

SDOH Screening and Referral Metric: Social Needs Training Resources

Developed by the Oregon Rural Practice-based Research Network (ORPRN) and the Oregon Health Authority Transformation Center to support implementation of the SDOH Screening and Referral Incentive Metric.

To meet must-pass element 2, CCOs must establish written policies on training. The element is met if the CCO establishes and maintains a written policy on the training for CCO staff members and shares the policy with partners conducting social needs screening. Training topics addressed must include patient engagement, empathic inquiry and motivational interviewing, trauma-informed practices, and cultural responsiveness and equitable practices. **Below are free training resources and topic-specific social needs screening resources, along with considerations to support successful implementation.**

Foundational SDOH metric training resources

Topic	Organization	Training name and description	Time
Trauma-Informed Care	Trauma-Informed Oregon	Trauma Informed Oregon's Introduction to Trauma Informed Care (TIC) Online Training Modules	Modules are 15–30 min.
Trauma-Informed Care	Trauma-Informed Oregon	Foundations of Trauma Informed Care Videos	Modules are 8–13 min.

Considerations: Trauma-Informed Care (TIC) is an approach that recognizes the widespread impact of trauma on individuals and communities and aims to create an environment that promotes safety, trust and empowerment. Integrating Trauma-Informed Care principles into social needs screening can enhance the effectiveness and sensitivity of the screening process and resist re-traumatization.

Trauma-Informed Practices:

1. Realize how trauma affects the experiences and behaviors of the family, groups, organizations, communities, and individuals.
2. Recognize the signs of trauma. These signs may be specific to gender, age, or setting.
3. Respond using language, behaviors, and policies that respect children, adults, and staff members who have experienced traumatic events.
4. Resist re-traumatization. Stressful environments or specific practices can trigger painful memories, interfering with recovery and well-being. Organizations must review and change practices as needed to avoid re-traumatization. As you review these materials, think about how you might apply the principles of TIC as you address individuals in the social needs screening and referral process.

Topic	Organization	Training name and description	Time
Motivational Interviewing	Western Region Public Health Training Center	Self-Paced Course: Motivational Interviewing • Need to register and create log-in to complete FREE training. • Continuing education credits available.	30 min.

Considerations: Incorporate Motivational Interviewing (MI) principles into social needs screening by creating a non-judgmental atmosphere to build trust and actively listening to understand the individual's perspective. Elicit and affirm their goals, and if resistance arises, acknowledge it without confrontation. Express genuine empathy for their challenges, explore the gaps between their current situation and desired outcomes, and encourage them to recognize their abilities in addressing their needs. Frame questions openly to prompt detailed responses and share relevant information about resources with their permission. Foster collaborative decision-making by involving them in determining next steps, promoting a sense of ownership in the process.

Topic	Organization	Training name and description	Time
Empathetic Inquiry	Accountable Health Communities	Empathic Inquiry: Screening Patients for Social Factors in a Patient-centered Way Password: OregonAHC201819	55 min.
Empathetic Inquiry	Center for Care Innovations	Webinar: Empathic Inquiry in Clinical Settings	60 min.

Considerations: “Empathic inquiry, an approach to social needs screening, relates to patients, from a place of non-judgmental curiosity and understanding. Empathic Inquiry is intended to facilitate collaboration and emotional support for both patients and screeners through the social needs screening process, as well as evoke patient priorities relating to social determinants of health needs for integration into subsequent care planning and delivery processes.” The goal is to create a safe and supportive space where individuals feel heard and valued, allowing for more meaningful and collaborative discussions about their needs and goals. As you review these materials, think about how you might incorporate this technique into your social needs screening and referral practice.

Topic-specific social needs screening resources

Training Topic	Organization	Training name and description	Time
Health Literacy and Cultural Considerations	Accountable Health Communities	Health Literacy and Cultural Considerations Password: OregonAHC201819	60 min.
Screening for Safety	Accountable Health Communities	Screening for Safety in AHC Sites Password: OregonAHC201819	45 min.
Screening for Housing and Utilities Insecurity	Accountable Health Communities	Screening for Housing and Utilities Insecurity Password: OregonAHC201819	50 min.

Screening for Food Insecurity	Accountable Health Communities	Screening for Food Insecurity Password: OregonAHC201819	40 min.
Screening for Transportation Needs	Accountable Health Communities	Screening for Transportation Needs in AHC Site Password: OregonAHC201819	50 min.
Using REALD to Advance Health Equity	Oregon Health Authority	Using REALD to Advance Health Equity (1): • Watch first 45 minutes	45 min.
Using REALD to Advance Health Equity	Oregon Health Authority	Enhanced Demographic Survey Training Series . The videos are best viewed as follows: • Introduction • Best Practices • Language • Disabilities (Functional Difficulties) • Race and Ethnicity • Sexual Orientation and Gender Identity (SOGI) • Building Communication Bridges • De-Escalation	Series of videos (5–10 minutes each)
HIPPA and Privacy	US Department of Health and Human Services	Read HIPAA Privacy Rule Summary	20 min.

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