Kaiser Permanente's Social Needs Network for Evaluation and Translation

Building a Research-Operations Collaborative to Improve Members' Social Health

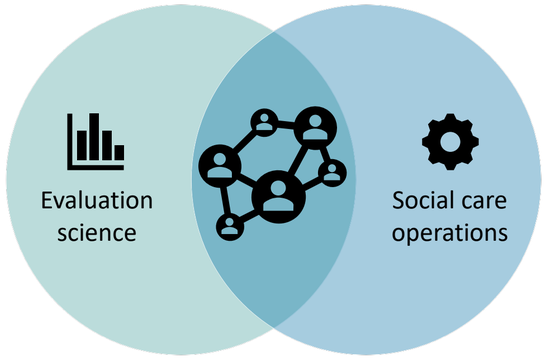
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SONNET
Social Needs Network for Evaluation and Translation

What is SONNET?

A research-operations partnership focused on social care

Addressing members' health-related social needs (HRSN) is increasingly central to whole-person care, but health systems often lack the infrastructure to **translate social care screening and resource navigation into actionable, ongoing evaluation.** Kaiser Permanente's Social Needs Network for Evaluation and Translation (SONNET) aims to close this gap: a research-operations partnership that pairs embedded evaluation science with social care operations across the enterprise.





Initial focus on the hub call center

An evaluation infrastructure to yield actionable insights

SONNET functions as an ongoing evaluation infrastructure for social care integration across Kaiser Permanente. Rather than running one-off studies, **SONNET partners directly with operational teams** to build shared measurement systems, analyze social care screening, navigation, and outcome data in near-real time, and feed findings back into program design and quality improvement. Examples of current work:

- Analysis of members who use the KP Community Support Hub and baseline missed appointments, medication adherence, and member satisfaction
- Assessing chronic disease prevalence and utilization among social care users versus the general KP member population
- Evaluation of the CalAIM Community Care Hub (CCH) model

A model for building a sustainable, data-driven approach to learning & improvement

By pairing research and evaluation experts with operational leaders to partner on ongoing evaluation, SONNET offers a replicable model for others seeking to build sustainable data-driven organizational learning infrastructure.

SONNET's approach can be adapted to other programs and service lines. If you're interested in understanding the impact of your work or building embedded evaluation infrastructure, contact Meagan.C.Brown@kp.org

- Our embedded evaluators fill analytic gaps that operational teams can't staff on their own.
- We engage in operational strategy — surfacing important operational questions that evaluation can help answer.
- Developing standing partnerships with shared objectives provides long-term efficiency over one-off studies.
- Shared data systems and near-real-time analyses give leaders rigorous, timely, actionable insights to inform operational decisions.

Fast facts about SONNET

Established in 2017 by the KP Office of Community and Social Health (executive sponsors: Anand Shah and Wendolyn Gozansky).

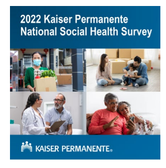
Coordinating Center at KPWA research institute, with a scientific core team including researchers from across KP and from KP National Social Health.

- Meagan Brown, SONNET director
- Alex Erkenbeck
- Amal Harrati
- Morgan Clennin
- Richard Grant
- Maile Tauali'i
- Teanise "Tina" Davis

Brought in more than $11M in external research funding and published more than 2 dozen papers in peer-reviewed medical journals since 2022. We share our findings regularly in the KP Social Health Bulletin.

Read the Social Health Bulletin

Led KP's first-ever social health surveys across a large, nationally representative group of members. Key results:



- **68%** of members have at least 1 social need, and **90%** of members with Medicaid plans have at least 1 need.
- Members with social needs are **more likely to report fair or poor health** (mental and physical).
- 61% of members with social needs are **interested in receiving assistance from KP.**

See more results from the surveys

SONNET's work is made possible with funding from the **Kaiser Permanente Office of Community and Social Health** in support of the organization's goal to achieve equitable health outcomes for all members and improve conditions for health in our communities. **Contact:** Meagan.C.Brown@kp.org | **Learn more:** sonnet.kp.org

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