



## Building Cross-Sector Partnerships to Address SDOH: Design Sprints

With support from a grant from the Robert Wood Johnson Foundation (RWJF), the National Association of Community Health Centers (NACHC) and the Association of Asian Pacific Community Health Organization (AAPCHO) launched “Building Cross-Sector Partnerships to Address SDOH: Design Sprints.” Using human-centered design concepts, NACHC and AAPCHO facilitated four design sprint cohorts of community health centers and their cross-sector partners to tackle social determinants of health challenges in their communities and advance health equity. Each cohort was focused on one aspect of the RWJF Theory of Change framework (purpose, data, governance, finance) to strengthen both emerging and established partnerships, and foster improved alignment between sectors.

# Addressing health disparities through food

## About The Institute for Family Health (IFH)



One of the largest community health centers in New York State, IFH is a mission-driven health organization serving over 115,000 patients annually at 31 locations. IFH is committed to improving access to high quality, patient-centered care, offering primary care, mental health, dental care, social work, and many other services to patients of all ages regardless of ability to pay.

## About God's Love We Deliver (GLWD)



The mission of GLWD is to improve the health and well-being of individuals living with HIV/AIDS, cancer, and other serious illnesses by alleviating hunger and malnutrition. GLWD prepares and delivers 2.5 million+ nutritious, high-quality meals annually to people who, because of their illness, are unable to provide or prepare meals for themselves. GLWD also provides nutrition education and counseling to clients and families.

## Overview

IFH and GLWD shared a vision to connect patients with serious chronic medical conditions to nutritious, medically-tailored meals. We came together to have a greater impact in the communities we serve, both in managing chronic illness and providing access to healthy food for those facing food insecurity.

We were initially brought together by an MCO looking to improve health outcomes and reduce costly medical interventions among our shared members. Our existing partnership program addresses connecting medically complex individuals to nutritious, home-delivered meals.

However, we wished to expand our partnership beyond this program, to have a broader reach in the community and to work together more effectively to address our shared patient/client population's complex social determinants of health and medical needs.

We embarked on two separate Design Sprint cohorts to explore how our organizations could meet these needs together, through improved governance and financial structures.



## Addressing our Community Challenge

Through the design sprints, we articulated the below needs and challenges – and identified the following opportunities for exploration:

- Incorporate the perspective of the community and individuals we serve into our partnership
  - Evaluate our current SDOH screeners and client feedback surveys, to incorporate a more narrative focus
  - Combine existing data sets to gather a more robust “community voice”
- Use of data to tell the story that would be compelling for funders and would demonstrate the value of incorporating medically tailored meals into the overall plan of care
  - Complete a gap analysis to leverage for improvements in our referral and data-sharing portal
  - Review current data available in clinical outcomes, process metrics, and client feedback; look for the trends
- Deepen our organizations’ relationship
  - Engage organizational leadership for sustainability and needed support
  - Outline a bi-directional communication with cross-inclusion for staff at all levels

## Design Sprint Highlights

We are proud of our continued work for the individuals we have been able to serve thus far in our partnership.

This platform provided us an opportunity to be more deliberate in our process and to plan ahead around how to use the resources and limited time available. We were also able to reflect on our data-sharing mechanisms and the wrap-up process for members in the program.

## Moving Forward

Our next steps include:

- Develop regular meeting schedule to discuss partnership/program development
- Utilize a narrative approach to capture client/member and community voice in data analysis
- Continue to build rapport between our organizations and memorialize our findings