

Social Determinants of Health

Coordinate care for at-risk patients

In the best of days, nonclinical factors account for up to 80% of healthcare outcomes. Providers and payers strive to address the social determinants of health (SDOH) to improve health outcomes and close gaps in care at the individual level.

With COVID-19, the sense of urgency and duty to identify patients who are at-risk for not being able to access essential services — thus affecting their health and the health of others around them — is further amplified.

Experian Health's Social Determinants of Health solution offers holistic insight into the financial, transportation and technology barriers individuals may be experiencing that could hinder their access to care, medication, food and housing. The solution offers prioritized, proactive suggestions for interventions that help remove or reduce such barriers for improved health outcomes.

Benefits to you

- Delivery of SDOH insights in a standardized, turnkey manner — no analysis paralysis
- Proactive, individual-level intelligence that doesn't require patients to be present to provide survey responses
- More-than-a-score actionability through insight into the relevant drivers of each SDOH factor
- Underpinned by Experian's Unique Patient Identifier for universal interoperability
- Suggested engagement strategies that consider the individual's unique SDOH profile and preferred communication channel
- The ability to automate the scheduling of telehealth or in-person appointments based on SDOH insight
- Available within real-time episode alerts and encounter details for risk-bearing organizations

- Unparalleled consumer privacy compliance through Experian's originally sourced data
 - Improves care quality metrics and reduces negative health outcomes being driven by SDOH
-

68% of Americans are impacted by at least one nonclinical barrier to health.

What you can expect

Our SDOH solution delivers:






- Weighted scores and risk levels calculated by Experian algorithms for the top SDOH factors impacting the United States, leveraging nonclinical consumer attributes
- Justifications that offer insights into the "why" behind the scores to provide patient-specific context for your caregivers
- Recommended patient engagement strategies that are SDOH factor-specific and based on best practice interventions and program types
- A total SDOH summarized view that considers all SDOH factors
- Standardized turnkey format that's easy to interpret and is delivered via API or batch file or within realtime episode alerts and encounters details within MemberMatch®, Experian's episode alert and care coordination platform.

Social Determinants of Health

Integration options for Social Determinants of Health:

- Use Social Determinants of Health solution with Patient Schedule for targeted, proactive outreach to schedule telehealth, in-home or in-person appointments and address the unique needs of each patient or member.
- Seamlessly add Experian Single Best Record with your SDOH response for the most up-to-date demographics and patient contact information.
- Leverage via batch or API to display directly within the workflows and tools preferred by your organization.
- Partner with Patient Access and Marketing teams to improve engagement with patients through SDOH insights.
- With a direct integration with MemberMatch, Social Determinants of Health informs real-time care planning for risk-bearing organizations when members present to facilities in and out of your network.

Proactive. Standardized. Turnkey.

Category	Score	Example Justifications	Patient engagement strategy
 Access to care	H/M/L	<ul style="list-style-type: none"> • Yes — presence of vehicle • No — within driving distance to provider • High technology sophistication 	<ul style="list-style-type: none"> • Arrange transportation, remote health service • Preferred communication channel (email, text, including marketing channels)
 Housing instability	H/M/L	<ul style="list-style-type: none"> • Yes — frequent address change • Yes — living below federal poverty level • Low technology sophistication 	<ul style="list-style-type: none"> • Exploratory conversation with skilled professional resulting in integrated housing plan • Preferred communication channel (e.g., email)
 Access to medication	H/M/L	<ul style="list-style-type: none"> • No — within driving distance to pharmacy • Yes — price sensitivity for medication • High technology sophistication 	<ul style="list-style-type: none"> • Arrange medication delivery, check eligibility for programs to aid in cost or discounting • Preferred communication channel (e.g., text)
 Food instability	H/M/L	<ul style="list-style-type: none"> • No — within driving distance to grocery • No — able to afford healthy food • Low technology sophistication 	<ul style="list-style-type: none"> • Consider alternative food source; food prescription, arrange grocery delivery • Preferred communication channel (e.g., TV)
 Total	H/M/L	<ul style="list-style-type: none"> • Low — access to care risk • High — food Insecurity • Medium — housing instability • Medium — access to medication 	<ul style="list-style-type: none"> • Determined by medium and high risk SDOH factors