

Needs Assessments

Needs Assessments are typically performed by social workers to determine how to prioritize social needs and disperse resources. We do not have any licensed social workers in clinic, nor are interns expected to work on the level of social workers. We hope to have a standardized way of addressing sensitive topics with our patients. As we have improved our clinic flow, the assistant directors are the ones asking these questions. However, sometimes they are forgotten or a patient is sent directly to CR interns- in this case it is crucial that you also know how to perform a screening.

Screening Questions:

Explaining What Community Resources Is:

- “We are here to help you with any needs you may have outside of the clinic; like food, housing, specialty care, etc.”
- Please identify which county the patient lives in
 - ◆ Sometimes they know the city but not the county. Common ones are KCK → Wyandotte County or KCMO → Jackson County. If they only know the city you can look up the county.

Primary Care Physician

- “Do you have a doctor that you see regularly?”
 - ◆ If no, explain that “JayDoc mainly sees acute issues so it might not be the best place to get continuous care. There are many free to low-cost clinics in the area that see people without insurance. There you will have your own doctor that you see every time, set appointments, and won’t be seen by students first.”
 - The goal is to get people access to primary care, so really plug it!
 - ◆ If yes, give them their county specific sheet anyways since there are many additional resources on it and someone’s situation can always change.
- If there are kids present, ask if they have a pediatrician.
 - ◆ Children’s Mercy will see kids regardless of parent’s ability to pay
- Ask when their most recent eye or dental exam was.

Mental Health Services

- “Do you require any mental health services?”
 - ◆ While a lot of the other safety net clinics offer mental health services, we like to ask this question separately since patients might not divulge this information unprompted.

Smoking Cessation

- “Do you or anyone in your household use tobacco products?”
 - ◆ Addresses a variety of harmful products and any regular environmental exposures.
- If no, encourage them to continue their healthy choices and let them know resources are available if someone in their life might need it.
- If yes, ask if they are ready to quit.
 - ◆ You can explain that it is detrimental to their health and that JayDoc has a lot of resources (both psychosocial and pharmaceutical) to help with cessation. Consult a pharmacy student if they’re present in clinic!

Housing Insecurity

- “In the last four weeks, have you worried about not having a place to live?”
- “Do you feel like you are safe in your home?”
 - ◆ If no, you can ask “are you at risk of losing this housing?”
 - ◆ If yes, consult housing resources/domestic violence shelters.
 - United Way or El Centro might be helpful if it is a bills related issue.

Food Insecurity

- “In the last four weeks, have you worried about not having enough food to eat?”
- “Do you feel like you can find/afford food for the diet recommended by the doctor?”
 - ◆ This is especially important for our diabetic patients, as healthy eating might be too expensive or outside of cultural norms.
 - ◆ Recommendations include county specific food pantries, El Centro, Crosslines

Other

- “Are there any other services that we can help you with today?”
 - ◆ Let them know there are plenty of resources on the sheet should they ever need them.