

# Addressing Social Determinants of Health to Remove Care Barriers

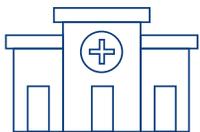
There is increasing resolve in healthcare to develop and deliver programs that remove barriers to care, specifically those arising from social determinants of health (SDOH). Per a recent AxisPoint Health (APH) survey, nearly 70% of respondents plan to formalize focus on SDOH, for optimized benefits. HGS's SDOH solution supports your member needs—from delivering care coordination and case management services to staffing for highly vulnerable populations and delivery of our fully accredited case management and population health programs.

## Below is an example of how our SDOH strategy has helped a member named Linda.



### Meet Linda

A 33-year old female, high-risk pregnancy, Linda is a diabetic with substance abuse and mental health issues and without a home. She had 22 ED visits in one year.



She was located by one of our "feet on the street," during a routine weekly visit to a rural hospital to enroll and assess individuals. We helped her to obtain two grants to cover housing and utilities and referred and accompanied her to obstetrician and mental health appointments.



The program ensured she remained compliant with mental health and diabetes medications, and connected her with substance abuse resources.



Within nine months of engagement, Linda had zero inpatient stays or ED visits (excluding delivery of a healthy baby boy), and remained housing and food secure.



At 12 months post engagement, we assisted Linda with obtaining a third grant to attend a local vocational college to become a medical assistant. She has since graduated, is gainfully employed and remains housing, food, and transportation secure.

### About HGS

A global leader in business process management (BPM) and optimizing the customer experience lifecycle, HGS is helping make its clients more competitive every day. HGS combines technology-powered services in automation, analytics and digital with domain expertise focusing on back office processing, contact centers and HRO solutions to deliver transformational impact to clients.

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