

## Social Accountability in the Health Professions



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Arthur Kaufman, MD  
Vice Chancellor for Community Health  
Distinguished Professor of Family and Community Medicine  
University of New Mexico  
[akaufman@salud.unm.edu](mailto:akaufman@salud.unm.edu)



## Quality Care is Not Enough ex. Diabetes in Native Americans

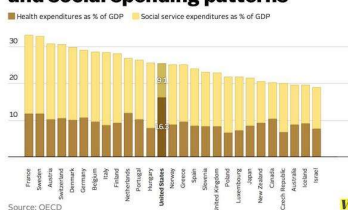
- Recommended Preventive Services:
  - Native Americans have best rates
- Deaths from Diabetes:
  - Native Americans have highest rates

New Mexico Dept of Health 2010 Report on Ethnic Disparities in Health

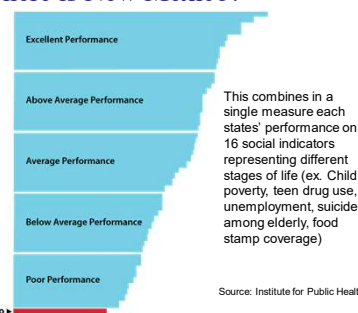


## US Spends much less on Social Determinants than other western countries

**The U.S. is an anomaly in health and social spending patterns**



## The Social Health of the Fifty States: Where is New Mexico?



## Determinants of Health

	<u>Contribution to Mortality</u>	<u>% Nat'l Health Budget</u>
• Lifestyle	43%	1%
• Biology/Genetics	27%	7%
• Environment	19%	2%
• Health Services	<b>11%</b>	<b>91%</b>



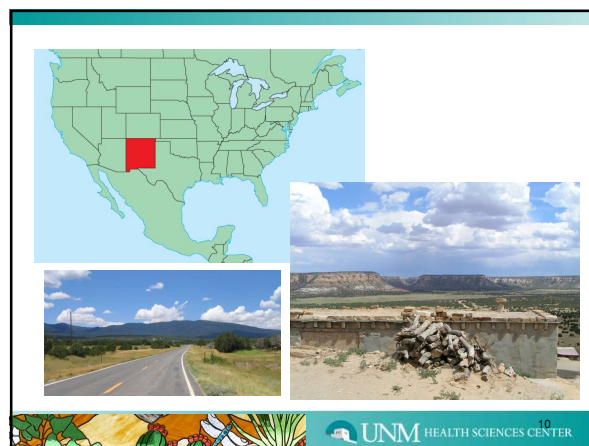
## Working "Upstream:" Now EVERYONE owns it!

- WHO- Sir Michael Marmot ("HealthDisparities")
- The Network:TUFH- ("Social Accountability")
- Canad Med School Accred- ("Soc Accountability")
- Beyond Flexner Alliance- ("Social Mission")
- US many- ("Social Determinants")
- AAFP- ("EveryONE")



## Headwinds: Barriers to Needed Change

- Mostly a fee-for-service reward system
- Disparities, privilege within academia, community practice fiercely defended
- Myth 1: Educational reform will lead to clinical service reform
- Myth 2: Research/evidence will produce needed institutional, system change



## Wisdom of the Masters

- Max Plack (gist): *A new scientific discovery is not accepted because it can be proven...it is accepted because the opponents eventually die*
- Machiavelli (gist): *There is nothing more dangerous to propose than a new idea. The opponents who would suffer from it attack it like partisans, while the supporters do so weakly, not certain the leader will succeed. So the innovator is doubly at risk*



## Communities We Serve



## Wind at our Sails

- Value-based purchasing, capitation, PPP
- Pt-Centered Medical Homes, Health Teams
- “Inter-professional” includes Community Health Workers, Medical Assistants
- Govt, Insurers, Medicaid challenging same-old payment/incentives



## New Institutional Vision Statement

“The University of New Mexico Health Sciences Center will work with community partners to help New Mexico make more progress in health and health equity than any other state by 2020.”

vision  
2020



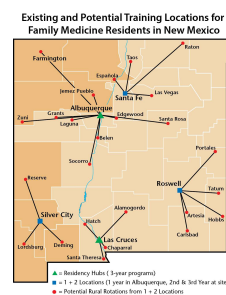
## Comments from a Sampling of Community Health Leaders

- **Important to overcome image:**
  - “University of ABQ,”
  - “UNM only present while grant funds last”
- **UNM needs to:**
  - Commit to long term partnerships, not just when grant present
  - Build upon local wisdom, leaders, organizations, programs
  - Create central office at UNM, single telephone number to help communities and providers navigate the UNM Health System
  - Have full-time presence in all communities like NMSU



## FM resident Outcomes, Plans

- 76 Residents, half in ABQ, half in rural NM
- 25% of ABQ grads work in rural NM
- 70% of rural NM grads for in rural NM



## Health Workforce: A Public Health Impact

- PCPs/100,000 population
- 1 Physician in Rural Community
  - a) hires ~18 people directly, indirectly
  - b) generates ~\$1 million in business annually



## NM Clinical Education and UHSEP Programs

“Spending 6 weeks in a small rural town during the Clinical Education Program made me aware of the health disparities in small rural New Mexican communities. The biggest impact that is immediately felt in my community is that I am filling a cultural void with Spanish speaking individuals especially females.”

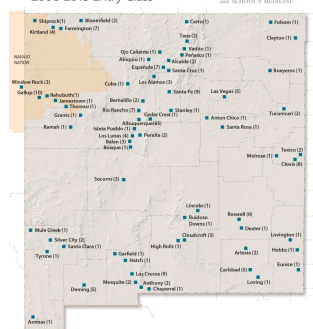


**Erika Garcia, MD**  
Clovis, NM  
Graduate of UNM SOM and Family & Community Medicine Residency

UNM HEALTH SCIENCES CENTER  
Office of Diversity  
Joining Communities to Increase Access  
and Reduce Disparities



## Combined BA/MD Program 2006-2013 Entry Class



UNM HEALTH SCIENCES CENTER  
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## Flash...Flash...UNM Family Medicine Leads Nation!

Of 141 MD-granting medical schools in the US, the University of New Mexico ranked #1 in % of grads entering Family Medicine in 2016-2017



## Lessons from Other Countries

### • Community Health Workers:

- Kenya
- Brazil



## Rural Retention in New Mexico

- Physicians – least
- Nurses – more
- Medical Assistants – much more
- Community Health Workers - most



## Promotores de Salud: Brazil



## 4 in 5 Physicians Surveyed

- Patients social needs as important as medical conditions
- Not confident in their capacity to address social needs
- Unmet social needs leading to worse health for all, not just those with low income

Robt Wood Johnson Foundation



## Social Determinants $R_x$

Name \_\_\_\_\_ Age \_\_\_\_\_

Address \_\_\_\_\_ Date \_\_\_\_\_

### Referral to Community Health Worker for:

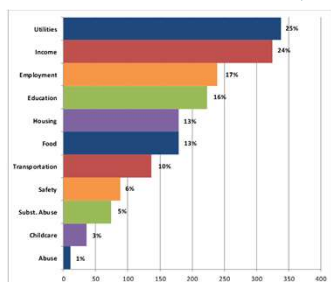
- |  |   |
|--|---|
| <input type="checkbox"/> Food Assistance           | <input type="checkbox"/> Employment Assistance        |
| <input type="checkbox"/> Housing Assistance        | <input type="checkbox"/> Education Assistance         |
| <input type="checkbox"/> Utilities Assistance      | <input type="checkbox"/> Substance Abuse Assistance   |
| <input type="checkbox"/> Transportation Assistance | <input type="checkbox"/> Safety Assistance            |
| <input type="checkbox"/> Daycare Assistance        | <input type="checkbox"/> Domestic Violence Assistance |
| <input type="checkbox"/> Legal Assistance          | <input type="checkbox"/> Other                        |

Provider Signature \_\_\_\_\_





## Well Rx Survey Responses (N = 3,048)



## Youth/Pipeline Development into Health Careers: Role of Health Prof. Students

- “Grow our own”
- “Health Summit” – Eastern Navajo Mid-Schoolers
- Future mentoring



## Outcomes of CHWs in Clinical Care

- Health insurers, hospitals, universities hiring CHWs to address Social Determinants
- CHWs help “manage” high users - ROI ~4:1
- Comprehensive CHW care more cost-effective than Patient-Centered Medical Home, now moving “upstream,” prevention, health policy

Johnson D, et al. Community Health Workers and Medicaid Managed Care in New Mexico. *J Community Health*. 28 Sept 2011.  
 Nkounga C, et al. Diffusion of Community Health Workers Within Medicaid Managed Care: A Strategy to Address Social Determinants of Health. *Health Affairs Blog*. July 25, 2017.  
 Moffett M, et al. Community Health Workers Bring Cost Savings to Patient-Centered Medical Homes. 2017 *J Community Health* DOI 10.1007/s10900-017-0403-y



## Community Health Workers: New Members of the Health Team

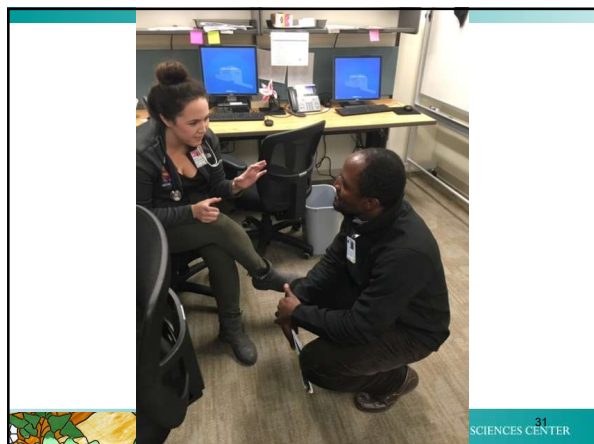
- Social determinants their priority
- Culturally and linguistically competent
- Community is their base
- Trust high



## Medicaid Managed Care- Driver of

- State Mandate—all MCOs support CHWs
- Certification CHW curriculum
- MCOs hiring and contracting for CHWs
  - Blue Cross Blue Shield
  - CENTENE- Western Skies
  - Molina
  - Presbyterian

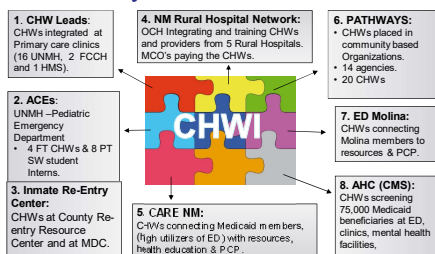




## Students Address Social Determinants- Even on the Wards

- How could this Admission have been prevented?
- Taxi Vouchers for ED patients
- Weekend Pharmacy Hours

## Community Health Workers Initiatives



## HIVE: Mobilizing the WHOLE UNM campus to address adverse social determinants of health in our communities

The HIVE is a cross-campus consortium representing UNM colleges and programs that will address the priority needs of both rural and urban communities.

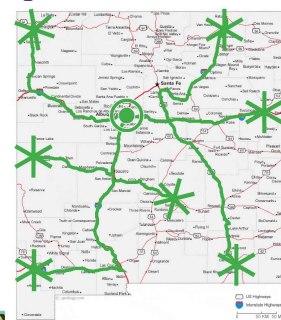
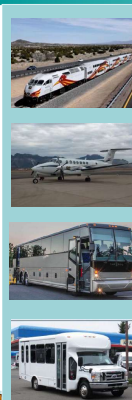


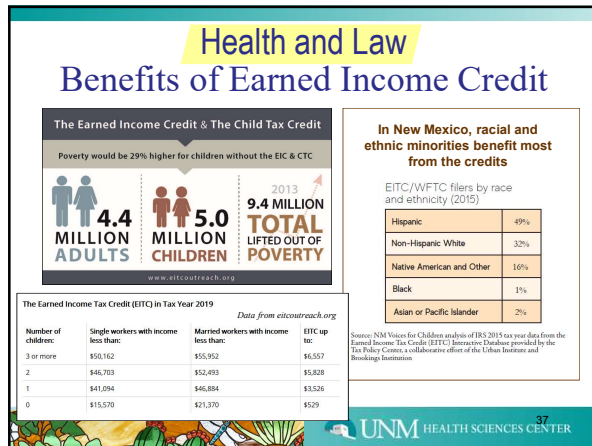
- Anderson School of Management
- College of Education
- College of Nursing
- College of Population Health
- Community Engaged Learning & Research
- Division of Equity & Inclusion
- Office of the Provost
- HSC Marketing and Communications
- HSC Office for Community Health
- HSC Office for Diversity
- School of Architecture and Planning
- School of Law
- School of Medicine

## Students address Social Determinants in the Community: (Examples)

- One Hope Clinic
- ABQ Opportunity Center
- Westside Temporary Shelter
- Border Health
- Mentor Mid and High School Students

## Health & Civil Engineering Transportation





## Vision 2020 Health Outcomes

- Diversity in med stud body now similar to state—inc 38% to 53% underrep minority
- Immun rates 19-35 mos: 68% to 76%
- Prim Care MD/100,000: 105 to 116

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