



# The Stanford Emergency Department Help Desk

## Addressing the Social Determinants of Health through Community-Campus Partnerships

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### Project Description

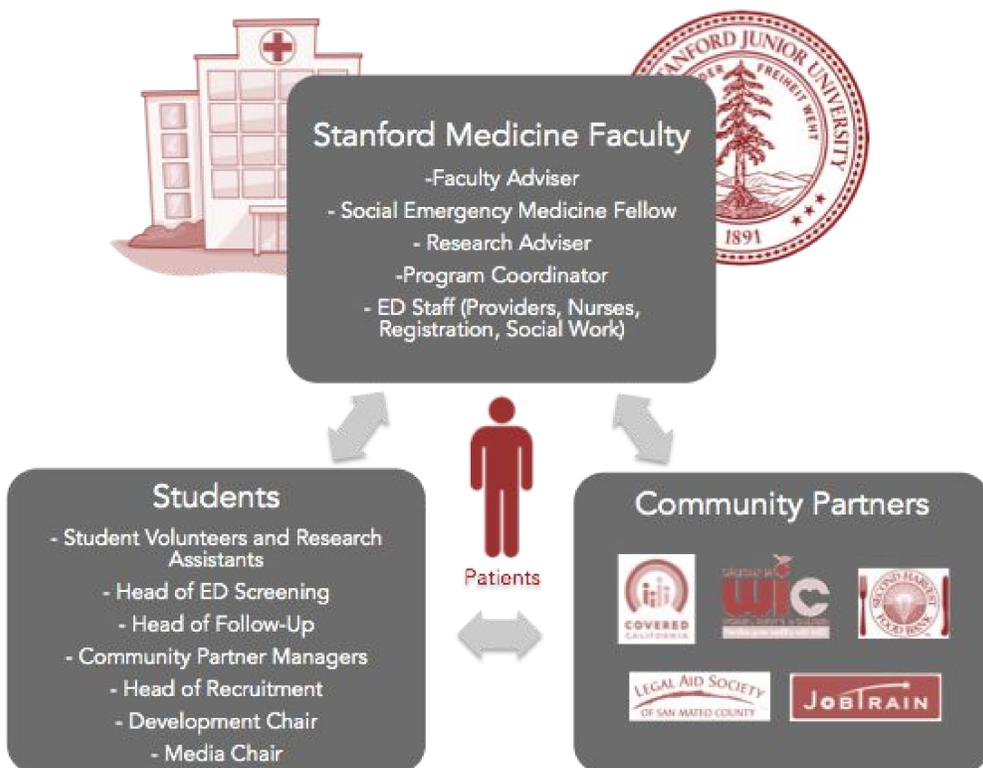
Emergency Departments (EDs) in the United States serve as the nation's medical and social safety net 24 hours/day, 7 days/week. EDs are required by law to treat any patient regardless of condition, citizenship, or ability to pay. Thus, the ED serves vulnerable patient populations with limited access to medical or social services. Although it is accepted that social factors directly influence health, few patients are asked about these needs during their stay.

The Stanford Help Desk, a collaboration between undergraduate and medical students, faculty, staff and local community partners, presents a model for integrating social needs into ED care. This student-run program trains volunteers to screen for social and legal needs including: health access, hunger, housing, and public benefits. Volunteers navigate patients through available resources, refer to community organizations and follow-up until patients' needs are met.

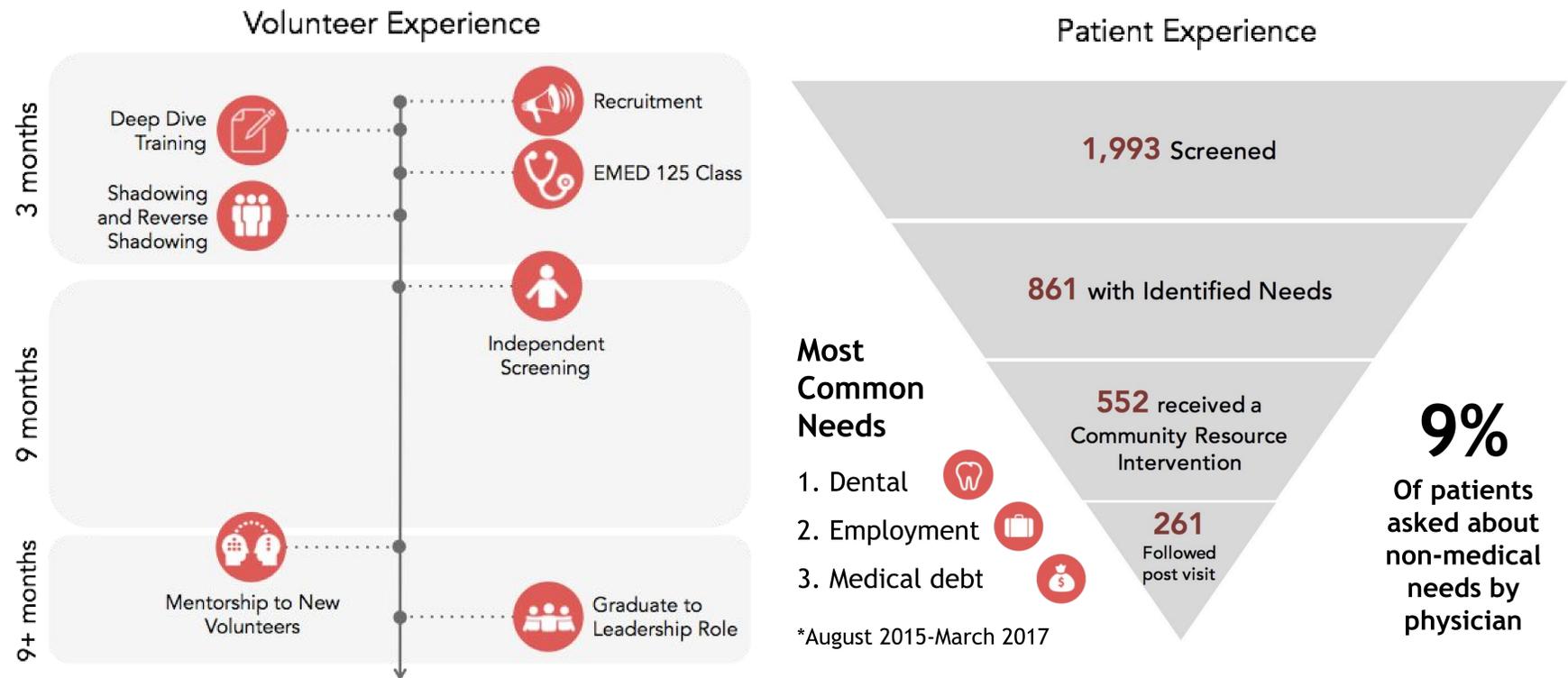
### Objectives

- To identify and address social needs among ED patients by systematically integrating social needs screening into ED care
- To develop a network of community partners to strengthen safety-net healthcare
- To provide an opportunity for students to learn about social determinants of health through service

### Framework



### Outcomes



### Lessons Learned

#### Continual Improvements

Our program coordinator and student volunteers developed methods to begin screening at registration rather than a later time period in patient care. This is to ensure patients are given the opportunity to address their social needs.

#### Filling Resource Gaps

Student Development Chairs have developed new relationships with local LGBTQ+ and immigration resources. Also, students proposed new partnerships through their EMED 125 final projects.

#### Student Volunteer Growth

SHARED student volunteers have gone on to medical schools, working in local community health centers, and teaching health policy.

### Future Directions

- Establish best practices by continually evaluating and improving program
- Investigate program impact on patient health status, satisfaction, and quality of life
- Adapt and implement program in other EDs

### Acknowledgements

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