



CHW Helps Patient Gain Access to Basic Necessities and Financial Assistance

Equipped with compassion, Sanford CHWs assist patients in getting access to basic needs and essential supports.

As a rural health system, Sanford Health's CHWs focus on working with patients in the primary care setting to address chronic disease concerns and Social Determinants of Health concerns.

PATIENT BACKGROUND

The patient had uncontrolled type 2 diabetes and was experiencing persistent food insecurity. The patient also did not have any sort of income, which resulted in the inability to afford essential medical supplies, most notably insulin which is vital for diabetes management, as well as basic necessities such as food. Due to the patient's circumstances, he was relying on his roommate who was giving him canned soup that was a large portion of his diet. The patient also had a fall where he was unable to call for help until a well-check was called 19 hours later after he had his first no-show to an appointment in 5 years.

SERVICES PROVIDED

The CHW facilitated the patient's enrollment in a food delivery program and assisted the patient with applying for SNAP benefits, both helping to alleviate the patient's food insecurity.

To address the patient's financial situation, the CHW helped connect the patient with an attorney to aid in applying for disability benefits. The CHW also brought the patient's financial situation to the attention of his



**ON THOSE
INTENSE DAYS, YOU'RE
BUILDING RESILIENCE,
AND THAT RESILIENCE
IS WHERE YOU FIND
YOUR COMPASSION.**

**- CARRIE HAWLEY, RN
PROGRAM MANAGER,
SANFORD HEALTH**

care team, who had previously been unaware that he did not have any income, prompting a reevaluation of his medical regimen.

Additionally, the CHW connected the patient to the Capable Program, thereby mitigating fall risk and enhancing his safety. The CHW and the Capable Team have been collaborating, working to arrange temporary assisted living accommodations to facilitate the patient's recovery, strength regain, and restoration of independence.

PATIENT SUCCESSES

Along with the approval of SNAP benefits, the patient now has increased accessibility to food, effectively mitigating food insecurity, and improving his sense of stability and well-being. The patient's transition to more affordable medication alternatives has lessened the financial barriers that previously caused issues with medication compliance. The support of the Capable Program has increased the patient's active engagement in physical activities and he has expressed hopes to have a normal life again.

ADDITIONAL INFORMATION

Sanford Health, the largest rural health system in the United States, is dedicated to transforming the healthcare experience and providing access to world-class healthcare in America's heartland. Headquartered in Sioux Falls, South Dakota, the organization serves more than one million patients and 220,000 health plan members across 250,000 square miles. The integrated health system has 47 medical centers, 2,800 Sanford physicians and advanced practice providers, 170 clinical investigators and research scientists, more than 200 Good Samaritan Society senior care locations, and world clinics in 8 countries around the globe. To learn more about Sanford Health, visit <https://www.sanfordhealth.org/>.

This CHW success story was submitted by Carrie Hawley, RN Program Manager for Sanford Health, Carrie.Hawley@sanfordhealth.org.



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