

# Improving Health Through Social Connectedness

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- **Project Description:**

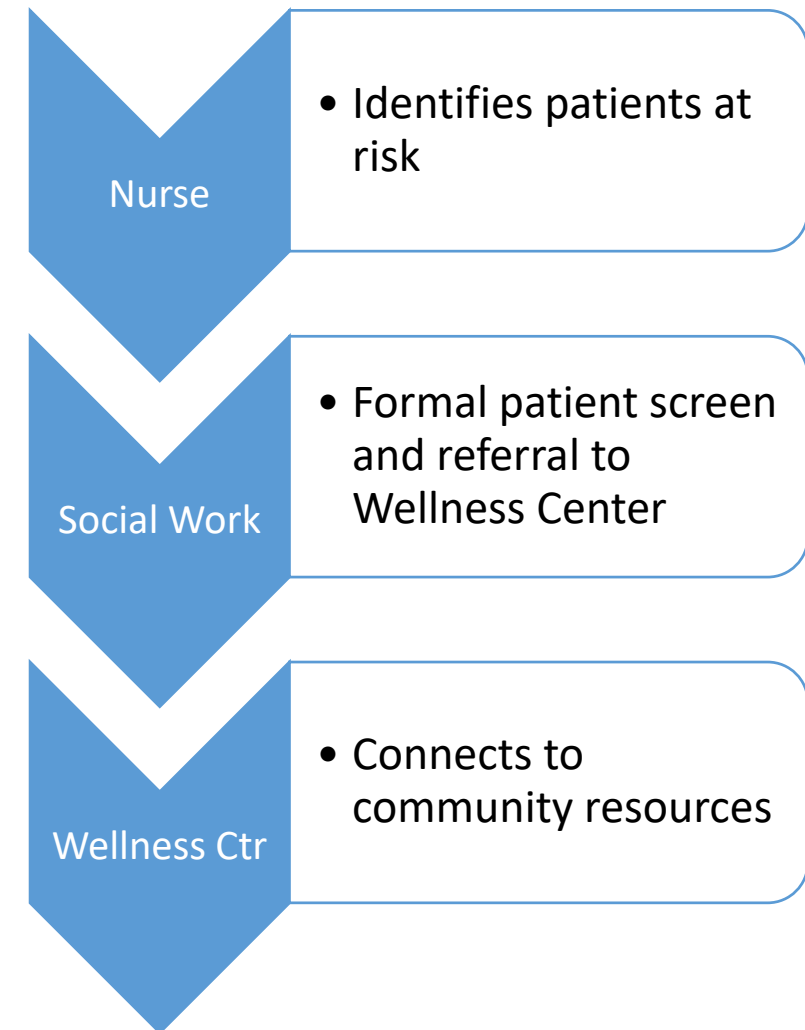
- Hospitalized patients are frequently isolated and lonely, and their health suffers as a result
- No process exists to identify and address isolation in hospitalized patients

- **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



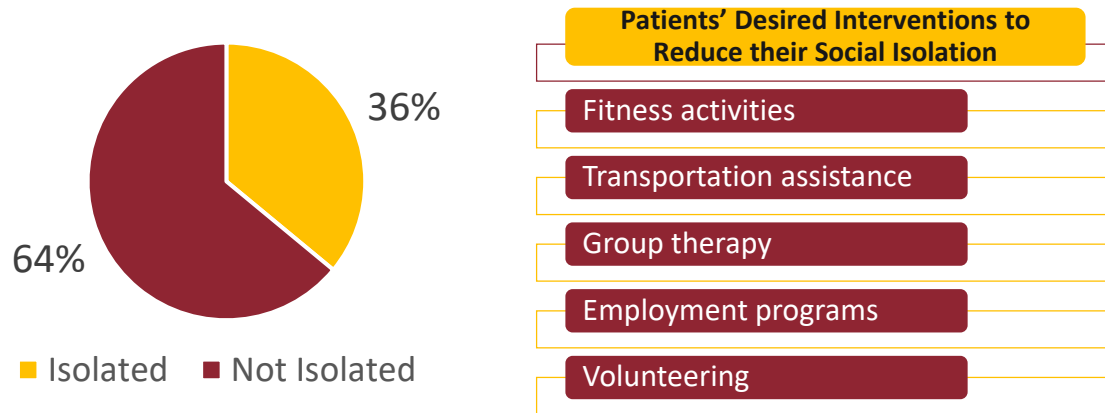
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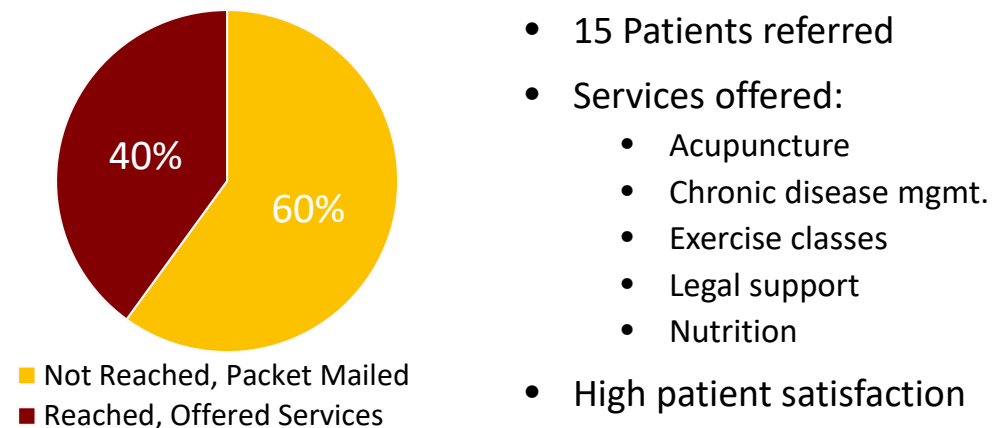
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## • Results

- Isolation common in LAC+USC hospitalized patients



- Screen, Refer and Link process can work



## • 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