



THE POWER OF A PHONE CALL

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The Penn Medicine Social Needs Response Team (SNRT) is a virtual call center established in April 2020 designed to support Penn patients, students, and the wider Philadelphia community with resources and navigational assistance to address social needs.



<https://www.chca.upenn.edu/social-needs-response-team/>



BACKGROUND

- Interdisciplinary program under the Penn Medicine's Center for Health Equity and Advancement
 - SNRT collaborates with Penn Medicine's Social Work and other outreach departments to connect patients to advantageous resources
- The program began during COVID to help patients navigate assistance resources and is still assisting patients through self and provider referrals



REFLECTION

Being a part of SNRT through BTG CHIP was a really rewarding experience for us. We were able to feel the sense of satisfaction from finishing a case, as well as learn a lot more about the types of community resources available in the Philadelphia and surrounding areas through our patient encounters. Throughout the program, we were able to put into practice and further develop our skills for effective patient communication and empathetic inquiry – all beneficial skills in the fields of dentistry and nursing when interacting with patients. We also improved our professional collaboration skills while working with supervisors and team members on case management. Lastly, we learned about the importance of medical narrative writing and good patient encounter documentation. Overall, this experience has been imperative in showcasing the importance of interdisciplinary care – how all fields come together to provide patient care and form a strong sense of community.

TEAM'S EXPERIENCE

BTG CHIP students in SNRT are oriented and trained in the skills required to effectively identify, prioritize, document, and address unmet social needs in the Philadelphia and surrounding areas. Team members work collaboratively to triage referrals from the PennChart pool and voice message system, contact individuals, support identified social needs with resources and/or referrals, and appropriately document all encounters. Structured screening questions are used to evaluate distress and safety, and to identify social needs. BTG CHIP students and the other SNRT members work together to find resources for vulnerable populations. Individuals may be in crisis, making them more vulnerable, which makes it all the more difficult to connect with the resources they need.

WHAT BROUGHT US JOY

- Being able to connect numerous patients to resources that assist their overall social needs and improve their quality of life
- Being able to help facilitate a stronger sense of community by forming community relations between patients and resources

