Improving Health Through Social Connectedness

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• Project Description:

- Hospitalized patients are frequently isolated and lonely, and their health suffers as a result
- No process exists to identify and address isolation in hospitalized patients

• Goal:

 Identify, screen and refer 15 adult, hospitalized patients by Feb. 28, 2020

• Solution:

- Develop Screen→Refer→Link process using existing staff, tools and workflows
- Customer interviews showed linkage and desired resources must be patient-specific to be successful
- Referred patients to LAC+USC Wellness Center for community resources based on patient's needs

• Identifies patients at risk Nurse Formal patient screen and referral to Wellness Center Social Work Connects to community resources Wellness Ctr

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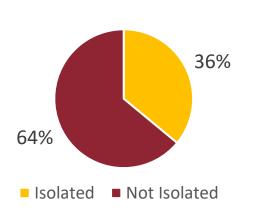
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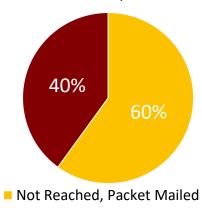
Results

Isolation common in LAC+USC hospitalized patients





• Screen, Refer and Link process can work



■ Reached, Offered Services

- 15 Patients referred
- Services offered:
 - Acupuncture
 - Chronic disease mgmt.
 - Exercise classes
 - Legal support
 - Nutrition
- High patient satisfaction

Next Steps

- Resume process
- Build out standard screening process across LA County Dept. Health Services
- Create a Wellness Center for each hospital, either centrally or at each facility

Lessons Learned

- Seek to understand your customer continuously
- Need validated screening tools for hospitalized safety net patients
- Need strong partnerships between health care centers and community resource groups