

# SOCIAL DETERMINANTS OF HEALTH

## NON-HEALTH FACTORS THAT IMPACT HEALTHCARE

Efforts to improve health in the U.S. have traditionally looked to the healthcare system as the key driver of health and health outcomes. However, there has been increased recognition that improving health and achieving health equity will require broader approaches that address social, economic and environmental factors that influence health.



Check your organizations progress on implementing CLAS standards

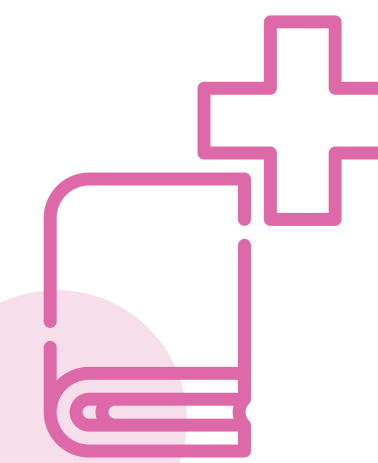
## Understanding Social Determinants of Health and Health Literacy

### Social Determinants of Health



Social determinants of health (SDOH) are the non-medical factors that influence health outcomes. They are the conditions in which people are born, grow, work, live and age, and the wider set of forces and systems shaping the conditions of daily life. These forces and systems include economic policies and systems, development agendas, social norms, social policies, racism, climate change and political systems.

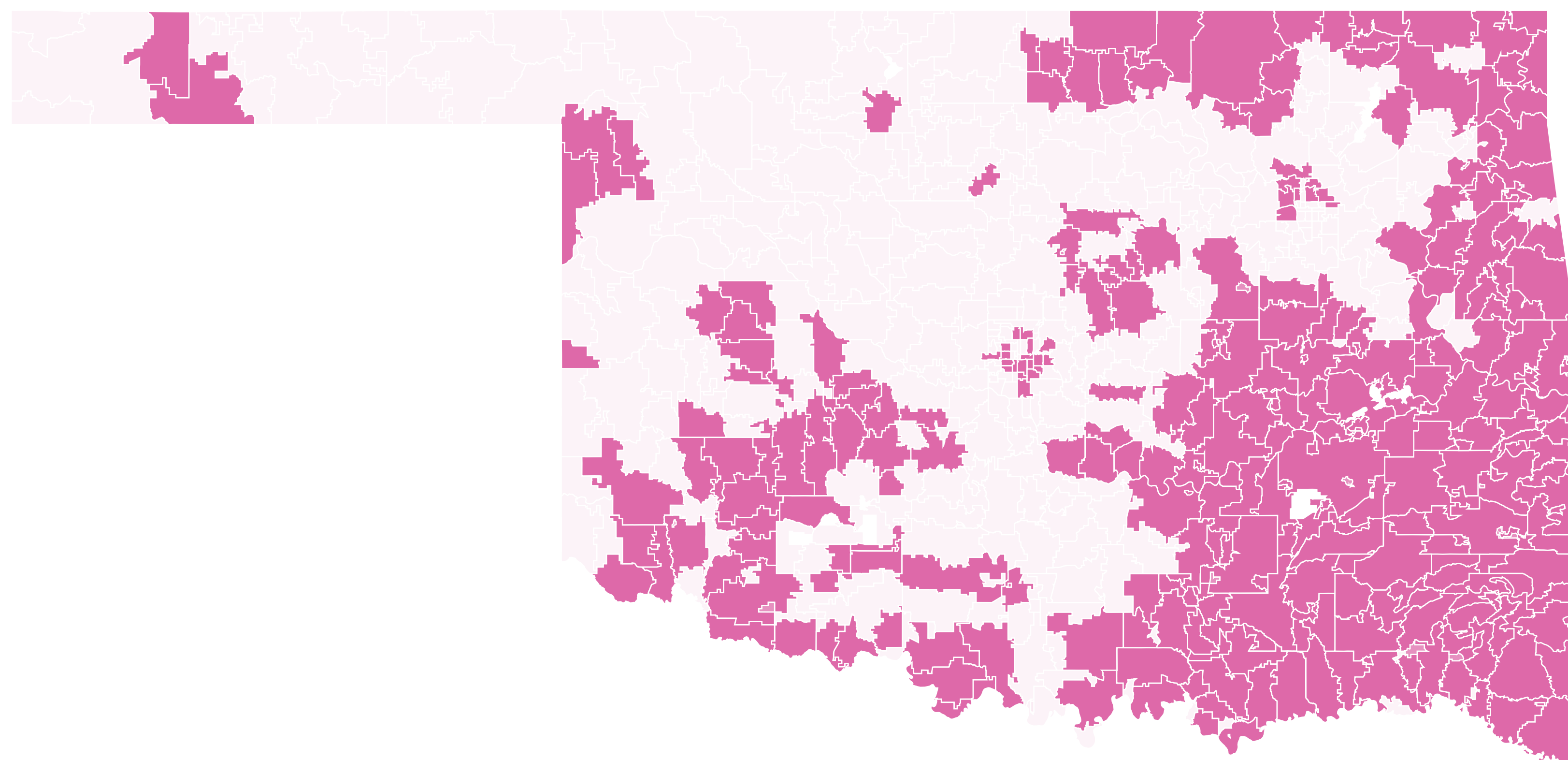
### Health Literacy



The Centers for Disease Control and Prevention (CDC) defines health literacy as the degree to which individuals have the capacity to obtain, process and understand basic health information and services needed to make appropriate health decisions.

## “Location, Location, Location”

The Centers for Medicare & Medicaid Services (CMS) identified **302 priority ZIP codes** in Oklahoma.<sup>1</sup>



The following criteria were utilized to identify the priority ZIP codes:

- ✓ Area Deprivation Index (ADI) created by the Health Resources and Services Administration (HRSA)
- ✓ Social Vulnerability Index (SVI) theme 3 (minority status and language) developed by the CDC
- ✓ Food access developed by the United States Department of Agriculture (USDA)



Up to **60%** of your health is determined solely by your ZIP code.

This is largely due to the nature of the communities people reside in, such as whether it has wealth, whether or not there is strong community investment, and whether hospitals and health centers are present, among others.

Living in a disadvantaged neighborhood has been linked to a **number of healthcare outcomes.**



Outcomes include: higher rates of diabetes and cardiovascular disease, increased utilization of health services and earlier death.

## Addressing Disparities

### Telligen’s Framework

Using the CMS Framework for Health Equity<sup>1</sup> to inform our action, Telligen developed a Culturally and Linguistically Appropriate Services (CLAS) Standard framework to assist and support our partners.

Telligen offers tools, resources and interventions needed to help organizations with their overall strategy to provide respectful and equitable patient-centered care.



Our CLAS framework provides a hands-on guide our partners can use to implement incremental, measurable short-term and long-term goals using Continuous Quality Improvement (CQI) methodologies over time.

Additionally, Telligen has compiled a list of valuable health equity specific information, examples for implementation, potential barriers and suggested solutions, and a variety of tools and resource suggestions for our enrolled providers.

<sup>1</sup> National Health Literacy Mapping to Inform Health Care Policy (2014). Health Literacy Data Map. University of North Carolina at Chapel Hill. Retrieved February 16, 2023, from <http://healthliteracymap.unc.edu/#>

<sup>2</sup> CMS Framework for Health Equity (2022-2023). <https://www.cms.gov/files/document/cms-framework-health-equity-2022.pdf>