

Background

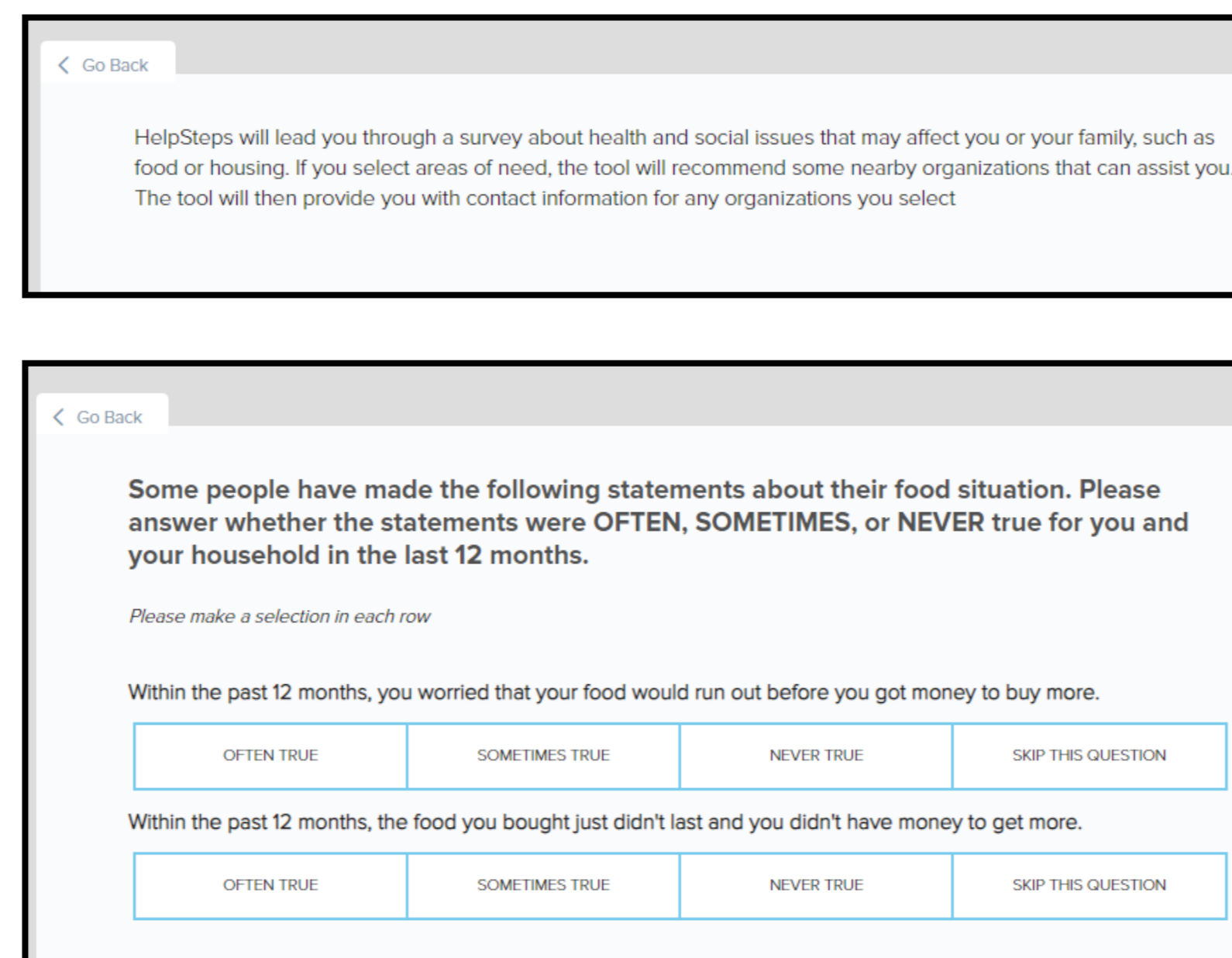
- In Massachusetts, nearly 400,000 children live in low-income households.
- Many families presenting to the Emergency Department (ED) have unmet social needs.
- Electronic screening is common and may be preferred.

Objectives

- Assess the feasibility of using a mobile screening and referral tool in a pediatric ED.
- Determine if HelpSteps helps patients identify needs and links to appropriate referral services post-ED visit.

Methods

- Prospective convenience sample of 330 adults seen in an urban pediatric ED.
- Exclusion criteria:
 1. High acuity (Emergency Severity Index 1&2)
 2. Non English or Spanish-speaking
- Plan to evaluate:
 1. Social services needs & follow-up
 2. Usefulness of the application
 3. Physician perspectives



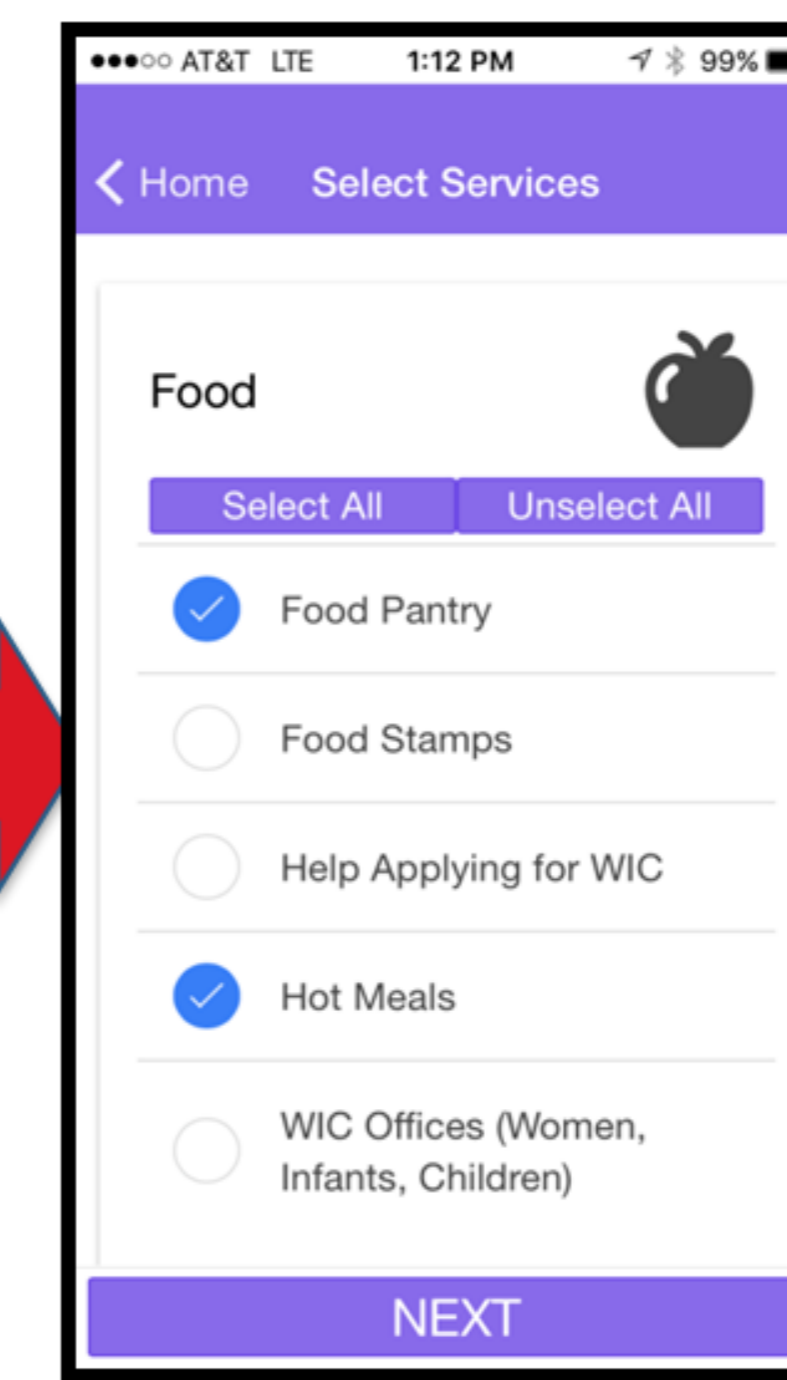
Step 1: Social Needs Screening

- CMS Accountable Health Communities Screening Tool (housing, food, utilities, transportation, domestic violence)
- Drop down list of 21 service categories
- Domestic violence screening only if adult is alone



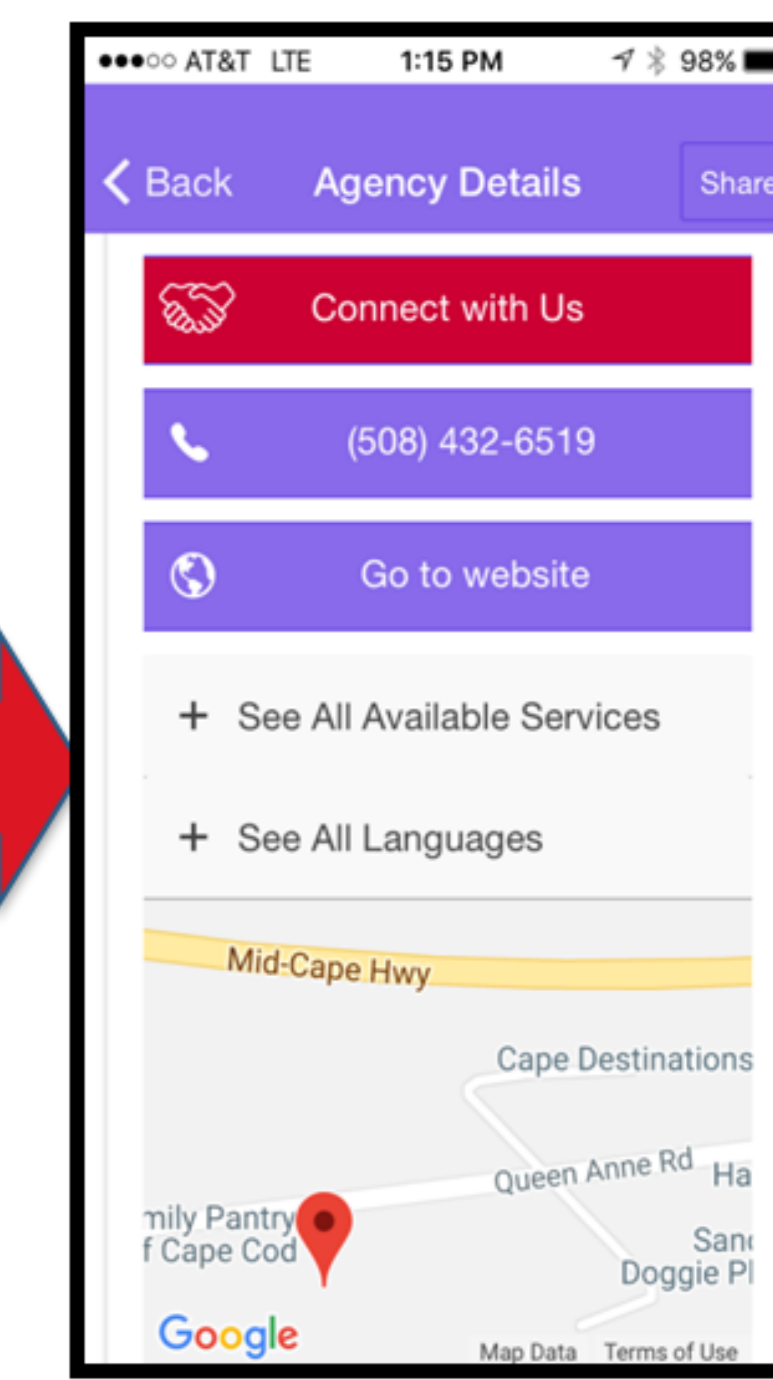
Step 2: HelpSteps

- Search for services using guided screening tool
- Over 100 languages available
- Over 13,000 agencies throughout Massachusetts
- Save favorite agencies and share with others
- 24 hour hotlines (Mass2-1-1 and BPHC)
- Detailed Referral Sheet available via e-mail, text, or print
- Available via Web and App (iPhone and Android)



Step 3: Study Follow-up

- Immediate & 1 month follow-up surveys
- Social work consult if requested or indicated
- Domestic violence follow-up call as needed
- EMR integration allows health care providers to see results



Partnerships

1. United Way's Mass 2-1-1
2. Boston Public Health Commission's Mayor's Health Line
3. Greater Boston Food Bank