



Telling the Whole Story

Using the Social Determinants of Health to Better Understand our Members who Experience Mental Health Disorders

Teri Ingram, LCSW
Clinical Program Developer
Aetna Medicaid

aetna[®]

October 2017

**“There is no greater agony
than bearing an untold story
inside you.”**

Maya Angelou, I Know Why the Caged
Bird Sings



Learning Objectives

At the end of this presentation, participants will:

- ✓ understand what social determinants of health (SDoH) are;
- ✓ discuss how SDoH may influence health outcomes especially among members who experience mental health disorders; and
- ✓ learn to apply this knowledge in their daily work with members from underserved and vulnerable communities.



Housekeeping

We will be getting out of our seats for a learning activity and will all agree to the following expectations:

- ✓ Participate to the best of your ability
- ✓ Be a team player
- ✓ Use care not to disturb the belongings of others
- ✓ Share in the discussion during and at the end of the activity
- ✓ Take turns to talk so all can be heard
- ✓ Be respectful of others' opinions



Why Stories?

We only learn about the Social Determinants of Health impacting our members when we really hear their stories. The whole story....





Member Stories

Learning Activity

Lessons learned from the activity

What was it like when you thought you were creating your one part of the story?

What changed when you saw the connection to the rest of the story?

How does this apply to your daily work?



Social Determinants of Health

Equality



Equity



© 2017 Robert Wood Johnson Foundation
May be reproduced with attribution.

How do we apply this to serving members with behavioral health disparities?

Why is it important to have the full story when working with a member?

What gets in the way of getting to the whole story?

What can I do to start getting a fuller version of the member story?

What social determinants of health are you seeing impacting members who are experiencing mental health disorders?

Summary



“I wanted a perfect ending. Now I’ve learned, the hard way, that some poems don’t rhyme, and some stories don’t have clear beginning, middle, and end. Life is about not knowing, having to change, taking the moment and making the best of it, without knowing what’s going to happen next.

Delicious Ambiguity.”

Gilda Radner



Questions?

aetna[®]

Thank You

aetna[®]