

Case Management for Social Needs of Youth and Families to Enhance Primary and Behavioral Health Care



Victoria F. Keeton, PhD, RN, CPNP-PC^{1,2}; Naomi A. Schapiro, PhD, RN, CPNP-PC²
¹University of California, Davis; ²University of California, San Francisco

Background*

- Inequities exist in children's health & social needs, especially for immigrant populations
- Safety-net clinics and school-based health centers (SBHCs) can identify & address unmet social needs to support youth
- Clinical providers are challenged with finding time to assist with social needs navigation
- Resource navigation may be provided by other staff, such as case manager (CM)

Practice Innovation

- Integrate a CM in the SBHC care team to address youth/family social needs
- Evaluate role feasibility, utilization, and acceptability

Setting and Participants



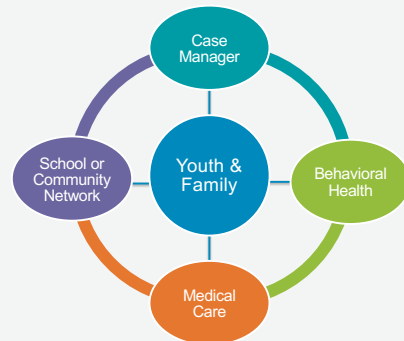
- Community-linked SBHC in urban Oakland, CA
- High Latinx immigrant population
- Most prefer Spanish, also Mam

- Bilingual/bicultural CM worked closely with PNP, social worker, & school

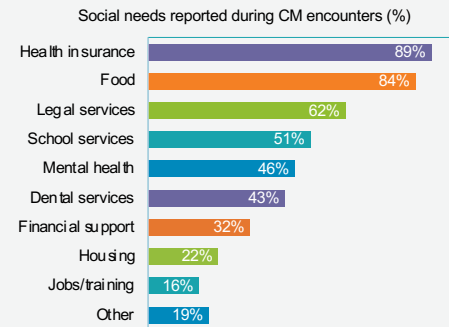
Implementation and Evaluation

- Referrals made by clinic providers or school Coordination of Services Team (COST)
- CM assessed social needs & facilitated resource navigation in clinic or by phone
- Mixed-methods evaluation of EHR data, client surveys, & SBHC staff interviews

Conceptual Model



Results: Social Needs



Results: Utilization and Feedback

Utilization and Client Satisfaction

- During 6-month pilot, CM served 133 clients over 376 encounters (plus 217 additional contact efforts)
- Average visit lasted 32 minutes, most done via telehealth (68%)
- Evaluations completed by 44% clients over 3 months
 - High satisfaction scores, with 95% reporting getting help they needed
- Seven clinic providers and staff interviewed
 - Positive impact of CM services on client well-being
 - Improvement of time available to provide other clinic services

Client Feedback

"When one arrives in this country and we don't know what to do and she helped us inform us of everything"

"I liked that she helped me with finding where I can get food, help with food stamps, and informed me about something I didn't understand"

Provider/Staff Feedback

"In addition to making us feel more satisfied I think it's slightly decreased our stress level and makes our job more satisfying"

"I can't say enough about the exponential impact which her work has because even though it may be technically providing services to one patient, it impacts the entire family and sometimes extended family and friends too!"

Conclusions

- CMs can play a vital role in integrating social and medical care
- Our results demonstrate feasibility and success of this role, with implications for other safety-net clinics
- Service reimbursement is increasing nationwide, providing further support
- Robust studies are needed to further test the impacts of CM in pediatric primary care

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Disclosures

- We have no commercial or financial interests to disclose
- A manuscript with more detail about this project is now available at: Keeton VF, Soleimanpour S, Geierstanger S, Schapiro NA. Case Management for Social Needs of Youth and Families in School-Based Health Centers. *J Sch Health*. 2024 Jan 18.

* References are available upon request