

## Expanding access to comprehensive and quality social care within and beyond an urban medical center

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### Abstract

**Background:** Addressing social risk factors through social care drives better health and health equity. However, in the United States the health care system struggles to integrate social care into its operations. The Center for Health and Social Care Integration (CHaSCI) at RUSH University Medical Center addresses this care gap through training and policy advocacy that expand access to social care and improve the health and well-being of individuals, families, and communities. CHaSCI trains, supports, and provides technical assistance for the entire spectrum of the social care workforce, including social workers (SW), community health workers (CHW), and other professionals who provide care management services.

**Objective:** In this poster, we outline the CHaSCI research conducted to date and present the scope of the policy and training initiatives both at RUSH and nationally.

**Methods:** We describe the CHaSCI care model as well as present published and unpublished findings from research projects exploring model implementation at RUSH and in conjunction with care partners at Oak Street Health.

**Results:** Based on research exploring the CHaSCI social care model, there is evidence to suggest that this model reduces Emergency Department visits and hospital readmission rates. Additional research indicates that adults with chronic conditions report lower health risk and lower depressive symptoms when served by SW care managers.

**Conclusion:** CHaSCI works closely with internal partners and grassroots organizations, national governing organizations, and institutional lobbyists, activating social care providers and others to be ambassadors for health and social care integration and for the communities that they serve. By training the social care workforce and advocating for policies that support this workforce and their patients, CHaSCI's work offers practical implications for integration into other health systems seeking to improve their social care workforce.