



Center for Health and Social Care Integration @ Rush



Excellence is just the beginning.

Social Workers Break Barriers in Healthcare

March 22, 2023

**Co-hosted by the CHaSCI Community &
Rush Social Work Grand Rounds**

CHaSCI Community & Rush Social Work Grand Rounds



The **Center for Health and Social Care Integration (CHaSCI)** advances practices and policies that expand access to social care. This includes hosting the **CHaSCI Community** – webinars and case consultation calls supporting social workers, CHWs, and others integrating health and social care.

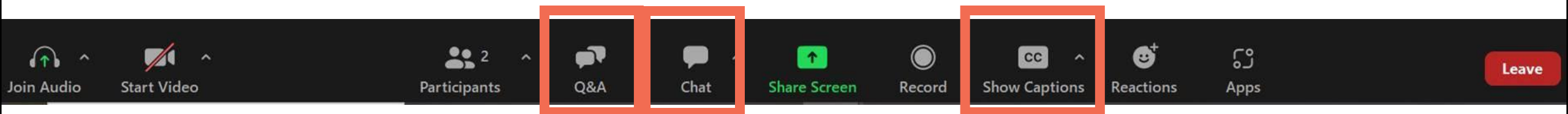
Every other month, social workers from across Rush and others in our local network join **Rush Social Work Grand Rounds**, which provides continuing education about innovations and critical issues for providing high-quality social work services within health care.

Logistics for today

Please use Q&A box for questions to help with tracking

We welcome general comments via the chat

Recording and slides will be sent out afterwards and posted at <https://www.chasci.org/chasci-community-webinars>



The image shows the bottom control bar of a Zoom meeting. The bar is dark grey with various icons and labels. From left to right, the controls are: 'Join Audio' (headphones icon), 'Start Video' (video camera icon with a red slash), 'Participants' (two people icon with a '2' and an upward arrow), 'Q&A' (speech bubbles icon), 'Chat' (speech bubble icon), 'Share Screen' (green square with an upward arrow), 'Record' (circular icon with a vertical line), 'Show Captions' (CC icon with an upward arrow), 'Reactions' (smiley face icon with a plus sign), 'Apps' (grid icon), and a red 'Leave' button on the far right. The 'Q&A', 'Chat', and 'Show Captions' buttons are highlighted with orange rectangular boxes.

1 free continuing education credit

Rush Social Work Grand Rounds & the CHaSCI Community is offering **1.0 Continuing Education (CE)** upon participation in this live activity, through the Rush University Medical Center Interprofessional Continuing Education Office.

ACCREDITATION STATEMENT:

In support of improving patient care, Rush University Medical Center is jointly accredited by the Accreditation Council for Continuing Medical Education (ACCME), the Accreditation Council for Pharmacy Education (ACPE), and the American Nurses Credentialing Center (ANCC), to provide continuing education for the healthcare team.

CREDIT DESIGNATION STATEMENTS:

Rush University Medical Center designates this live internet activity for a maximum of One (1) nursing contact hour(s). As a Jointly Accredited Organization, Rush University Medical Center is approved to offer social work continuing education by the Association of Social Work Boards (ASWB) Approved continuing education (ACE) program. Organizations, not individual courses, are approved under this program. Regulatory boards are the final authority on courses accepted for continuing education credit. Social workers completing this course receive 1.00 general continuing education credits.

This activity is being presented without bias and without commercial support.



Our learning objectives

1

Interpret historical and current context of social work practice within health care

2

Identify ways that social workers improve health and advance health equity

3

Describe national initiatives led by the Coalition for Social Work and Health, and opportunities for getting involved

Financial disclosures

Individuals in control of content have disclosed the following relationships with ineligible companies. All of the relevant financial relationships have been mitigated.

<u>NAME OF INDIVIDUAL</u>	Disclosure
Bonnie Ewald, MA (course director)	None
Elizabeth Cummings, LCSW (planning committee member)	None
Walter Rosenberg, LCSW, MHSM (planning committee member)	None
Valerie Davis, MSN, RN, CNL (planning committee member)	None
Jorge Delva, PhD (Faculty Speaker)	None
LaCinda Jones, LCSW (Faculty Speaker)	None

The remaining course director(s), planner(s), faculty, and reviewer(s) of this activity have no relevant relationships with ineligible companies to disclose



Our speakers



Jorge Delva, PhD, MSW
Dean, Boston University
School of Social Work
Director, Center for Innovation in
Social Work and Health



LaCinda Jones, LISW-S
Senior Social Worker,
Department of Veterans Affairs
Health and Aging Policy Fellow
(2021-2022)



**Robyn Golden, LCSW
(Moderator)**
Associate Vice President, Social
Work and Community Health,
Rush University Medical Center



SOCIAL WORK
BREAKS BARRIERS

| **What brings us here today?**



“Taking social risk factors into account is critical to improving prevention and treatment of acute and chronic illness, which requires effective interprofessional teams that include experts in social care, *such as social workers.*”

- *2019 National Academies of Sciences, Engineering, and Medicine consensus report*



A century of impact

“The social worker’s major contributions to medical care, gauged by frequency of performance, are:

- the securing of information to enable an adequate understanding of the general health problem of the patient;
- interpretation of the patient’s health problem to himself, his family and community welfare agencies; and
- the mobilizing of measures for the relief of the patient and his associates.”

- American Association of Hospital Social Workers, 1928

Coalition for Social Work and Health

The Coalition for Social Work and Health elevates and expands social work's impact in improving health and healthcare.

Brings together over 30 social work professional associations, practice leaders, and allies to engage in:

- Policy analysis and advocacy
- Practice innovations
- Training and education
- Research and evaluation
- Communications



Today's agenda

- Claiming social work as key to better health
- Overview of current Coalition for Social Work and Health activities
- Moderated discussion

Please submit questions into the Q&A function.



**Social work:
Your key to better health**





**Social work:
Your KEY to
better health**

**Social
workers
promote
health.**

**Social
workers
enhance
hope.**

**Social
workers
improve
healthcare
outcomes.**

How do social workers promote health, enhance hope, and improve healthcare outcomes?

1. Identify what matters most to those they serve

How do social workers promote health, enhance hope, and improve healthcare outcomes?

1. Identify what matters most to those they serve
2. Remove barriers to health and improve access to healthcare

How do social workers promote health, enhance hope, and improve healthcare outcomes?

1. Identify what matters most to those they serve
2. Remove barriers to health and improve access to healthcare
3. Link people with needed resources and services

Example resources and services:

- Home Health Aid Referral
- Information on hospice Services
- Assistance applying to Medicaid
- Assistance with applying to Social Security Disability Insurance
- Assistance applying to low-income housing programs
- Resources provided by a disease specific organization
- Caregiver support resources
- Referral to mental health clinician
- Resources for home adaptation / modification
- Advance Care Planning
- Assistance with finding assistance obtaining prescription medication
- Assistance applying to Meals on Wheels
- Nursing home placement

How do social workers promote health, enhance hope, and improve healthcare outcomes?

1. Identify what matters most to those they serve
2. Remove barriers to health and improve access to healthcare
3. Link people with needed resources and services
4. Address trauma, grief, and loss

How do social workers promote health, enhance hope, and improve healthcare outcomes?

1. Identify what matters most to those they serve
2. Remove barriers to health and improve access to healthcare
3. Link people with needed resources and services
4. Address trauma, grief, and loss
5. Provide education, support, and counseling to improve coping and enhance wellbeing

How do social workers promote health, enhance hope, and improve healthcare outcomes?

1. Identify what matters most to those they serve
2. Remove barriers to health and improve access to healthcare
3. Link people with needed resources and services
4. Address trauma, grief, and loss
5. Provide education, support, and counseling to improve coping and enhance wellbeing
6. Streamline collaboration and communicate patient concerns with the healthcare team

How do social workers promote health, enhance hope, and improve healthcare outcomes?

1. Identify what matters most to those they serve
2. Remove barriers to health and improve access to healthcare
3. Link people with needed resources and services
4. Address trauma, grief, and loss
5. Provide education, support, and counseling to improve coping and enhance wellbeing
6. Streamline collaboration and communicate patient concerns with the healthcare team
7. Navigate transitions in care

How do social workers promote health, enhance hope, and improve healthcare outcomes?

1. Identify what matters most to those they serve
2. Remove barriers to health and improve access to healthcare
3. Link people with needed resources and services
4. Address trauma, grief, and loss
5. Provide education, support, and counseling to improve coping and enhance wellbeing
6. Streamline collaboration and communicate patient concerns with the healthcare team
7. Navigate transitions in care
8. Help manage high-risk situations

How do social workers promote health, enhance hope, and improve healthcare outcomes?

1. Identify what matters most to those they serve
2. Remove barriers to health and improve access to healthcare
3. Link people with needed resources and services
4. Address trauma, grief, and loss
5. Provide education, support, and counseling to improve coping and enhance wellbeing
6. Streamline collaboration and communicate patient concerns with the healthcare team
7. Navigate transitions in care
8. Help manage high-risk situations
9. Provide emotional support to healthcare teams

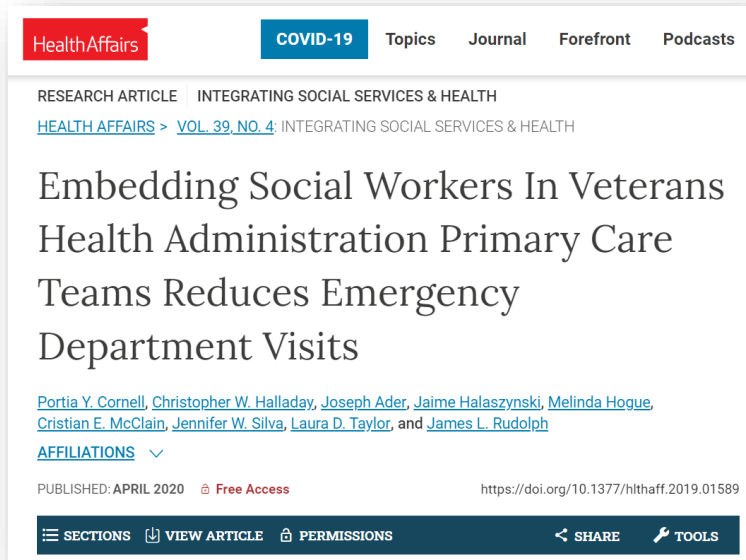
How do social workers promote health, enhance hope, and improve healthcare outcomes?

1. Identify what matters most to those they serve
2. Remove barriers to health and improve access to healthcare
3. Link people with needed resources and services
4. Address trauma, grief, and loss
5. Provide education, support, and counseling to improve coping and enhance wellbeing
6. Streamline collaboration and communicate patient concerns with the healthcare team
7. Navigate transitions in care
8. Help manage high-risk situations
9. Provide emotional support to healthcare teams
10. Create policies and programs to better serve diverse communities

How do social workers promote health, enhance hope, and improve healthcare outcomes?

1. Identify what matters most to those they serve
2. Remove barriers to health and improve access to healthcare
3. Link people with needed resources and services
4. Address trauma, grief, and loss
5. Provide education, support, and counseling to improve coping and enhance wellbeing
6. Streamline collaboration and communicate patient concerns with the healthcare team
7. Navigate transitions in care
8. Help manage high-risk situations
9. Provide emotional support to healthcare teams
10. Create policies and programs to better serve diverse communities
11. Advocate for health equity

We have evidence that social work makes an impact



Example: The VA's Social Work Patient Aligned Care Team (PACT) Staffing Program found that integrating social workers into primary care teams at VA reduced emergency room visits and hospital admissions

In addition, the study gave 3 recommendations to policy makers:

1. Social workers have unique contributions to addressing patients' social needs
2. Social workers provide measurable value in reducing preventable urgent care use
3. Investing in social workers on primary care teams increases patients' access to social work services

Policy inequities reduce access to social work services

- Lack of direct payment structure for care coordination and case management
 - Chronic Care Management and other physician-led billing codes not sufficient
- Restrictive definition in Social Security Act limits how Medicare can reimburse social work services
- Incident-to billing considerations
- Inequities in reimbursement rates by Medicare
 - Social workers get paid at 75% of the physician fee schedule while other allied health professions receive 85% reimbursement rate



Broader challenges and opportunities

- Narrow view of social workers by the public and by healthcare stakeholders
- Erosion of health social work departments
- Workforce shortages and challenges across the board

- Increasing opportunities for expanding social work's impact within health and healthcare given focus on equity and value



| Coalition activities



Campaign for Social Work's Value in Improving our Nation's Health

- Coming out of pandemic, Coalition recognized need for a more coordinated strategy, additional infrastructure, and momentum to address policy and practice gaps
- Sought and received funding from New York Community Trust's initiative *Strengthening the Field of Social Work: Building the Capacity and Stature of the Field*



Campaign for Social Work's Value in Improving our Nation's Health

1. Develop & disseminate materials

highlighting social workers' expertise and innovations to diverse audiences

2. Engage & equip SW students & practitioners to be ambassadors for their expertise, roles, & value in health care

3. Advance policy advocacy to support the social work workforce in health care

4. Build Coalition's infrastructure including partnerships & funding streams to support future activities

Current Policy Efforts

- Legislation

- Improving Access to Mental Health Act
- Improving Access to Advance Care Planning Act
- Working with a congressional office on legislation that will help improve access to social work services

- Regulation

- Letter to CMS to request Innovations Center study social work roles and contributions in demonstration projects
- Comments to CMS re: Physician Fee Schedule
- Working with HRSA to clarify social work workforce data and address projections of over-supply

Campaign for Social Work's Value in Improving our Nation's Health

1. Develop & disseminate materials

highlighting social workers' expertise and innovations to diverse audiences

2. Engage & equip SW students & practitioners to be ambassadors for their expertise, roles, & value in health care

3. Advance policy advocacy to support the social work workforce in health care

4. Build Coalition's infrastructure including partnerships & funding streams to support future activities

Moderated discussion



Jorge Delva, PhD, MSW
Dean, Boston University
School of Social Work
Director, Center for Innovation in
Social Work and Health



LaCinda Jones, LISW-S
Senior Social Worker,
Department of Veterans Affairs
Health and Aging Policy Fellow
(2021-2022)



**Robyn Golden, LCSW
(Moderator)**
Associate Vice President of Social
Work and Community Health



Help us increase our impact

- 1. Shine a light on your own work and the importance of social work to health and healthcare**
 - Amplify your own work! Contribute to op-eds, host local presentations, or present at conferences
 - Spread broader messages about social work from us and others
- 2. Help advocate to address policy barriers**
 - Call, message, or meet with your elected representatives
- 3. Reach out to us with ideas or interest in engaging in any of the Coalition activities outlined here**
- 4. Help us hone our messaging: <https://redcap.link/cokhfabu>**

Stay in the loop and help spread the word

- Communications materials will be disseminated via listserv and social media using **#SocialWorkisKEY**
 - Website: <https://chasci.org/cswh>
 - Sign up for newsletter: <https://www.chasci.org/campaign-for-sw>
 - Rush Social Work and Community Health twitter: <https://twitter.com/RushSWCH>
 - Future: CHaSCI's LinkedIn page