

**Assessing Social Determinants of Health to Improve the Quality of Life in the Adult Day  
Care Health Center Participants**

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Healthy People 2030 defines social determinants of health (SDOH) as the “conditions in the environments where people are born, live, learn, work, play, worship, and age that affect a wide range of health, functioning, and quality-of-life outcomes and risks” (U.S. Dept. of Health and Human Services, 2021, “Healthy People 2030, Priority Areas” section). The social determinants of health are categorized into five domains that include economic stability, education access, healthcare access and quality, neighborhood and built environment, and social and community context. Healthy people 2030 (2021) noted social determinants of health (SDOH) have a major impact on people’s health, well-being, and quality of life. Examples of SDOH can include but are not limited to safe housing, transportation, and neighborhoods, any form of racism, discrimination, and violence. Some other categories in the SDOH is education, job opportunities, income and language and literacy skills. The survey will ask questions related to access to nutritious foods and physical activity opportunities, polluted air, and water

The impact of social determinants of health which include food insecurity, housing instability, unmet transportation needs, and interpersonal violence can have a profound effect on a person’s health and wellbeing. Some changes in status may cause a loss in self-confidence or feelings of insufficiency (Esmaeilzadeh, 2019). These issues can also affect health utilization and cost and according to Banks et al. (2021) the use of community resources can influence client health outcomes and improve quality of life rating.

The Centers for Disease Control and Prevention defines “quality of life as a broad multidimensional concept that usually includes subjective evaluations of both positive and negative aspects of quality of life” (Centers for Disease Control and Prevention, 2021, “HRQOL

Concepts” section). The health-related quality of life (HRQOL) primary target is public health agencies and professionals who want to measure quality of life. The healthy days measures discuss how HRQOL differs from other surveys on health and social issues. The information gathered from the health days measure can be useful in identifying health disparities, tracking the population trends, and building broad coalition around the population served (CDC, 2000).

Socioeconomically disadvantaged adults experience more health disparities than their socioeconomically advantaged counterparts, therefore health care professionals must assess these needs in the adult population (NCDHHS, 2018). Clients may not have access to dental care, home repairs for the disabled, homelessness assistance, unemployment assistance, durable medical equipment needs, social work referral needs, Medicaid coverage assistance, uninsured assistance, finding primary care providers, lack of education and vocational training, or medication coverage (NCDHHS, 2018). These concerns can be seen in vulnerable populations which can then manifest as a decrease in their quality of life, and increased social isolation and depression (Esmailzadeh, 2019 & Williams et al., 2021).

Adult day health programs in the United States offer out of the home supervised community based social and health services programs such as on-site physical therapy, occupational therapy, and social worker case management (Gaugler & Dykes, 2019). The advantages of an adult daycare health center can include the provision of rehabilitation, physical activities, meals, and socialization reducing the family caregiver burden (Orellana et al., 2018). This type of program serves vulnerable population according to (Hultqvist et al., 2018) community-based daycare care center provides a common alternative for activity rehab in the adult population so they can offer an opportunity to assess SDOH and HRQOL.

## **Review of Literature**

There has seemed to be an increase in ways to capture SDOH. Understanding the needs of a patient can be useful. Social determinants of health in the United States are focused on how this country has the highest spending of a developed nation but some of the worst health outcomes (Hege et al., 2018). This nation is spending money on health care that does not seem to be working to the fullest potential in certain population especially the vulnerable (WHO, 2021). Geographic areas can have a potential to exacerbate common social determinants of health and produce varying outcomes depending on the available intervention (Hege et al., 2018). Healthcare should meet the clients where they are living in their community. Data has shown in certain geographical areas that do not have healthcare, have inequities and so clients cannot have accessibility to care (Moscrop et al., 2020). There has been an increase in screening for SDOH especially for food insecurity at routine health care visits; in 2018 approximately 11.1% of all United States households were experiencing this common SDOH (Banks et al, 2021). It is important to address the SDH and identify client needs so that streamlined support can be provided to help with QOL perceptions (Billioux et al., 2017). It is very important to address social determinants of health with all client encounters because it can have effects on overall well-being and health (Moscrop et al., 2020).

The location of a certain daycare center may be related to the population they serve and the needs of the population. It is very important to assess the SDOH of each population and each center. An area of health-related quality of life would be racial and ethnic differences in the adult population (Lim et al., 2020). Adult day care centers access to care may be related minority levels and geography which can affect the ability to meet the needs of the racial or ethnic group wants to utilize (Lim et al., 2020).

### ***Day Care Setting***

There is importance in gathering the quality of life information of clients with psychiatric or cognitive disabilities which can be useful knowledge in the day care setting (Elisabeth et al., 2017). Being in the daycare health center environment can provide a positive but subjective experience and a high quality of life offering meaningful interactions (Elisabeth et al., 2017). Women are the largest older adult population and the most vulnerable (Rojas-Espinoza et al., 2019). Some things that affect daycare center clients are social determinants like education, the economy, and culture which can affect QOL or their health state. Making sure to determine the client's health needs and determinants of health while in the daycare setting can improve well-being and support healthy aging (Rojas-Espinoza et al., 2019). The day care setting can build peer relationships and reduce isolation by using social stimulation and supporting productive engagement (Sadarangani et al., 2019). Centers offer daytime social and medical care intended to improve QOL reduce rates of institutionalization, and provide respite for caregivers (Lendon et al., 2021).

### ***Tools***

The tools are available to document the QOL or the SDOH scoring from each participant in the quality improvement project. Each survey is an individual questionnaire to capture responses to questions any validated tool can be useful to track data and participant information (CDC, 2021). Components of the toolkit will include American Academy of Family Physicians social needs screening tool which is an eleven-question short form survey called the EveryOne Project and is a movement to advance health equity in every community (AAFP, 2019). The World Health Organization (WHO) (2021) defines health equity as an achieved outcome when everyone can attain their full potential for health and well-being and not merely the absence of disease.

### ***Social Determinants of Health Survey (SDOH)***

The SDOH survey is a non-medical social needs survey used to gather information about an individual's health outcomes or concerns that can impact client and communities (AAFP, 2019) Using the social determinants of health questionnaire the HRQOL basic questionnaire to assess quality of life, can be beneficial (Dumas et al., 2020). Differences between self-rated health summaries can be a simple, cost-effective way to gather predictive information about the population (Dumas et al., 2020).

### ***Health Related Quality of Life (HRQOL)***

The HRQOL (Healthy Days Measure) tool is a questionnaire that measures the healthy days over a 30 day period that divided into subsets that include mental health, activity limitations and physical health (CDC, 2000). Measuring the HRQOL of an individual assesses for mental (schizophrenia, anxiety, depression) and/or physical (limited vision, hearing impaired, amputee) disparities of SDH (Omodior and Ramos, 2020). HRQOL is a valid predictor of compromised socioeconomic status, presence of disability and health risk taking behaviors (Omodior and Ramos, 2020). Measuring HRQOL is an adequate way to track disparities, assess the impact of disease and possibly predict mortality (Dumas et al.,2020).

### **Purpose/Project Description**

The purpose of this quality improvement mixed methods design is to provide facilitators at an adult urban daycare health center with a toolkit to screen clients for SDOH and QOL among the adult clients ages 18 years and older to provide services in the daycare setting and services in the community. The primary outcomes include implementation of the toolkit by facilitators and level of staff satisfaction with the toolkit. The secondary outcome is improved quality of life in clients enrolled at the daycare health center.

**Procedure**

This project took place at freestanding daycare health center in Greensboro, North Carolina. The population was all staff that work in the daycare center caring for this group of clients. The staff was all office personnel, registered nurse, licensed practical nurse, social workers, activity coordinator and any outside therapy support staff (physical therapy, occupational therapy, and speech) or the urban adult day healthcare center will participate in the trainings and how to use the assessment questionnaire of the SDOH and HRQOL. The toolkit for facilitators included the screening tool for SDOH, HRQOL and community resources including neighborhood medical resources, pharmacy resources, food pantries, housing and financial resources which can be used when client is not at daycare center (see Appendix A). The toolkit has addresses, phone numbers, and website information for resources like the local urgent care in Greensboro, or Catholic Charities counseling center. Each client was given a care plan based on the enrollment assessment done by the RN consultant an on-site LPN.

The participants began enrollment of clients after completion of training. The maximum site allowance of 15 people of which only seven patients participated in quality improvement project. The surveys completed did not track any demographic data. The clients could range in age from 18 years old and over and come to the site for daily activities and social interactions. If the client was unable to answer survey questions and assessment, then the support person or caregiver completed the written questionnaires. Even if the client is developmentally challenged or has a cognitive deficit this will not prevent them from participation in quality improvement project if they have a caregiver. The clients will be contacted by the adult daycare center personnel if the office closes phone if the client is unable to attend, or when the client is onsite at least once a month if they need any support or resources.

All active staff was trained on how to use the toolkit for client assessments. By addressing quality of life there should be improvement seen in the health care equity of the older adult.

Upon completion of the training for all staff at the adult daycare health center all clients were assessed and provided with a brochure. Each client screened received a resource listing in the toolkit (see Appendix A). The brochure consisted of contact information for local pharmacies like CVS, Walgreens, Guilford County social services, the local hospital Moses Cone, Catholic Charities counseling center, and supportive housing thru servant center. These local resources were categorized by the social determinants of health domains of economic and finance, education and vocational, healthcare providers, neighborhood and housing support, and social and community partnerships. (See Appendix A). Clients were provided information about the telephone or in-person interactions that will be taking place during the participation in project. The expected phone calls and in-person contacts may vary based on client needs, but no less than once a month during QI project participation.

### **Ethical Considerations**

Ethical considerations were addressed by obtaining IRB approval for this QI project. The process was approved by the Institutional Review Board (IRB) at Lenoir-Rhyne University, Hickory, North Carolina. HIPAA standards will be followed to ensure confidentiality of health information and privacy are protected. Each toolkit package that was provided for daycare was given a unique patient number. The number was used only to track which packet was given out. No demographic information was provided by patients when toolkit packet was given. All answers to survey questions are anonymous. No protected health information of any kind was tracked or captured when survey was completed.



### Measures

The primary outcomes included implementation of the toolkit by facilitators and level of staff satisfaction with the toolkit. The secondary outcome was that each patient was also given a quality of life pre and post survey to rate if they have seen improvement since receiving and using the take home resource toolkit. The staff was given a Likert style anonymous survey at end of QI project. The questions from the survey completed by staff include:

- Has implementation of the new screening tool for my patients has given me a better understanding of the social determinants of health and how it can affect this population?
- Has the use of the Social Determinants of Health screening and Quality of Life survey been beneficial to population?
- As a staff member are you committed to using the screening tool and surveys in this organization to support patients?
- How likely are you to recommend the use of the screening tool or survey to other similar organizations in the area like adult care solutions?
- Did the initial training provide the needed materials, resources, and information to implement the QI project successfully?
- Would you be able to train or onboard new staff in the use of the screening tool and survey?
- How valuable will the use of the social needs screening and quality of life survey change or benefit the patients you serve?

The staff tracked how many toolkits copies were given out to each family. They also tracked when a client expressed using a resource from the toolkit that was helpful by providing what the

client needed like transportation to a doctor appointment or starting meals on wheels service to their home. Using the toolkit to help with any available needs was tracked on a weekly basis by a sign in sheet form staff or a telephone call by QI project leader if unable to get onsite.

### Results

The data shows that only seven surveys were completed with clients by staff. The clients or family who answered the questions for the social needs screening tool had a positive scoring in every category. The only category which did not score positively for a social determinant was utilities and childcare. These questions were answered but the response was no. The information is broken in the categories the SDOH screening tool captures (See Table 1).

**Table 1**

*Positive Responses to (SDOH) Components*

<i>Categories</i>	<i># Of clients who answered</i>	<i>Percentage</i>
<i>Housing</i>	<i>3</i>	<i>43%</i>
<i>Food</i>	<i>3</i>	<i>43%</i>
<i>Transportation</i>	<i>2</i>	<i>29%</i>
<i>Utilities</i>	<i>0</i>	<i>0</i>
<i>Child Care</i>	<i>0</i>	<i>0</i>
<i>Employment</i>	<i>5</i>	<i>71%</i>
<i>Education</i>	<i>1</i>	<i>14%</i>
<i>Finances</i>	<i>3</i>	<i>43%</i>
<i>Personal Safety</i>	<i>7</i>	<i>100%</i>
<i>Assistance</i>	<i>7</i>	<i>100%</i>

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*Source: Data collection from QI project participants*

The data gathered from the HRQOL revealed that 14% of population felt their health was excellent, 58% of population reported their health as good to very good, and 28% of population reported their health was fair to poor. The data revealed that at least 57% of patients had one occasion in thirty days that affected their physical health. In question three, 71% of the population answered that they had at least one day in a 30-day span of stress or depression. There was variability in the number of days that clients experienced difficulty with physical and mental concerns ranging from four to 28 days (see Table 2).

**Table 2**

*Health Related Quality of Life Tool- Health Days Measure Core Module (CDC HRQOL-4)*

	<b>Participants</b>	<b>Percentage</b>
<i>Q1</i> Would you say that in general your health is		
<i>Excellent</i>	1	14%
<i>Very good</i>	2	29%
<i>Good</i>	2	29%
<i>Fair</i>	1	14%
<i>Or Poor</i>	1	14%
<i>Q2</i> Now thinking about your physical health, which includes physical illness and injury, for how many days during the past 30 days was your physical health not good?	4	57%
A. Number of days_____	3	Did not answer
B. None		

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<i>Q3</i>	<i>Now thinking about your mental health, which includes stress, depression, and problems with emotions, for how many days during the past 30 days was your mental health not good?</i>	5	71%
	<i>A. Number of days_____</i>	2	<i>Did not Answer</i>
	<i>B. None</i>		
<i>Q4</i>	<i>During the past 30 days, for about how many days did poor physical and/or mental health keep you from doing your usual activities, such as self-care, work, or recreation?</i>	4	57%
		3	<i>Did not answer</i>

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*Source: Data collection from QI project participants*

The data below are the responses by staff for the survey post implementation and project completion. Overall responses revealed positive comments and answers to QI project and training. There were six staff who completed survey monkey. Answers to questions from participants regarding the program revealed 16.67% stated they would be unable or willing to provide training to another team member about process and screening tool used. Answers to questions from participants regarding the program revealed 33.33% of responses stated they strongly agree with statement whereas 66.67% only responded with agree. In response to next question 50% is shown as the SDOH was useful whereas 33.37% responded extremely useful and 16.67% was very useful the SDOH questionnaire. The definitely would responses to question three was 66.67% and 33.33% that probably would. Fifty percent of responses for likely, 33.33% for very likely and 16.67% for neither likely nor unlikely to recommend the use of the survey tools. Each response was 33.33% for all responses to question five as very satisfied, satisfied, and neither satisfied nor dissatisfied. Fifty percent of responses were probably would be able to train someone, 33.33% of responses were definitely would and 16.67% of

responses was probably would not be able to train a team member. Fifty percent of responses show that the QI project was very valuable, 33.33% shows somewhat valuable and 16.67% as extremely valuable to center (See Table 3).

**Table 3**

*Staff Post Implementation Survey by Survey Monkey*

<b>Questions asked of staff</b>	<b>Responses</b>	<b>Answer Choices</b>	<b>Percentage</b>
1. Has implementation of the new screening tool for my patients has given me a better understanding of the social determinants of health and how it can affect this population?	Strongly Agree	2/strongly agree	33.33%
	Agree	4/ Agree	66.67%
	Neither agree nor disagree		
	Disagree		
	Strongly Disagree		
2. Do you see that with use of the Social	Extremely useful	2/extremely useful	33.33%
	Very useful	1/very useful	16.67%

<i>Determinants of Health screening and Quality of Life survey has been beneficial to population?</i>	<i>Somewhat useful</i>	<i>3/somewhat useful</i>	<i>50%</i>
<hr/>			
<i>3. As a staff member are you committed to using the screening tool and surveys in this organization to support patients?</i>	<i>Definitely would</i>	<i>4/Definitely would</i>	<i>66.67%</i>
	<i>Probably</i>	<i>2/probably</i>	<i>33.33%</i>
	<i>would</i>	<i>would</i>	
	<i>Probably</i>		
	<i>would not</i>		
	<i>Definitely</i>		
	<i>would not</i>		
<hr/>			
<i>4. How likely are you to recommend the use of the screening tool or survey to</i>	<i>Very Likely</i>	<i>2/very likely</i>	<i>33.33%</i>
	<i>Likely</i>	<i>3/Likely</i>	<i>50%</i>
	<i>Neither likely nor unlikely</i>	<i>1/Neither likely nor Unlikely</i>	<i>16.67%</i>
	<i>Unlikely</i>		
	<i>Very Unlikely</i>		

*other similar organizations in the area or who provided a similar service?*

5. <i>Did the initial training provide the needed materials, resources, and information to implement QI project successfully?</i>	<i>Very Satisfied</i>	<i>2/Very Satisfied</i>	<i>33.33%</i>
	<i>Satisfied</i>	<i>2/Satisfied</i>	<i>33.33%</i>
	<i>Neither satisfied nor dissatisfied</i>	<i>2/Neither Satisfied nor Dissatisfied</i>	<i>33.33%</i>
	<i>Dissatisfied</i>		
	<i>Very dissatisfied</i>		
6. <i>Would you be able to train or onboard new staff in the use of the screening tool and survey?</i>	<i>Definitely would</i>	<i>2/Definitely would</i>	<i>33.33%</i>
	<i>Probably</i>	<i>3/probably</i>	<i>50%</i>
	<i>would</i>	<i>would</i>	
	<i>Probably</i>	<i>1/Probably</i>	<i>16.67%</i>
	<i>would not</i>	<i>would not</i>	
	<i>Definitely would not</i>		

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7. <i>How valuable will the use of the social needs screening and quality of life survey change or benefit the patients you serve?</i>	<i>Extremely valuable</i>	<i>1/extremely valuable</i>	<i>16.67%</i>
	<i>Very valuable</i>	<i>3/Very valuable</i>	<i>50%</i>
	<i>Somewhat valuable</i>	<i>2/Somewhat valuable</i>	<i>33.33%</i>
	<i>Not so valuable</i>		
	<i>Not at all valuable</i>		

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*Source: Survey Monkey summaries*

### **Discussion**

The findings for this quality improvement project were very limited because of many factors. The data displayed had such a small sample size that no statistical test was used to calculate responses.

The quality improvement project using the SDOH screening tool shows that the population screened some social needs. The toolkit was able to address some social needs for the families. Only two client families had the follow up contact and is noted to have been able to use several resources for food and housing support from toolkit. The SDOH screening tool was helpful in finding community resources which can influence client health outcomes and improve quality of life rating (Banks, 2021 & Esmailzadeah, 2019).

The data collected through the QI project correlates with capturing if a client has health disparities in the HRQOL. On average 57 -71% of the participants had concerns in a month over their physical and mental health or activity changes. Using the HRQOL is a way to track



disparities (Dumas, 2000). There are a broad range of racial disparities which affect health care use and health outcomes (Ornstein et al.,2020). Disparities are found when certain qualities, such as ease of administration, time-effectiveness, and cost-effectiveness are not met (Anderson et al., 2020).

### **Limitations**

There were several limitations found during project implementation. The staff did not provide any identified strengths and deficits, or offer alternative measures better suited to the clients served. This would have possibly been helpful for QI project success and changes to accommodate needs (Anderson et al., 2020). The site had a few staff changes and the PI was unaware. The stakeholder provided training to new staff on how to complete survey and the training handout created by PI to use as a guide for project purpose and expectations. However, some staff informed stakeholder that the process was a social worker type of task and they felt they should not have to complete the assignment. The project site had a smaller than expected client survey completion.

### **Conclusion**

The stakeholder has expressed that the site will continue to provide toolkits to any newly enrolled clients. The goal will be to have more training which can provide a better understanding of the process and purpose of tracking social determinants of health and patient perspective of quality of life. The QI project did gather information that the stakeholder found to be useful to their population of clients. The use of the resource brochure/toolkit can be modified to provide a wide range of needs to accommodate the clients being serviced. The QI project also brought to the forefront areas where organizational changes can be made like ongoing staff trainings and update of new procedures and processes. It was also useful to know how the staff

feels about the next steps of continuing with the survey completions in some variation to meet the needs of clients.

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**Appendix A****Community Toolkit**

# **Adult Daycare Health Center: Community Resources Take Home Toolkit for Clients**

All resources are local to postal code 27406, Journey Adult Day Center, City of Greensboro, and Greater Guilford County, NC

**Listing of Content**

- I. Healthcare Access and Quality Care**
  - **Pharmacy resources**
  - **Clinic Resources**
- II. Safe Housing**
- III. Transportation**
- IV. Social and community Resources**
- V. Resources for food**
- VI. Physical Activity opportunities**
- VII. Language Skills**
- VIII. Educational opportunities**
- IX. Financial resources**

"Health is more than absence of disease; it is about economics, education, environment, empowerment, and community. The health and well being of the people is critically dependent upon the health system that serves them. It must provide the best possible health with the least disparities and respond equally well to everyone."

By Dr. Jocelyn Elders  
(U.S., 15<sup>th</sup> Surgeon General)

- I. Healthcare Access and Quality care**

<p>Moses Cone Hospital CONE HEALTH 1121 North Church Street, Greensboro, NC 27401 (336) 832-7000 (Main) (336) 832-8040 (Hotline) 24 hours a day / 7days a week</p>	<p>Urgent Care Center at Greensboro CONE HEALTH 1123 North Church Street, Greensboro, NC 27401 (336) 832-4400 (Main) Mon 8:00am - 8:00pm; Tue 8:00am - 8:00pm; Wed 8:00am - 8:00pm; Thu 8:00am - 8:00pm; Fri 8:00am - 8:00pm; Sat 10:00am - 6:00pm; Sun 10:00am - 6:00pm;</p>	<p>Wesley Long Hospital CONE HEALTH 2400 West Friendly Avenue, Greensboro, NC 27403 (336) 832-1000 (Main) 24 hours a day / 7days a week</p>
<p>Behavioral Health Services CONE HEALTH 931 Third Street, Greensboro, NC 27405 (336) 832-9700 (Hotline) (800) 711-2635 (Toll-Free) 24 hours a day / 7days a week</p>	<p>Behavioral Health Services CONE HEALTH 700 Walter Reed Drive, Greensboro, NC 27403 (336) 832-9700 (Hotline) (800) 711-2635 (Toll-Free) 24 hours a day / 7days a week</p>	<p>Medicaid DEPARTMENT OF SOCIAL SERVICES - GUILFORD COUNTY 1203 Maple Street, Greensboro, NC 27405 (336) 641-3000 (Main) Mon 8:00am - 5:00pm; Tue 8:00am - 5:00pm; Wed 8:00am - 5:00pm; Thu 8:00am - 5:00pm; Fri 8:00am - 5:00pm;</p>
<p>Counseling CATHOLIC CHARITIES - GREENSBORO OFFICE  2311 West Cone Boulevard, Greensboro, NC 27408 (336) 274-5401 (Fax) (336) 714-3204 (Main) Mon 8:00am - 6:30pm; Tue 8:00am - 6:30pm; Thu 8:00am - 6:30pm;</p>		

<p><b>Pharmacy Information</b> NCMED assist for Prescription support Monday-Friday 8:00 am -4:30pm Local:704536-1790 Toll Free: 866-331-1348 Fax: 704-536-9865</p>	<p>Community Health &amp; Wellness Center Pharmacy 201 E Wendover Ave Greensboro,NC 27401 (336) 832-3630</p>	<p>Greensboro Family Pharmacy 2290 Golden Gate Dr Greensboro,NC 27405 (336) 938-0111</p>
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Email: info@medassist.org or www.medassist.org		
Rite Aid Pharmacy #11348 2403 Randleman Rd Greensboro,NC 27406 (336) 274-0983	Walmart Pharmacy #10-5393 1050 Alamance Church Rd Greensboro,NC 27406 (336) 291-0566	CVS Pharmacy #5593 3341 Randleman Rd Greensboro,NC 27406 (336) 274-4841
Walgreens Pharmacy #12283 300 E Cornwallis Dr Greensboro,NC 27408 (336) 275-9471 24 hours a day / 7days a week		

**II. Safe Housing**

Supportive Housing SERVANT CENTER 1417 Glenwood Avenue, Greensboro, NC 27403 (336) 275-8585 (Main) Mon 9:00am - 5:00pm; Tue 9:00am - 5:00pm; Wed 9:00am - 5:00pm; Thu 9:00am - 5:00pm; Fri 9:00am - 3:00pm;	Pathways Center GREENSBORO URBAN MINISTRY 3517 North Church Street, Greensboro, NC 27405 (336) 271-5988 (Main) Mon 8:00am-5:00pm; Tue 8:00am-5:00pm; Wed 8:00am-5:00pm; Thu 8:00am-5:00pm; Fri 8:00am-5:00pm;	Housing Choice Voucher Program HOUSING AUTHORITY - GREENSBORO 450 North Church Street, Greensboro, NC 27401 (336) 275-8501 (Main) Mon 8:30am - 5:00pm; Tue 8:30am - 5:00pm; Wed 8:30am - 5:00pm; Thu 8:30am - 5:00pm; Fri 8:30am - 5:00pm;
NCHousingSearch.org NCHOUSINGSEARCH.ORG 866) 265-7811 (Fax) (877) 428-8844 (Main) Mon 9:00am - 8:00pm; Tue 9:00am - 8:00pm; Wed 9:00am - 8:00pm; Thu 9:00am - 8:00pm; Fri 9:00am - 8:00pm;	North Carolina Coordinated Entry - Greensboro/High Point/Guilford County NORTH CAROLINA COORDINATED ENTRY 815 Phillips Avenue, High Point, NC 27262 (336) 553-2716 (Main) 24 hours a day / 7days a week	Mortgage and Refinance Lending SELF-HELP CREDIT UNION - GREENSBORO 3400 Battleground Avenue, Greensboro, NC 27410 (336) 545-9916 (Main) (800) 634-7025 (Toll- Free) Mon 9:00am - 5:00pm; Tue 9:00am - 5:00pm; Wed 9:00am - 5:00pm; Thu 9:00am - 5:00pm; Fri 9:00am - 5:00pm;

**III. Transportation**

Piedmont Authority for Regional Transportation	SCAT Paratransit Bus Services GREENSBORO TRANSIT AUTHORITY	Senior Wheels Medical Transportation SENIOR RESOURCES - GUILFORD COUNTY
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<p>PIEDMONT AUTHORITY FOR REGIONAL TRANSPORTATION 107 Arrow Road, Greensboro, NC 27409 (336) 662-0002 (Admin) (336) 662-9253 (Fax) (336) 883-7278 (Main: regional call center) Mon 6:00am - 9:00pm; Tue 6:00am - 9:00pm; Wed 6:00am - 9:00pm; Thu 6:00am - 9:00pm; Fri 6:00am - 9:00pm; Sat 7:00am - 7:00pm;</p>	<p>236 East Washington Street, Greensboro, NC 27401 (336) 333-6589 (Other) (336) 373-2634 (Main) (336) 373-2732 (Other) Mon 8:00am - 5:00pm; Tue 8:00am - 5:00pm; Wed 8:00am - 5:00pm; Thu 8:00am - 5:00pm; Fri 8:00am - 5:00pm;</p>	<p>1401 Benjamin Parkway, Greensboro, NC 27408 (336) 333-6981 (Other) (336) 373-4922 (Fax) Mon 8:30am - 5:00pm; Tue 8:30am - 5:00pm; Wed 8:30am - 5:00pm; Thu 8:30am - 5:00pm; Fri 8:30am - 5:00pm;</p>
<p>Shepherd's Wheels SHEPHERD'S CENTER OF GREENSBORO  302 West Market Street, Greensboro, NC 27401 (336) 378-0766 (Main) Mon 9:30am - 3:30pm; Tue 9:30am - 3:30pm; Wed 9:30am - 3:30pm; Thu 9:30am - 3:30pm; Fri 9:30am - 3:30pm;</p>		

**IV. Social and Community Resources**

<p>Refugee Outreach Program SENIOR RESOURCES - GUILFORD COUNTY 1401 Benjamin Parkway, Greensboro, NC 27408 (336) 373-4816 ext 236 (Other) (336) 373-4922 (Fax) (336) 884-4816 (Other) Mon 8:30am - 5:30pm; Tue 8:30am - 5:30pm; Wed 8:30am - 5:30pm; Thu 8:30am - 5:30pm; Fri 8:30am - 5:30pm;</p>	<p>Safety Training AMERICAN RED CROSS - PIEDMONT TRIAD CHAPTER 1501 Yanceyville Street, Greensboro, NC 27415 (336) 333-2111 (Other) (800) 733-2767 (Other: 800-red-cross) Mon 8:30am - 5:00pm; Tue 8:30am - 5:00pm; Wed 8:30am - 5:00pm; Thu 8:30am - 5:00pm; Fri 8:30am - 5:00pm;</p>	<p>Emergency Services GOVERNMENT SERVICES - GUILFORD COUNTY 1002 Meadowood Street, Greensboro, NC 27409 (336) 641-7565 (Main) 911 (Hotline) Mon 8:00am - 5:00pm; Tue 8:00am - 5:00pm; Wed 8:00am - 5:00pm; Thu 8:00am - 5:00pm; Fri 8:00am - 5:00pm;</p>
<p>Environmental Health Services</p>	<p>PACE of the Triad PACE OF THE TRIAD</p>	<p>Adult Day and Respite Care Center</p>

<p>DEPARTMENT OF PUBLIC HEALTH - GUILFORD COUNTY 1203 Maple Street, Greensboro, NC 27405 (336) 641-7777 (Main) Mon 8:00am - 5:00pm; Tue 8:00am - 5:00pm; Wed 8:00am - 5:00pm; Thu 8:00am - 5:00pm; Fri 8:00am - 5:00pm;</p>	<p>1471 East Cone Boulevard, Greensboro, NC 27405 (336) 550-4040 (Main) Mon 8:00am - 5:00pm; Tue 8:00am - 5:00pm; Wed 8:00am - 5:00pm; Thu 8:00am - 5:00pm; Fri 8:00am - 5:00pm;</p>	<p>ADULT DAY AND RESPITE CARE CENTER 3107 Groometown Road, Greensboro, NC 27407 (336) 543-6412 (Alternate) (336) 852-8338 (Main) Monday - Sunday, 7:30 a.m. -4:30 p.m. Other times may be available, depending on need.</p>
<p>Community Education Workshops WOMEN'S RESOURCE CENTER OF GREENSBORO 628 Summit Avenue, Greensboro, NC 27405 (336) 275-6090 (Main) (336) 275-7069 (Fax) Mon 9:00am - 5:00pm; Tue 9:00am - 7:00pm; Wed 9:00am - 5:00pm; Thu 9:00am - 7:00pm;</p>	<p>Family Success Center SALVATION ARMY - GREENSBORO 1311 South Eugene Street, Greensboro, NC 27406 (336) 235-0379 (Main) Mon 8:00am - 5:00pm; Tue 8:00am - 5:00pm; Wed 8:00am - 5:00pm; Thu 8:00am - 5:00pm; Fri 8:00am - 5:00pm;</p>	<p>Immigrant Assistance Center FAITHACTION INTERNATIONAL HOUSE 705 North Greene Street, Greensboro, NC 27401 (336) 379-0037 (Main) (336) 379-0130 (Fax) Mon 9:00am - 5:00pm; Tue 10:00am - 6:00pm; Wed 9:00am - 5:00pm; Thu 10:00am - 6:00pm; Fri 9:00am - 5:00pm;</p>

**V. Resources for food**

<p>Meals on wheels Senior Resources of Guilford Greensboro Office: 1401 Benjamin Parkway Greensboro, NC 27408 (336) 373-4816 Fax: (336) 373-4922 Email: info@senior-resources-guilford.org</p>	<p>Celia Phelps Memorial United Methodist Church Food Pantry CELIA PHELPS MEMORIAL UNITED METHODIST CHURCH FOOD PANTRY 3709 Groometown Road, Greensboro, NC 27407 (336) 855-8348 (Main) First and third Tuesday of the month, 10:00am - 1:00pm Third Saturday of the month, 10:00am - 12:00pm</p>	<p>Community Nutrition SENIOR RESOURCES - GUILFORD COUNTY 2314 North Church Street, Greensboro, NC 27405 (336) 333-6981 (Main) (336) 373-4922 (Fax) (336) 884-6981 (Other) Mon 8:30am - 5:00pm; Tue 8:30am - 5:00pm; Wed 8:30am - 5:00pm; Thu 8:30am - 5:00pm; Fri 8:30am - 5:00pm;</p>
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<p>St. Matthews United Methodist Church ST. MATTHEWS UNITED METHODIST CHURCH 600 East Florida Street, Greensboro, NC 27406 (336) 272-4505 (Main) Mon 10:00am - 12:00pm; Tue 10:00am - 12:00pm; Wed 10:00am - 12:00pm;</p>	<p>Cedar Grove Tabernacle of Praise Food Pantry CEDAR GROVE TABERNACLE OF PRAISE FOOD PANTRY 612 Norwalk Street, Greensboro, NC 27407 (336) 294-2628 (Main) Tue 10:00am - 12:00pm; Wed 10:00am - 12:00pm; Thu 10:00am - 12:00pm;</p>	<p>Food and Nutrition Services DEPARTMENT OF SOCIAL SERVICES - GUILFORD COUNTY 1203 Maple Street, Greensboro, NC 27405 (336) 641-3000 (Other) (336) 641-7771 (Other) (888) 662-7328 (Hotline) Mon 8:00am - 5:00pm; Tue 8:00am - 5:00pm; Wed 8:00am - 5:00pm; Thu 8:00am - 5:00pm; Fri 8:00am - 5:00pm;</p>
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**VI. Physical Activity opportunities**

<p>Greensboro YMCA Branches YMCA - GREENSBORO 620 Green Valley Road, Greensboro, NC 27408 (336) 274-1413 (Fax) (336) 854-8410 (Admin) (336) 854-8410 (Main) Mon 8:30am - 5:00pm; Tue 8:30am - 5:00pm; Wed 8:30am - 5:00pm; Thu 8:30am - 5:00pm; Fri 8:30am - 5:00pm;</p>	<p>Smith Active Adult Center, 2401 Fairview St.  Mon., Tues., Thurs., Sat. 9:15 am Wed 10:30 am Mon.*, Wed.* 5:30 pm Trotter Active Adult Center, 3906 Betula St. Mon., Fri., Sat. 10:30 am</p>	<p>Greensboro Parks &amp; Recreation programs for adults Adding health to your Years (AHOY) Locations Griffin Recreation Center 336-373-2928 5301 Hilltop Rd. Leonard Recreation Center 336-297-4889 6324 Ballinger Rd. Lewis Recreation Center 336-373-3330 3110 Forest Lawn Dr. Lindley Recreation Center 336-373-2930 2907 Springwood Dr. Peeler Recreation Center 336-373-5877 1300 Sykes Ave. Smith Active Adult Center 336-373-7564 2401 Fairview St. Trotter Active Adult Center 336-373-2927 3906 Betula St.</p>
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**VII. Language Skills**

<p>English as a Second Language (ESOL) Library                  Glenwood Branch                  1901 W. Florida St.                  Greensboro, NC 27403                  336-297-5000                  Monday through Thursday,                  9 am - 9 pm                  Friday and Saturday,                  9 am - 6 pm                  Sunday, 2 pm - 6 pm</p>	<p>Language Resources                  406 West Fisher Ave.                    Greensboro, NC 27401                    Ph/Fax (336) 279-1199                    Toll Free 1-877-859-9823</p>	
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**VIII. Educational opportunities**

<p>Family Success Center-                  Learning Together Family                  Literacy Program                  GUILFORD CHILD                  DEVELOPMENT                  1200 Arlington Street,                  Greensboro, NC 27406                  (336) 378-7700 (Main)                  Mon 8:00am - 5:00pm;                  Tue 8:00am - 5:00pm;                  Wed 8:00am - 5:00pm;                  Thu 8:00am - 5:00pm;                  Fri 8:00am - 5:00pm;</p>	<p>North Carolina African                  Services Coalition                  NORTH CAROLINA                  AFRICAN SERVICES                  COALITION                  122 North Elm Street,                  Greensboro, NC 27401                  (336) 574-2672 (Fax)                  (336) 574-2677 (Main)                  Mon 9:00am - 5:00pm;                  Tue 9:00am - 5:00pm;                  Wed 9:00am - 5:00pm;                  Thu 9:00am - 5:00pm;</p>	<p>Montagnard Dega                  Association                  MONTAGNARD DEGA                  ASSOCIATION                  611 Summit Avenue,                  Greensboro, NC 27405                  (336) 373-1812 (Main)                  (336) 373-1832 (Fax)</p>
<p>Homeless Liaison                  SCHOOL DISTRICT -                  GUILFORD COUNTY                  712 North Eugene Street,                  Greensboro, NC 27401                  (336) 574-2637 (Main)                  Mon 9:00am - 4:00pm;                  Tue 9:00am - 4:00pm;                  Wed 9:00am - 4:00pm;                  Thu 9:00am - 4:00pm;                  Fri 9:00am - 4:00pm;</p>		