



Mid-America (HHS Region 7)

MHTTC

Mental Health Technology Transfer Center Network
Funded by Substance Abuse and Mental Health Services Administration

Context Clues: Using Social Determinants of Health (SDOH) to Enhance Treatment: Internet Access

Bill Baerentzen, Ph.D., CRC, LMHP



MUNROE-MEYER
INSTITUTE



Disclaimer

This presentation was prepared for the MHTTC Network under a cooperative agreement from the Substance Abuse and Mental Health Services Administration (SAMHSA). All material appearing in this presentation, except that taken directly from copyrighted sources, is in the public domain and may be reproduced or copied without permission from SAMHSA or the authors. Citation of the source is appreciated. Do not reproduce or distribute this presentation for a fee without specific, written authorization from the MHTTC Network Coordinating Office. This presentation will be recorded and posted on our website.

At the time of this publication, Miriam Delphin-Rittmon served as Assistant Secretary for Mental Health and Substance Use and Administrator of SAMHSA. The opinions expressed herein are the views of the speakers and do not reflect the official position of the Department of Health and Human Services (DHHS), or SAMHSA. No official support or endorsement of DHHS, SAMHSA, for the opinions described in this presentation is intended or should be inferred.

This work is supported by grants under Funding Opportunity Announcement (FOA) No. SM-18-015 from the DHHS, SAMHSA.

The MHTTC Network uses affirming, respectful and recovery-oriented language in all activities. That language is:

STRENGTHS-BASED
AND HOPEFUL

INCLUSIVE AND
ACCEPTING OF
DIVERSE CULTURES,
GENDERS,
PERSPECTIVES,
AND EXPERIENCES

HEALING-CENTERED/
TRAUMA-RESPONSIVE

INVITING TO INDIVIDUALS
PARTICIPATING IN THEIR
OWN JOURNEYS

PERSON-FIRST AND
FREE OF LABELS

NON-JUDGMENTAL AND
AVOIDING ASSUMPTIONS

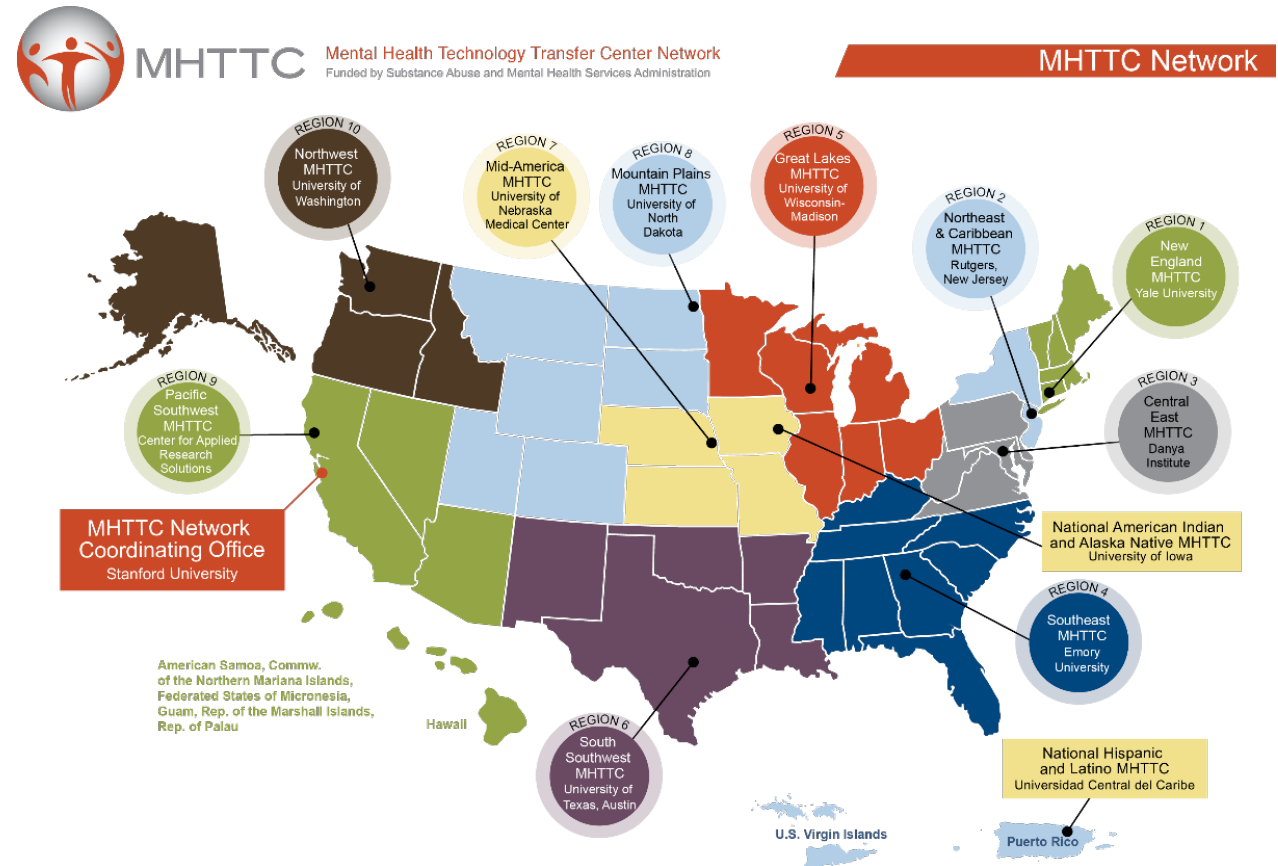
RESPECTFUL, CLEAR
AND UNDERSTANDABLE

CONSISTENT WITH
OUR ACTIONS,
POLICIES, AND PRODUCTS

Mid-America Mental Health Technology Transfer Center

Established to increase utilization of evidence-based mental health practices.

- Missouri, Iowa, Nebraska, and Kansas.
- Free training and technical assistance.
- SAMHSA grant awarded to the Behavioral Health Education Center of Nebraska at University of Nebraska Medical Center.
(5 years, \$3.7 million, grant number: H79SM081769)





Learning Objectives

This presentation provides an orientation to Employment as a Social Determinant of Health. You will:

- Learn how internet access is related to physical and mental health
- Learn how to assess for internet access and problems related to health literacy
- Learn how to adjust communication to address low levels of health literacy

HEALTH EQUITY

How internet access is related to health



Internet Access – a source of information

Health Literacy

“Personal health literacy is the degree to which individuals have the ability to find, understand, and use information and services to inform health-related decisions and actions for themselves and others.”

Internet Access – a source of information

Health literacy is related to internet access:

- High quality information about health and wellness is provided through websites, and social networks. Health literacy is developed when individuals seek information about their health and specific concerns they are experiencing.
- 4 billion internet users worldwide and 89.4% of individuals in US have access to the internet.
- Many high-quality websites exclusively address health issues and are important to public health.
- Everyone, no matter how educated, is at risk for misunderstanding health information if the topic is emotionally charged or complex (NIH, 2021).
- It is increasingly difficult for people to separate evidence-based information, especially online, from misleading ads and gimmicks (NIH, 2021).

Internet Access – pathological use

Problematic smartphone/internet use has been associated with several comorbid disorders including

- attention deficit/ hyperactivity disorder,
- depression,
- substance abuse,
- including impaired family functioning,
- lowered life satisfaction,
- problematic family interaction,
- poor emotional wellbeing,
- decreased academic performance.

(Karaka, Canan, Saleh, & Potenza, 2017; Rucker et al. 2015;
Rucker, Akre, Berchtold, & € Suris, 2015;
Sariyska, Reuter, Lachmann, & Montag, 2015;
Wartberg, Kriston, Kammerl, Petersen, & Thomasius, 2015).

Internet Access – pathological use

Pathological use of internet manifest in:

- disturbances in home and educational affairs,
- neglect of physical and psychological consequences,
- Increased tolerance,
- loss of control,
- retreat,
- escape,
- lying and deception,

Serious psychological and emotional problems associated with pathological use include:

- impulsivity,
- depression,
- anxiety,
- psychosis,
- obsessive-compulsive symptoms,
- social anxiety
- sleep disorders

Internet Access

1

Internet access is a positive source of health information from many users

2

Many persons in the US have access to the internet and use it frequently

3

While health information online is wide-spread, there are concerns that not all information is correct or correctly understood

4

Internet access is addictive and we do not have sufficient means to diagnose and document such problems

5

Internet addiction is a significant concern for many and create psychological and emotional problems

“Internet Access” and Z-Codes

Z55.0

Illiteracy and
low-level
literacy

Z72.821

Inadequate
sleep hygiene

Z72.89

Other
problems
related to
lifestyle

Z72.9

Problem
related to
lifestyle,
unspecified

Z75.0

Medical
services not
available in
home

What to do about Internet Access

ASK

Ask about internet access. Dig into how patients interact with the internet. Where they get information, how long they spend online, and if internet use takes time away from important activities and functions.

IDENTIFY

Find local resources to help people get financial help to access the internet, and to help with problem use.

ACT

Identify patients via Z-Codes and increase their motivation to seek help for problem internet use. Make referrals. Also, help patients correct irrational health beliefs.

Key Health Literacy Research Findings

- We must not blame the individual for not understanding information that has not been made clear.
- In almost all cases, physicians and other health professionals try to, and believe they are, communicating accurate information.
- In some cases, patients may believe they have understood directions but may be embarrassed to ask questions to confirm their understanding.
- Health care organizations and their systems and procedures have a significant role to play in ensuring understanding in the health care setting.

(NIH, 2021)

What to do about specific irrational health beliefs obtained online

Elicit

Ask your patient to talk about the specific problem they are experiencing (i.e., diabetes, depression or vaccine).
“What do you know about ..?”, “Where do you get your information about ...?”

Provide

Ask if you can share your perspective. Provide correct information about the problem.
“Research suggest ...”, “Your specific problem is ...”

Elicit

Ask the patient how your information resonate with them.
“Where does this leave you?”, “What do you think of what I just said?”

Referrals



Aunt Bertha - <https://aetna-ks.auntbertha.com>

The screenshot shows the homepage of findhelp.org. The browser address bar displays "https://www.findhelp.org". The site logo "findhelp.org" is in the top left, and navigation links "Support", "Sign Up", and "Log In" are in the top right. The main heading reads: "Search and connect to support. Financial assistance, food pantries, medical care, and other free or reduced-cost **help starts here:**". Below this is a search bar with the label "ZIP" and the input field containing "67701". A green "Search" button with a magnifying glass icon is to the right of the input field. A red circle highlights the search bar area. Below the input field, a blue badge indicates "359,156 people use it (and growing daily)". At the bottom of the page, there is a "Select Language" dropdown menu on the left, and a footer with links: "Browse Programs", "Suggest Program", "Claim Programs", "Work at an Organization?", "About Us", "Accessibility", "Terms", and "Privacy". The copyright notice "© 2011-2021. Powered by findhelp." is in the bottom right corner.

Aunt Bertha - <https://aetna-ks.auntbertha.com>

The screenshot shows the findhelp.org website interface. At the top, there is a search bar with the text "ZIP or keyword or program name" and a search icon. Below the search bar, there is a navigation menu with icons for various categories: FOOD, HOUSING, GOODS, TRANSIT, HEALTH, MONEY (circled in red), CARE, EDUCATION, WORK, and LEGAL. The main content area displays search results for "Financial Assistance - All (506)". The results are organized into a grid. The "MONEY" category is highlighted, and the item "help pay for internet or phone (20)" is circled in red. Other items include "help pay for childcare (13)", "transportation for healthcare (19)", "help pay for food (16)", "transportation for school (1)", "government food benefits (4)", "help pay for housing (64)", "help pay for healthcare (238)", "help pay for transit (30)", "disability benefits (15)", "help pay for utilities (24)", "discounted healthcare (2)", "help pay for school (81)", "books (13)", "health insurance (8)", "clothes for school (1)", "medical supplies (97)", "financial aid & loans (36)", "prescription assistance (78)", "supplies for school (2)", "bus passes (3)", "help pay for gas (6)", and "help pay for work expenses (8)".

Choose from the categories above and browse local programs, or search for any service. Select Language ▼ to translate the site.

Aunt Bertha - <https://aetna-ks.auntbertha.com>

findhelp.org

Support Sign Up Log In

ZIP or keyword or program name

Select Language

FOOD HOUSING GOODS TRANSIT HEALTH MONEY CARE EDUCATION WORK LEGAL

Colby, KS (67701) / housing / help pay for internet or phone 1 - 10 of 20

Sort by RELEVANCE CLOSEST

Personal Filters Program Filters Income Eligibility

Notice out-of-date information or see a program you work for? Click **Suggest** to share an update or claim your program listing to get access to free tools and data.

Spectrum Internet Assist
by Spectrum

Spectrum is proud to be the fastest-growing Internet, TV and Voice company. We believe that everyone should have access to reliable, high-speed internet. Through the

Main Services: [help pay for internet or phone](#)

Serving: adults, young adults, teens, seniors, students, individuals, families, benefit recipients

Next Steps:
Go to the [program's website](#) or apply on their website

Serves your state

Closed Now: See open hours

MORE INFO SAVE SHARE NOTES SUGGEST APPLY

Aunt Bertha - <https://aetna-ks.auntbertha.com>

The screenshot displays the Aunt Bertha website interface. At the top left is the Aetna logo. The top right contains links for Support, Sign Up, and Log In. A search bar is present with the placeholder text "ZIP or keyword or program name" and a search icon. Below the search bar is a "Select Language" dropdown. A horizontal navigation bar features icons for FOOD, HOUSING, GOODS, TRANSPORT, HEALTH (circled in red), MONEY, CARE, EDUCATION, WORK, and LEGAL. The main content area is divided into a left sidebar and a right main panel. The sidebar lists categories: Addiction & Recovery, Dental Care, End-Of-Life Care, Health Education, Help Pay For Healthcare (circled in red), Medical Care, Mental Health Care, Sexual And Reproductive Health (circled in red), and Vision Care. The main panel displays "Mental Health Care - All (156)" with a list of services and their counts: bereavement (36), counseling (66), family counseling (18), group therapy (9), individual counseling (23), substance abuse counseling (18), hospital treatment (2), medications for mental health (8), mental health evaluation (15), outpatient treatment (16), psychiatric emergency services (3), residential treatment (8), support & service animals (18), and understand mental health (22). A footer note states: "This curated database of resources is provided by Aetna Better Health of Kansas".

Aunt Bertha - <https://aetna-ks.auntbertha.com>

← → ↻ 🏠 🔒 <https://www.findhelp.org/health/counseling--colby-ks?postal=67701> ☆ ⋮ 🗃️ 👤

findhelp.org Support Sign Up Log In

ZIP or keyword or program name 🔍

Select Language ▾

FOOD HOUSING GOODS TRANSIT **HEALTH** MONEY CARE EDUCATION WORK LEGAL

- Addiction & Recovery >
- Dental Care
- End-Of-Life Care >
- Health Education >
- Help Pay For Healthcare >
- Medical Care** >
- Mental Health Care** >
 - Mental Health Care - All (152)**
 - bereavement (3)
 - counseling (64)
 - family counseling (15)
 - group therapy (7)
 - individual counseling (21)
 - substance abuse counseling (16)
 - hospital treatment (2)
 - medications for mental health (7)
 - mental health evaluation (14)
 - outpatient treatment (12)
 - psychiatric emergency services (4)
 - residential treatment (7)
 - support & service animals (18)
 - understand mental health (21)
- Sexual And Reproductive Health >
- Vision Care

1255 South Range Avenue, Colby, KS 67701

🕒 **Closed Now** · See open hours ▾

Practice Application

“Our Case Study”



What can we learn from our case study?

Claudia



Mother
Age: 38
Race: Latina
Employment: Waitress
Insurance: through employer

Patrick



Father
Age: 41
Race: White/Thai
Employment: Auto detailer
Insurance: marketplace plan

Ivonne



Grandmother
Age: 63
Race: Latina
Employment: N/A
Insurance: none

What can we learn from our case study?

Tyler



Eldest daughter
Age: 16
Race: biracial
Employment: student
Insurance: Medicaid

Elliot



Son
Age: 13
Race: Latino
Employment: student
Insurance: Medicaid

Edith



Youngest daughter
Age: 2
Race: biracial
Employment: N/A
Insurance: Medicaid

Questions?

