	1347001	RX

Guardian:

<Choose Self, Patient Link, or Emer. Contact> ▾

Behavior:

<Choose> ▾

<Choose>

Upholder

Questioner

Obliger

Rebel

Identification Demographics

Race: Not Specified

Language: Vietnamese

Height: [Icon] ft. [Icon]

Patient Education: Use System

County of Residence: <Choose>

Mother's Maiden Name: [Icon]

Critical Comments (pop-up d

TEST PATIENT USED FOR TRAINING ONLY

Status Changed Date: 10/25/2013 5:24 PM

Sync Status: Not Enrolled

Save & Close - F12

Cancel - ESC

Multiple Performance Measures Report 11/14/2019

Selection: [REDACTED]

<u>Code:</u>	<u>Name:</u>	<u>Numerator:</u>	<u>Denominator:</u>	<u>Percent:</u>
HAB13	Syphilis screening	162	176	92.05%
Core01	HAB: HIV viral load suppression	154	177	87.01%
CORE03++	HIV medical frequency (any service 24-18 months)	51	130	39.23%
HAB03	CD4<200 with PCP prophylaxis	5	5	100.00%
HAB16	Gonorrhea Screening	106	111	95.50%
HAB09TGA	Hepatitis C Screening TGA	174	177	98.31%
_Core02	HAB: Prescription of antiretroviral therapy	175	177	98.87%
HAB15	Chlamydia Screening	107	111	96.40%
HAB10	HIV risk counseling	171	177	96.61%
HAB14	TB Screening	166	175	94.86%
_Core03	HAB: HIV medical visit frequency	49	109	44.95%

✓ We've Reached Our
GOAL!

92.05%

Follow-up

Amina Abubakar, PharmD, AAHIV

CEO Rx Clinic Pharmacy

President of the Avant Institute

info@avantinstitute.com



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