

FY14 HeLP ANNUAL EVALUATION SUMMARY

DECEMBER 11, 2014



*IMPROVING HEALTH STATUS
AT THE COMMUNITY LEVEL*



EVALUATION COMPONENTS

- Professional Education Survey
- Referral Provider Surveys
- HeLP Legal Services Clinic Student Satisfaction Survey
- HeLP Health Law Advocacy Student Survey
- HeLP Clinic Case Rounds Survey
- Fundamentals of Medicine Student Survey
- Resident Longitudinal Survey
- Client Surveys
- Administrative Claims Analysis

PROFESSIONAL EDUCATION EVALUATION

- Suspended in FY13 and FY14 for curriculum development
- Only offered to New Residents at Hughes Spalding
- 16 residents completed survey post education seminar

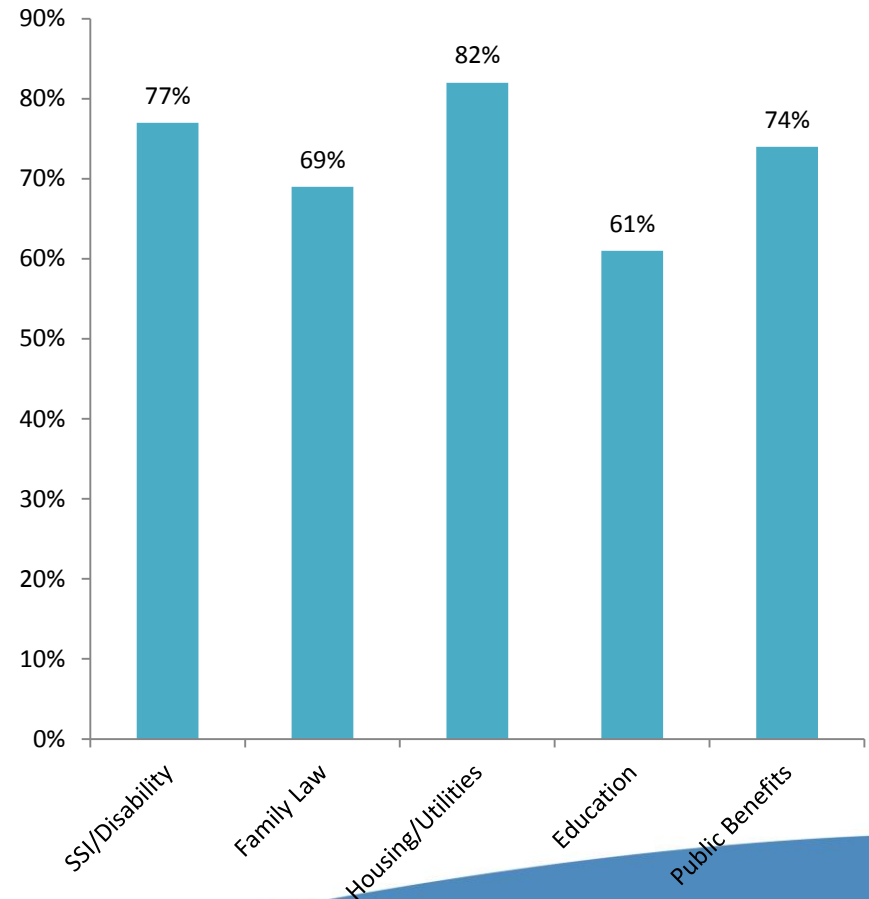
OUTCOME INDICATORS

- 94% affirmed they are more likely to advocate on their patient's behalf after attending HeLP seminar
- Satisfaction with the education seminar was rated high among all respondents
- All respondents reported they would recommend participation in the education seminars to their colleagues.

REFERRING PROVIDER SURVEY

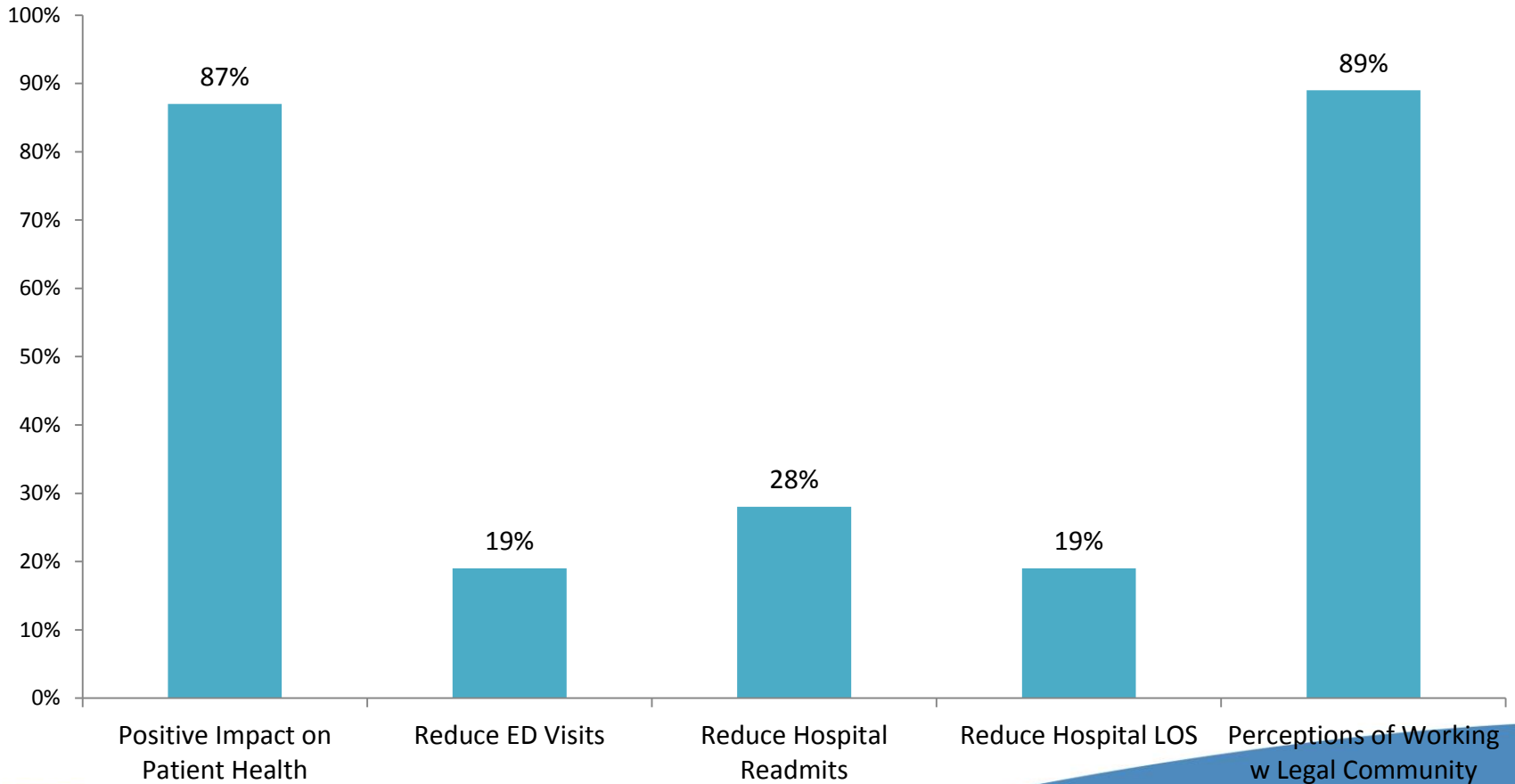
- 45 survey completed / 150 disseminated = Response rate of 30%
- Respondents represent Physicians (60%) and Social Workers (40%)
- Top 5 Problems/Topics for referral: SSI/Disability, Family Law, Housing, Education & Public Benefits

HeLP's Ability to Assist Client with Referred Problem
Percent Rated Excellent or Good



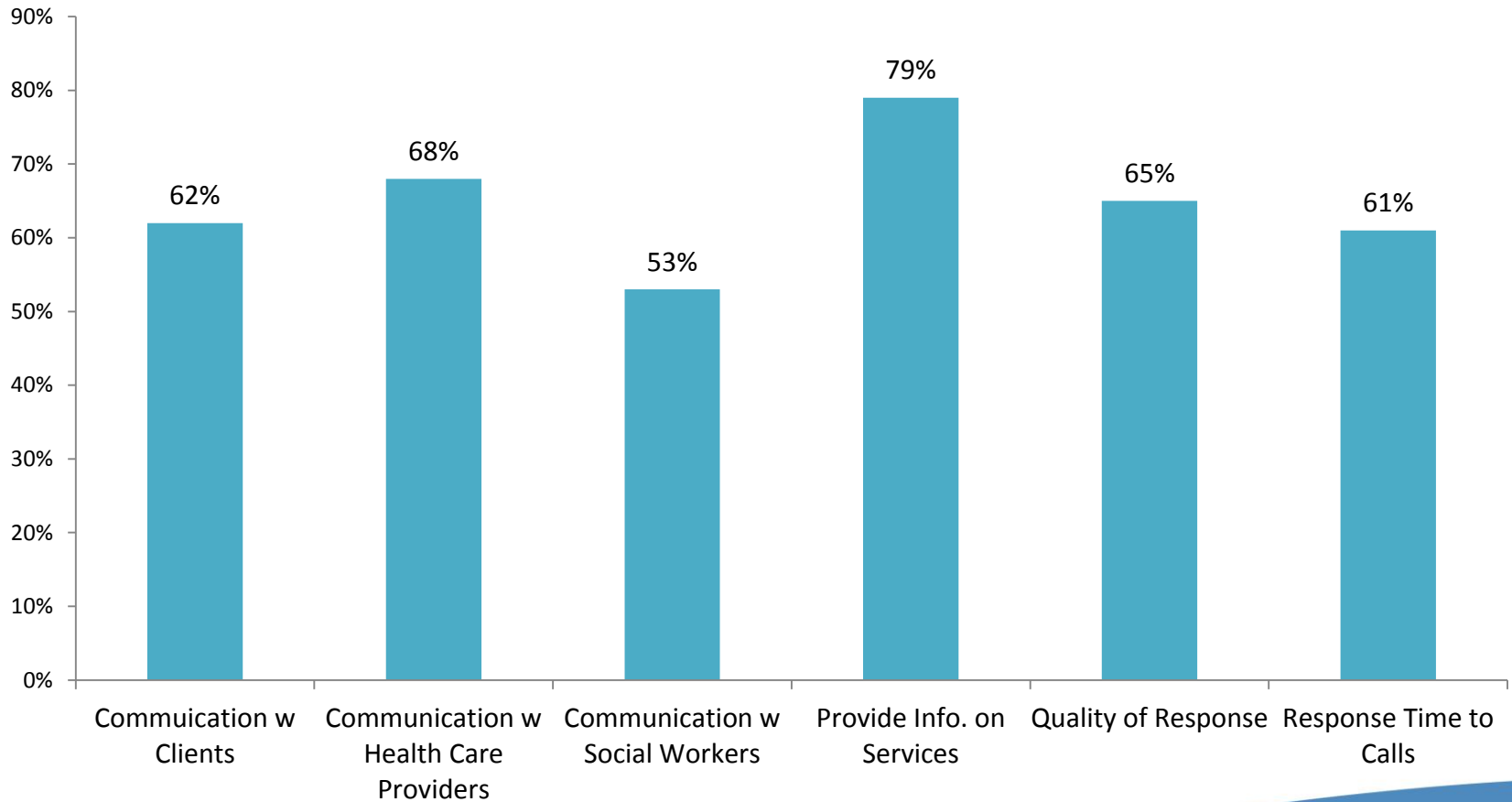
OUTCOME MEASURES

Percent of Referring Providers who Responded Affirmatively



PROCESS INDICATORS

Percent of Referring Providers who Report Excellent or Good

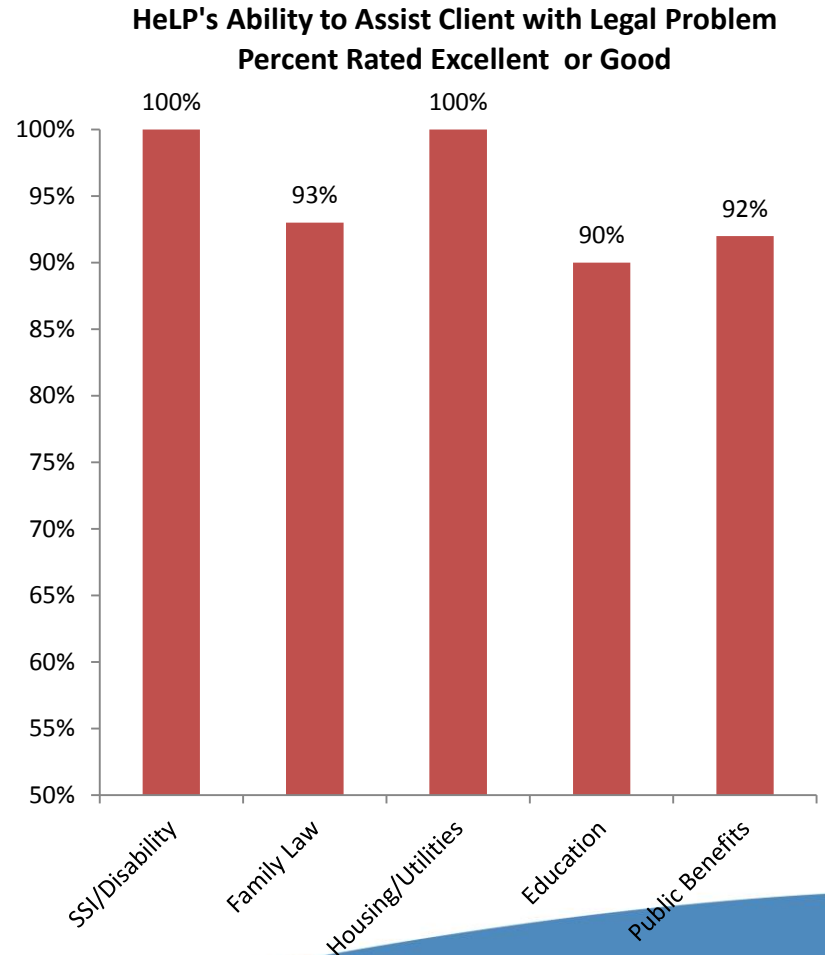


OPPORTUNITIES FOR IMPROVEMENT

- Mechanism to provide feedback to providers regarding HeLP referral
- Opportunities to demonstrate program effectiveness to referring providers
- Mechanism to capture referring provider contact information for survey administration

HeLP CLINIC PARTICIPANT STUDENT SURVEY

- 17 surveys completed of 34 disseminated = Response rate = 50%
- Respondents represented law (94%) and social work (6%) students
- Top case types for students include: SSI/Disability, Housing, Education, Wills/AD & Public Benefits

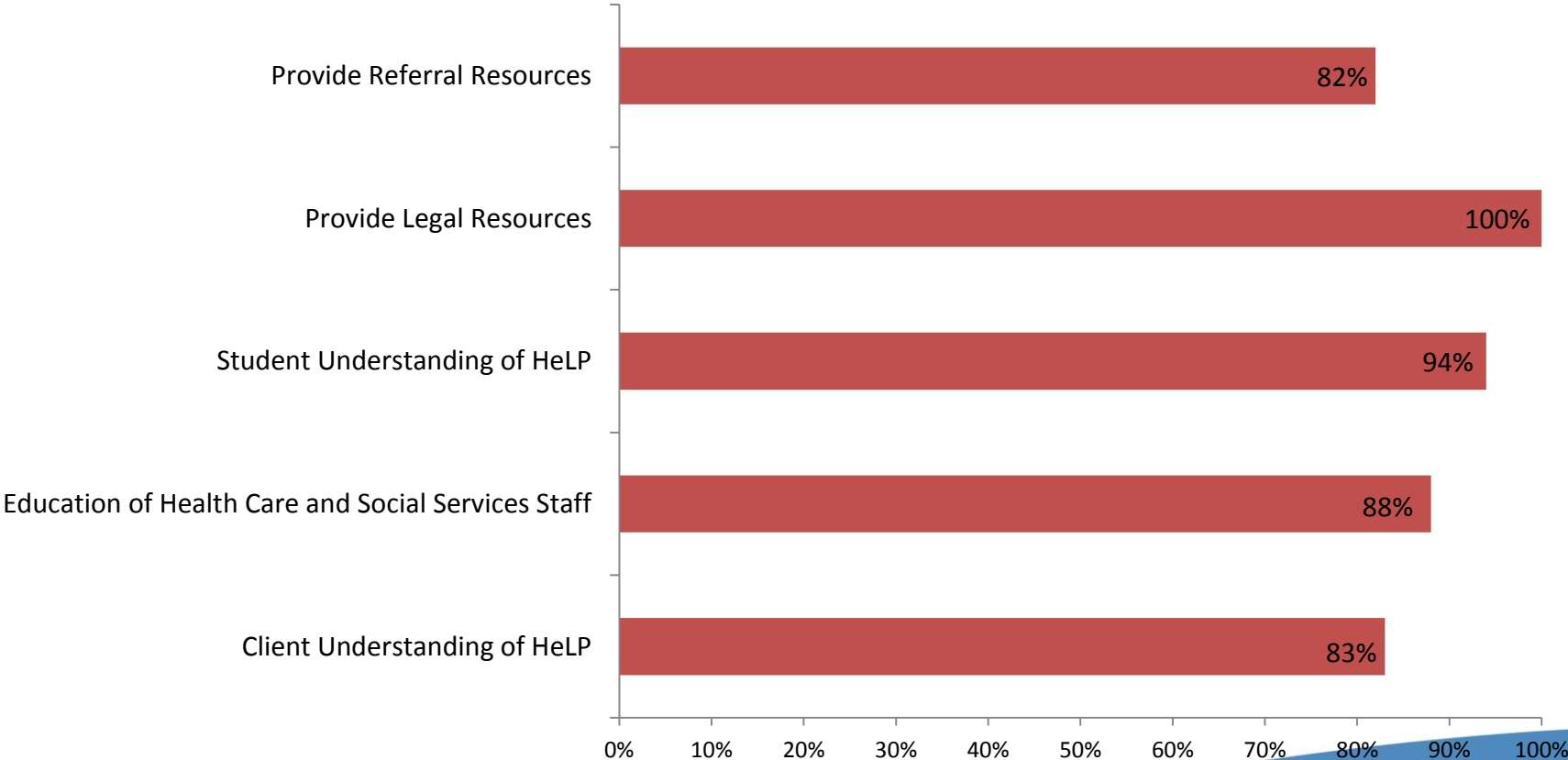


OUTCOME INDICATORS

- All respondents rated HeLP's ability to meet the legal needs of clients as Excellent or Good
- 94% reported learning better professional skills through their experience
- 82% reported they are Definitely Likely or Likely to remain involved in public services activities based on HeLP experience

PROCESS INDICATORS

Percent who Report Excellent or Good



OPPORTUNITIES FOR IMPROVEMENT

- Greater involvement of medical interns and increasing their involvement with the program
- Identify opportunities to increase survey participant response rate

HEALTH LAW ADVOCACY SURVEY

- Pre/Post-survey non-comparative design
 - Pre-survey: $6/9=67\%$ response rate. Designed to gather qualitative information on participant expectations of class
 - Post-survey: $7/9=78\%$ response rate. Designed to gather qualitative information on impact of class participation on knowledge, skills and perceptions

OUTCOME INDICATORS

- 86% reported high levels of satisfaction with the course & all indicated it exceeded expectations
- All reported the course helpful to developing &/or enhancing professional skills
- All found the course staff as helpful in addressing questions and providing support in working with community partners

PROCESS INDICATORS

- Respondents reported that the legislation proposed by the community partners was important to lawmakers.
- Students noted that the public was interested in the proposed legislation and two-thirds felt efforts to increase public support for the issues were effective.
- Respondents noted that community partners could have been more influential in impacting the attitudes and beliefs of policymakers and the public.

MEDICAL EDUCATION SURVEYS

- HeLP Legal Services Clinic Case Rounds (Case Rounds)
- Fundamentals of Medicine III (FOM III)
- Resident Longitudinal Study (Resident Study)

HeLP CASE ROUNDS

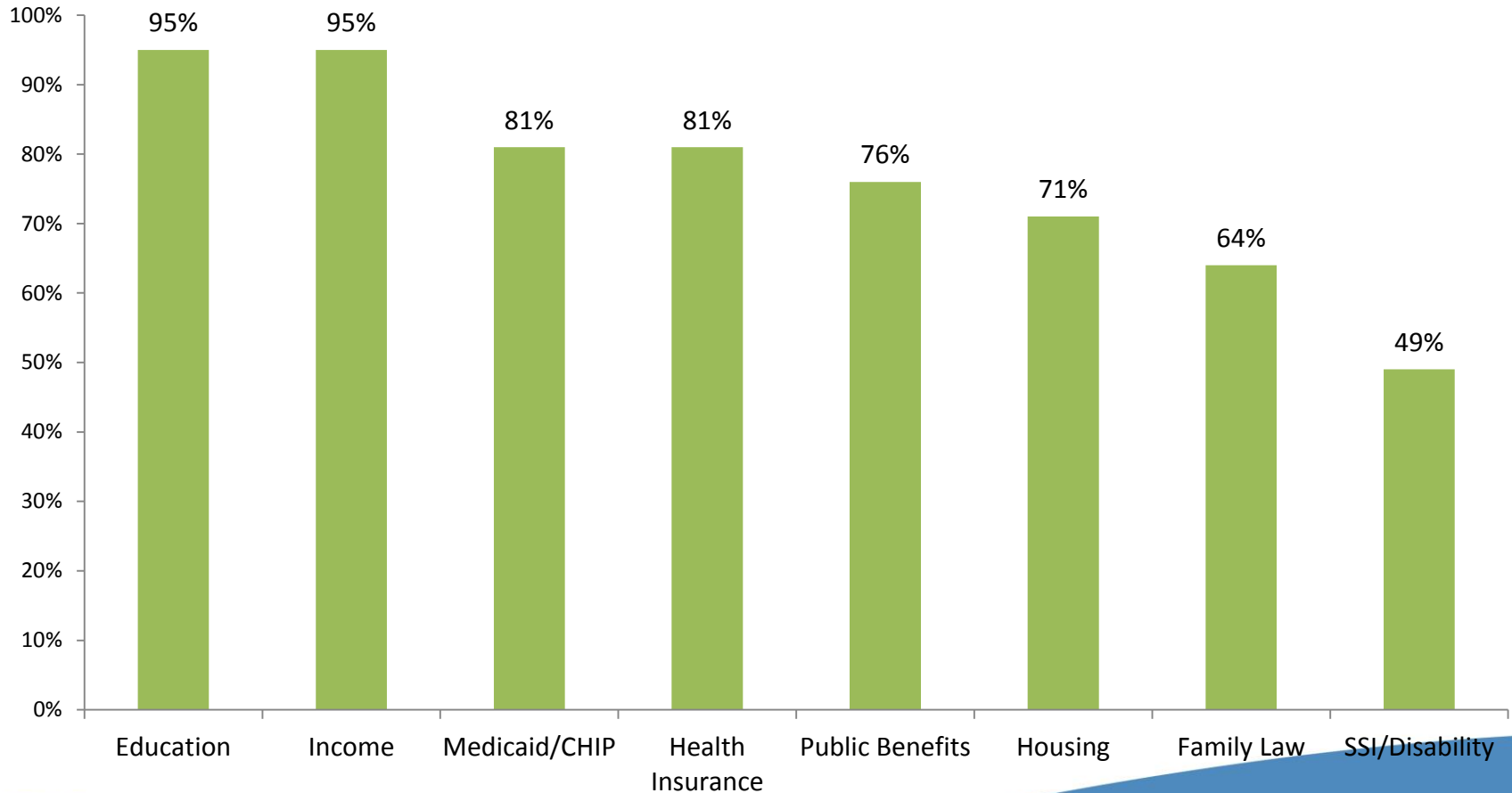
- 21 resident participants in 7 Case Rounds
- Respondents:
 - 41% 1st yr. residents
 - 23% 2nd yr. residents
 - 36% 3rd yr. residents
- Case Round attendance:
 - 48% attended 1x
 - 28% attended 2x
 - 24% attended 3x

OUTCOME INDICATORS

- 95% or more reported high and moderate levels of awareness of how SEDH may effect low-income patients
- 81% reported that incorporating lawyers on the treatment team can be Extremely or Very Influential to providing patient care
- 61% reported they are Very Likely or Likely to ask patients if they are experiencing a legal problem
- 52% of respondents reported they are Very Likely or Likely to refer patient to legal resource

OUTCOME INDICATORS

Percent Very Likely or Likely to Screen for Problems



OUTCOME INDICATORS

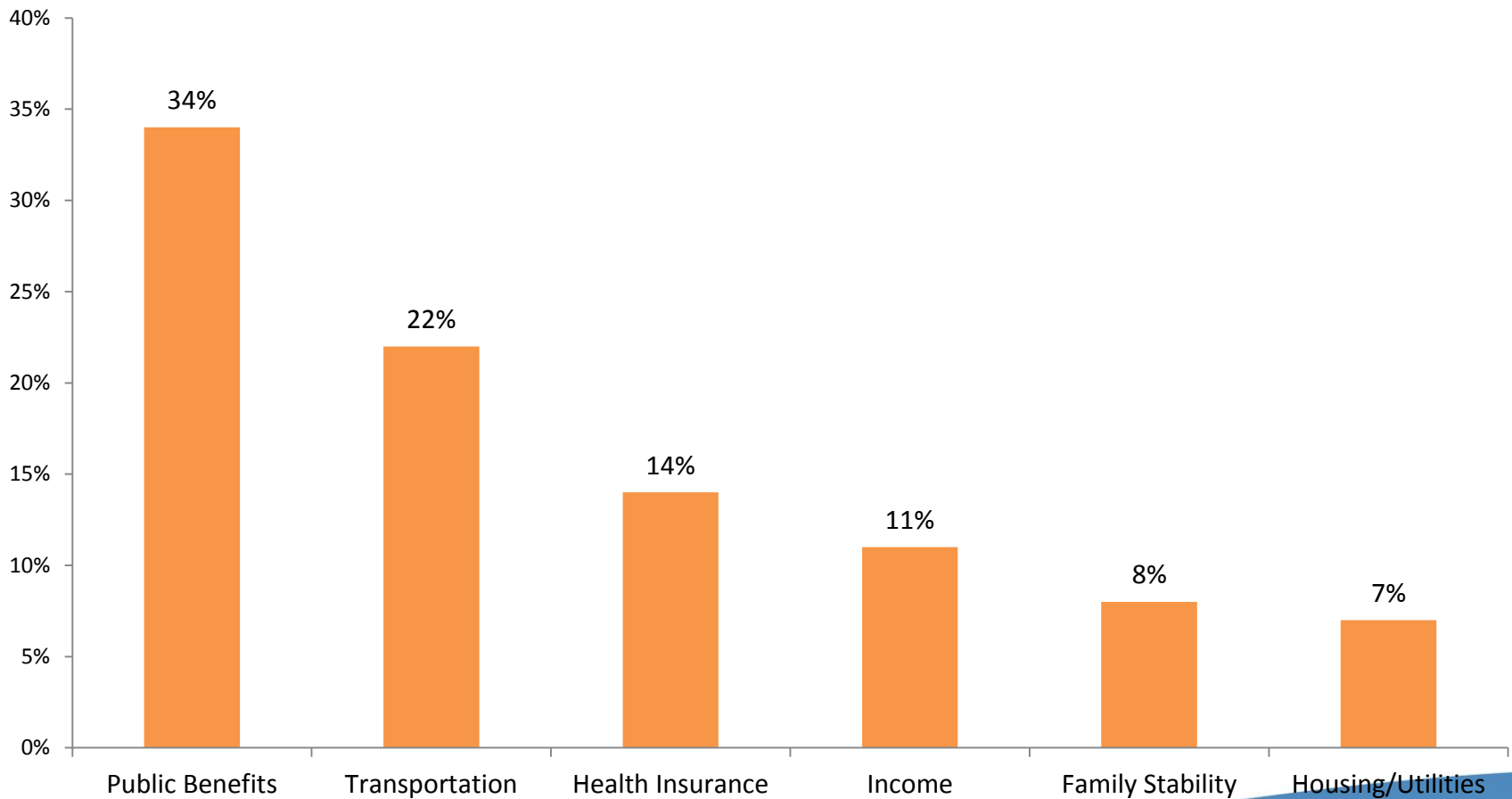
- 90% of respondents indicated that participation in Case Rounds was Very Important or Moderately Important to their clinical education experience
- 62% agree that Case Round participation positively affected their perception of interdisciplinary collaboration and practice
- 86% agree that participation helped to develop interdisciplinary skills

FOMIII SURVEY

- Pre-/Post-Survey Design
- Response Rate:
 - Pre: $34/59 = 58\%$
 - Post: $30/59 = 48\%$
- Cohort level comparison

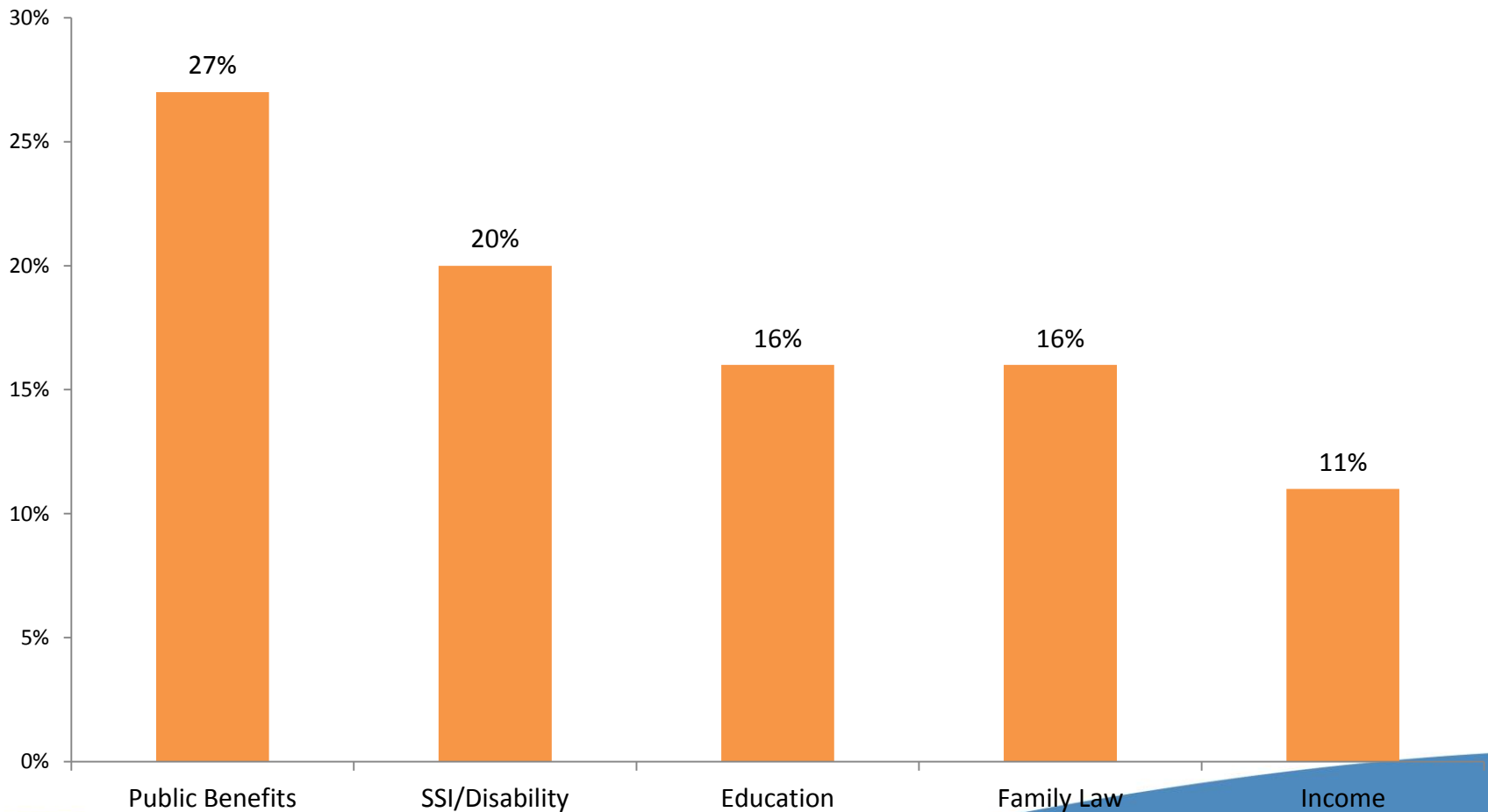
OUTCOME INDICATORS

Pre-/Post Survey Percentage Point Increase in Awareness



OUTCOME INDICATORS

Pre/Post Survey Percentage Point Increase in Likelihood to Screen



OUTCOME INDICATORS

- All survey respondents reported it is Important to have knowledge of legal issues that effect the health and well-being of patients (+9%)
- 87% reported that involving lawyers on the treatment team can be Influential on providing patient care (+34%)
- 87% reported they are Likely to refer to a legal resource when aware that a patient is experiencing a socioeconomic or legal problem (+31%)

RESIDENT LONGITUDINAL SURVEY

- Administered to Pediatric Residents at Children's
- Three surveys (Pre/Interim/Post) administered over three years
 - Fall FY2012: $9/23=39\%$ response rate
 - Spring FY2013: $9/23 = 39\%$ response rate (7 matched respondents)
 - Spring FY2014: $13/23=57\%$ response rate (6 matched respondents)

YR. 3 POST-SURVEY OUTCOME INDICATORS

- 70% of residents reported the collaborative interdisciplinary experience of working with HeLP to be Valuable

3-YR LONGITUDINAL OUTCOME INDICATORS

- All residents reported it Important to know of resources to address patient legal problems (+11%)
- 100% of residents noted it as helpful to have access to lawyers in providing patient care.
- Two-thirds of residents reported higher levels of likeliness to refer patients to a legal resource

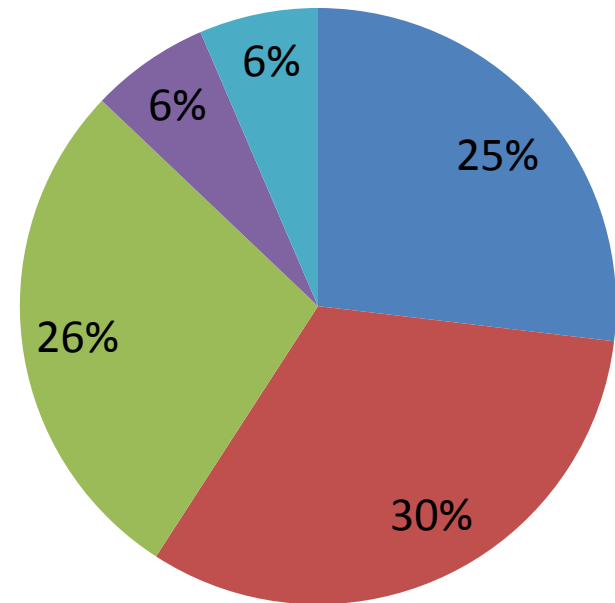
2-YR LONGITUDINAL OUTCOME INDICATORS

- All respondents agreed that HeLP services positively affected the health and well-being of patients (+45%)
- 83% of residents reported that HeLP educational opportunities were influential in shaping perceptions of how legal problems impact the health of patients (+33%)
- 100% reported an increased understanding of the relationship among poverty, health and patient compliance (+34%)

CLIENT SURVEYS

- 654 cases were reviewed for eligibility or provided legal services
- 355 were accepted for public health legal services (54%) & completed pre-survey
- Referrals primarily originate from hospitals

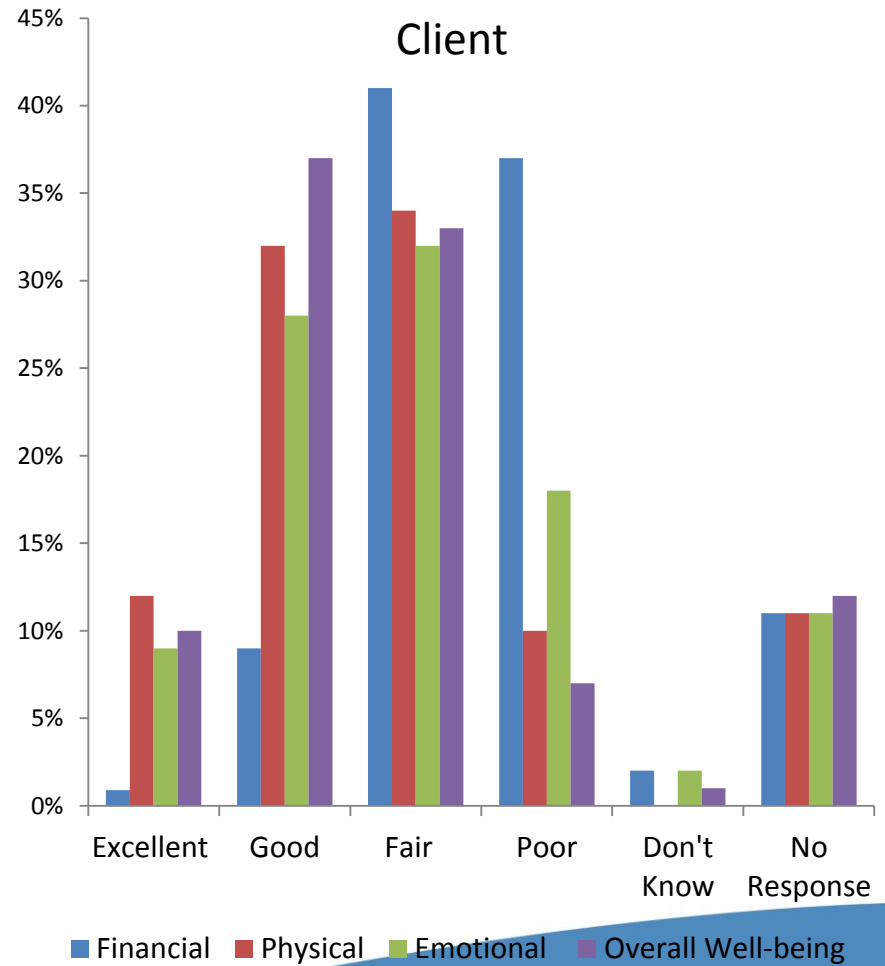
Clients by Intake Location



■ Hughes Spalding ■ Egleston ■ Scottish Rite
■ Clinic ■ Marcus Institute

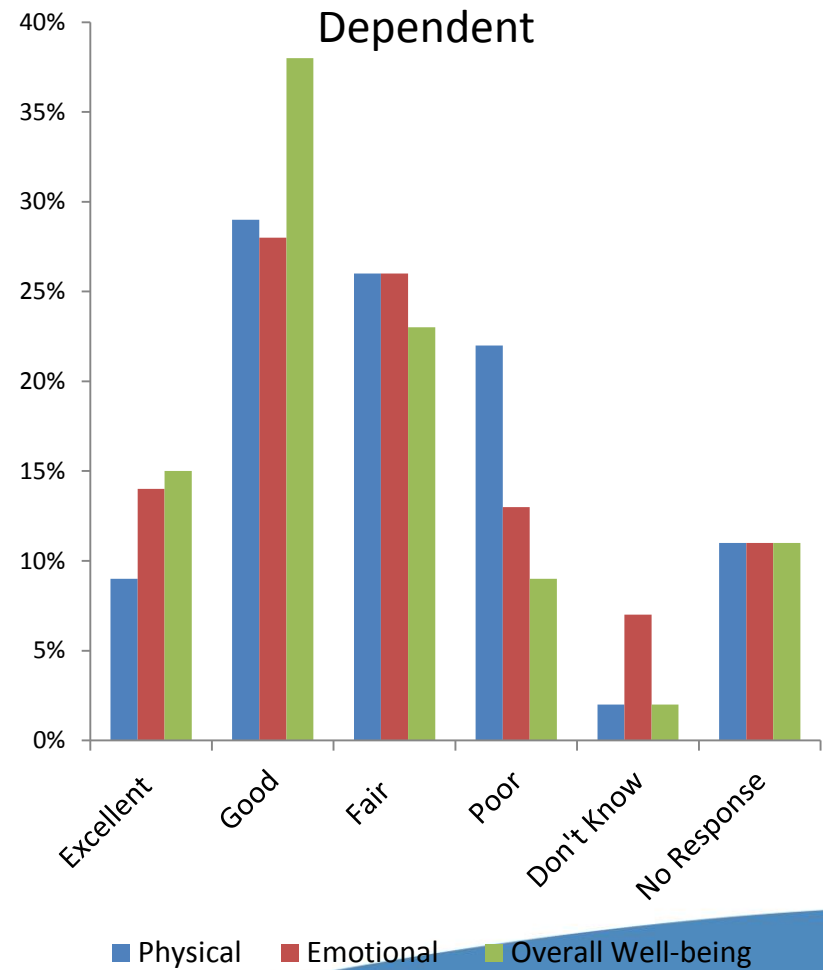
PRE-SURVEY RESULTS

- 78% of clients rate their financial well-being as Fair or Poor
- 66% rate their physical health as Good or Fair
- 60% rate their emotional health as Good or Fair
- 70% rate their overall well-being as Good or Fair



PRE-SURVEY RESULTS

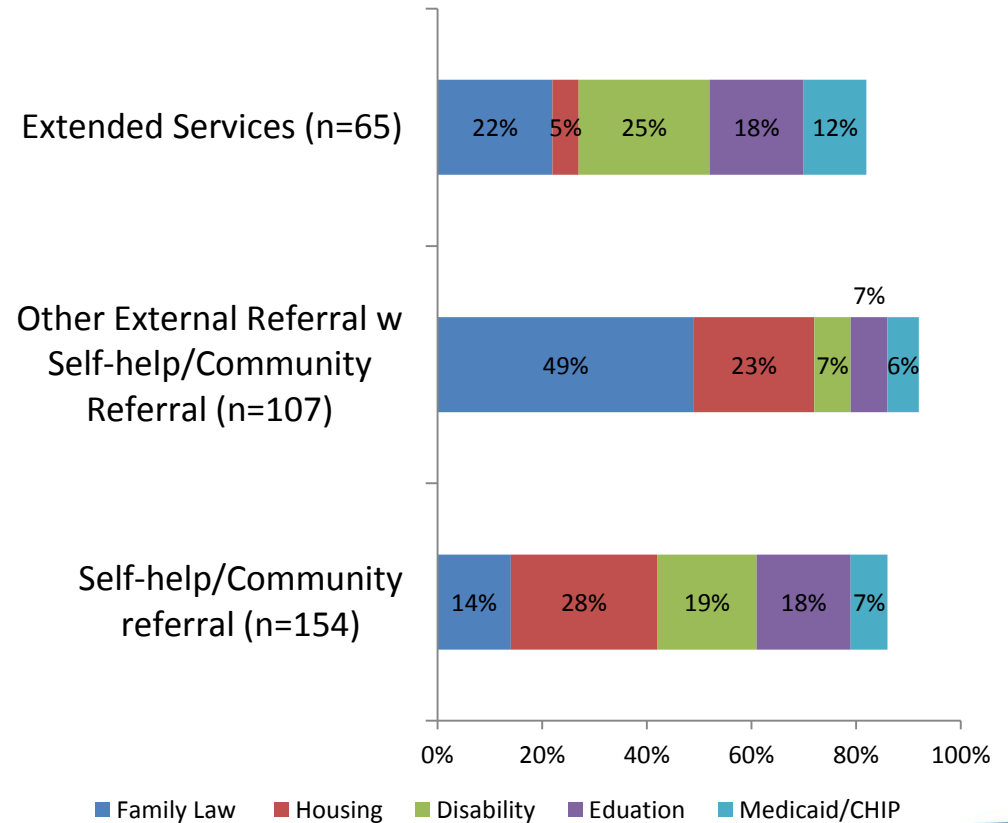
- 55% of clients rated dependent physical health as Good or Fair
- 60% rated dependent emotional health as Good or Fair
- 61% rated dependent overall well-being as Good or Fair



CLOSED CASES

Top 5 Case Types by Services

- The most common case types: Family Law, Housing, Disability, Education & Medicaid/CHIP
- 47% of closed cases result in legal self help and community referrals.
- 33% result in an other external referral + self help &/or community referral

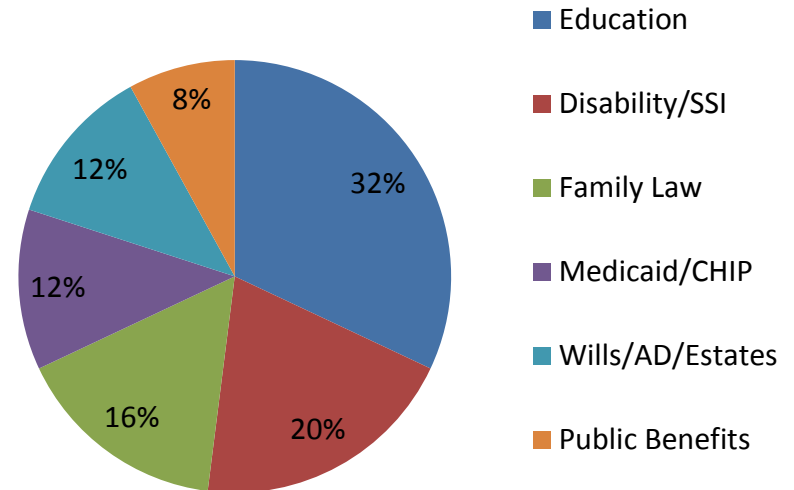


POST-SURVEY

- 45 of the 65 cases were contacted for post-surveys
- 25 surveys were completed by clients (56%)
- 20 surveys were not completed due to inability to contact client or client refusal (44%)

POST-SURVEY RESULTS

- Most common case types of completed surveys
 - Education
 - Disability/SSI
 - Family Law
 - Medicaid/CHIP
 - Wills/Estates
 - Public Benefits
- All rated their satisfaction with services as Excellent or Good



OUTCOME INDICATORS (1)

- 88% of clients said they would be better able to handle similar problems in the future
- 84% reported that services had a positive impact on the family's financial situation
- 56% reported HeLP services allowed their child to spend more time in school
- Of the 13 employed clients surveyed, 62% were able to spend more time at work

OUTCOME INDICATORS (2)

- 64% of clients reported that services received from HeLP improved their and their child's physical health
- 88% of clients reported that HeLP services improved their emotional health & 68% reported services improved their child's emotional health
- 88% reported that HeLP services improved their and their child's overall well-being
- 80% of respondents rated their overall satisfaction with HeLP as Excellent & 15% rated Good.

PROCESS INDICATORS (1)

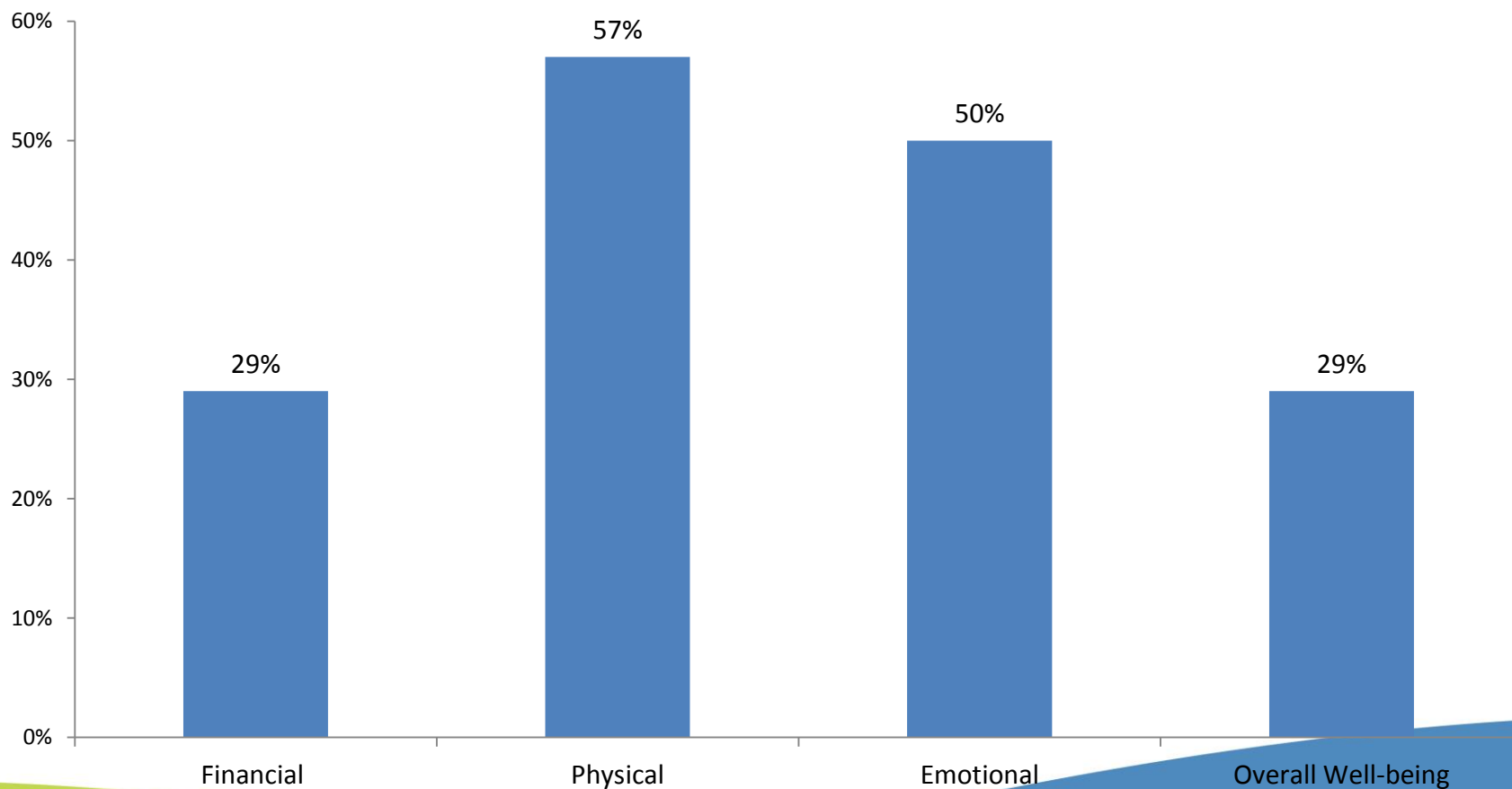
- 100% of post-survey respondents rated Excellent or Good
 - the way they were treated when they contact the program
 - Staff's efforts to keep them informed on their case
 - Referrals to other agencies (n=9)
- 96% of respondents rated the explanation of services as Excellent or Good

PROCESS INDICATORS (2)

- All indicated they would contact the program again for additional legal services
- Suggestions for improvement – expand mode of contact to email & increase office hours to make it easier for clients to reach staff

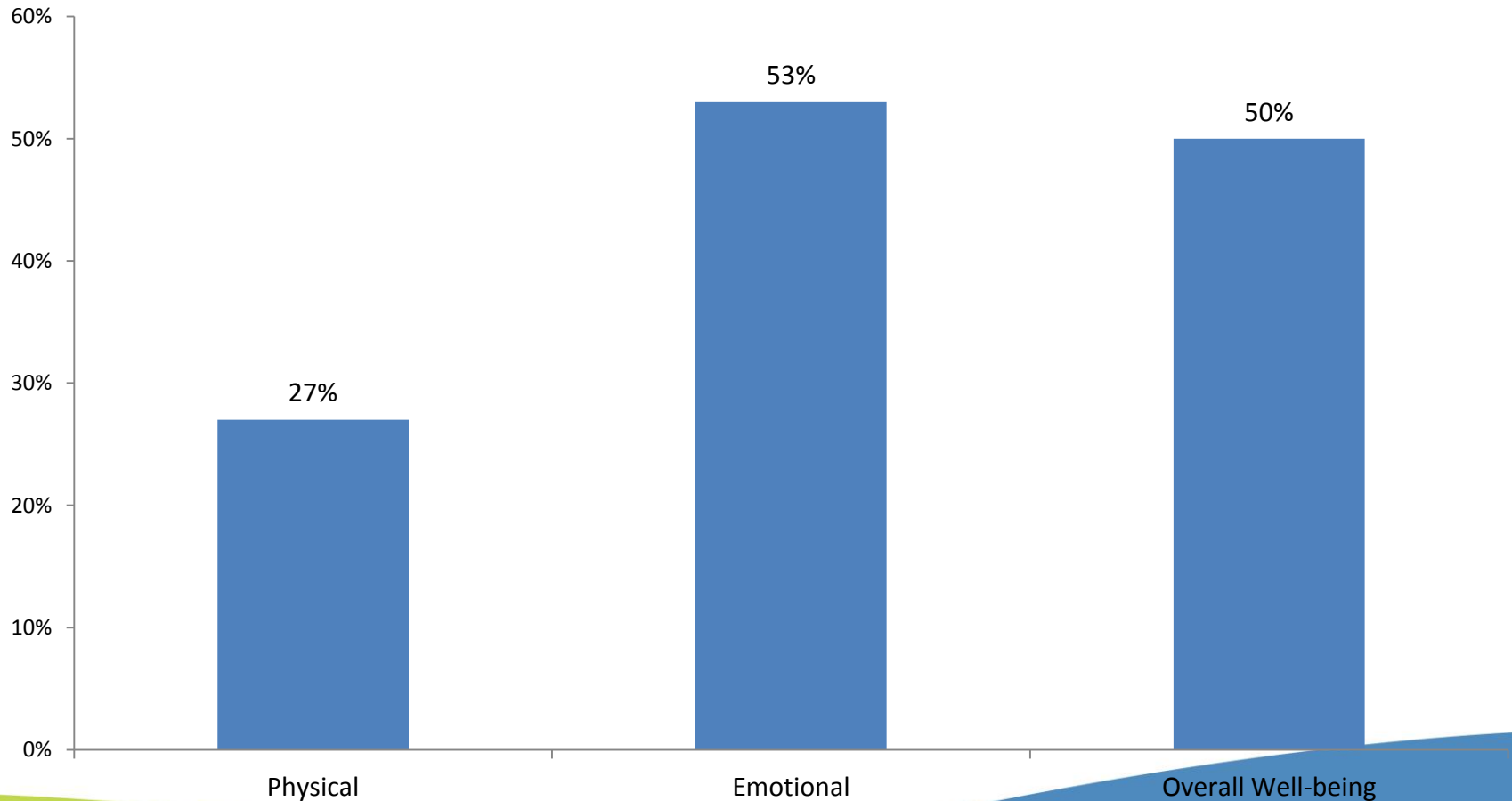
MATCHED SURVEY RESULTS (1)

Percent of Clients who Rated Better Status on Post-Survey



MATCHED SURVEY RESULTS (2)

Percent who Rated Child's Status as Better on Post-Survey



CHILDREN'S ADMINISTRATIVE DATA ANALYSIS

- Pre/Post HeLP intervention utilization, charge and paid data analyzed
- Request submitted for any accepted case with a valid HIPAA authorization for data exchange
- Children's provided data for 18 of 24 requested cases
- 8 of the 18 cases were still active at the time of the evaluation
- Case types: Family Law, Health Insurance Coverage (Medicaid, CHIP, Private), SSI/Disability or other health cases

SUMMARY OF FINDINGS

- Customer service among program participants and stakeholders remains high
- Legal services result in improved physical, emotional health, and financial and overall well-being of clients and their children
- Clients feel they are better able to deal with similar problems in the future
- Referring providers indicate that services allow them to reallocate time to other patients and approximately 20% feel services result in reduced health care utilization

SUMMARY OF FINDINGS

- Working with HeLP positively impacts non-legal professionals' perceptions of working with attorneys to address health issues and improve health
- HeLP educational offerings result in increased knowledge about interprofessional collaboration and practice change.
- Students report their experience with HeLP results in developing and/or enhancing professional skills
- Medical students and residents report increased awareness of and likeliness to screen for socioeconomic determinants of health (SEDH)

OPPORTUNITIES FOR IMPROVEMENT

- Implementing a mechanism to track referral information for referring provider follow-up and survey administration
- Exploring methods to increase participation across all surveys
- Ensuring continuity in data entry in the CMDS
- Demonstrating and communicating program effectiveness to stakeholders

THANK YOU

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