



Policy Purpose:

EOCCO requires training for all staff who screen our Oregon Health Plan (OHP) members for social needs. Taking this training will help EOCCO staff screen members in a respectful and understanding way. This training will also help EOCCO staff respond to any urgent member needs or member safety concerns.

Key Terms:

Social Determinants of Health (SDoH): Social, economic, and environmental (the place you live) factors that affect people’s health. Some of these factors include: having safe housing, having a stable job, having low-cost and healthy food options, feeling safe in your neighborhood, and having clean air in the place you live. When we use the term *social needs* we are talking about the social determinants of health.

Trauma-informed practices: A care approach that understands that past or current trauma can impact a person’s behaviors and health. This approach recognizes the signs of trauma and works to create safe care practices.

Empathetic inquiry: A way to do social needs screenings that was created by the Oregon Primary Care Association (OPCA). In Empathetic inquiry social needs screening is a conversation between the screener and the patient. Screeners ask about social needs in a non-judgmental and trauma-informed way.

Motivational Interviewing: A way medical providers counsel or talk with patients that includes active listening and honoring a patient’s needs, feelings, and goals. This can help build trusting relationships between patients and providers.

Informed Consent: When medical providers talk about medical care, treatment, or services in a way that patients understand. This includes making sure that

patients can ask questions and get all the information they need before saying yes to any medical care, treatment, or services.

Cultural competence: A process of making healthcare a safe space for people. It includes medical providers caring for the whole person, and understanding that each person has unique experiences, identities and cultural values that affect their health needs. A culturally competent provider will not make guesses about a person's identity, needs, or ability, including:

- race
- color
- spiritual beliefs
- creed
- age
- tribal affiliation
- national origin
- immigration or refugee status
- marital status
- socio-economic status
- veteran's status
- sexual orientation
- gender identity, expression, and/or transition status
- level of education
- physical or mental disability
- medical condition

Cultural Responsiveness: Being able to learn from different communities and respond to issues with an understanding that peoples' identities and culture affect their needs and experiences.

REAL-D: Detailed information on peoples' race, ethnicity, languages spoken and written, and disability needs. In Oregon's ORS 413.161 law all the REALD requirements are listed. This law also asks organizations across the state to collect REALD information in the same way.

Equity: Making sure that people have access to the same opportunities. Our history and society have created barriers to equal opportunities and participation,

so some groups or communities need more support and resources in order to have equal access.

Ethics: Medical providers are guided by four ethical principles which are:

- 1) Do no harm
- 2) Make decisions that are in the best-interest of the patient
- 3) Patients have free will and must be able to make their own informed care decisions
- 4) All patients must be treated fairly and have the same access to care and treatment options

Over-screening: Doing too many health or social need screenings in a medical setting. Over-screening can be harmful for patients and cause stress if the screening is not necessary for their care or health.

Required Training:

The required training for EOCCO staff who screen members for social needs includes:

- 1) Taking a Social Needs Screening Training
- 2) Reviewing EOCCO’s Over-Screening Prevention Protocol

See more information in the table below:

Required Training	Includes	Timeline
1. Social Needs Screening Training	Employees and volunteers will learn about: <ul style="list-style-type: none"> • Screening ethics and informed consent • Different ways to do social needs screening: <i>Empathetic</i> 	Current staff
		Take training once per year
		New staff

	<p><i>Inquiry & Motivational Interview</i></p> <ul style="list-style-type: none"> • Trauma-informed screening practices • Diversity, Equity, and Inclusion • Cultural Responsiveness • How to respond to member safety concerns 	Take training within 30 days of hire, then take training once per year
2. Over-Screening Prevention Protocol Review	<ul style="list-style-type: none"> • Review of EOCCO’s over-screening prevention protocols <p><i>Protocols will be updated every year by EOCCO. Updates will be based on:</i></p> <ul style="list-style-type: none"> -<i>Social needs screening research</i> -<i>EOCCO member and community partner feedback</i> -<i>EOCCO staff feedback</i> 	<p>All staff</p> <ul style="list-style-type: none"> -Review protocols once per year -Review new changes to protocols as they come out

EOCCO will track when staff complete the Social Needs Screening Training and Over-Screening Prevention Protocol review. This will help to make sure that employees and volunteers are completing the training and review within the timeline.

EOCCO’s Diversity, Equity, and Inclusion (DEI) committee is responsible for reviewing social needs screening training content and protocols and looking for areas of improvement.