



“Bringing Healthcare Home:”

An FQHC’s response to those experiencing homelessness

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DHS WISCONSIN HOMELESSNESS FORUM 2/28/2022



**Making a difference
in the lives of people;
creating a healthy community**

Common Barriers to Care for Shelter Patients

- Transportation
- Hard to maintain contact
- Housing stability
- Limited access to technology
- Previous trauma
- No primary care doctor/high ER utilization rate



Project RUSH Identifies Physical Health as Root Cause of Poverty

- According to Research to Understand and Solve Homelessness (RUSH), **physical health was identified as “a barrier that impacts employment, education and housing”** and is a “root cause of poverty” for homeless and nearly homeless individuals.
- Project RUSH determined that **physical health impacts daily living** more so than previously thought and contributes significantly to housing instability.
- In the RUSH study, **36% of surveyed participants indicated they had used the emergency room (ER) in the past 6 months.** This number is almost double the usage for the general population.



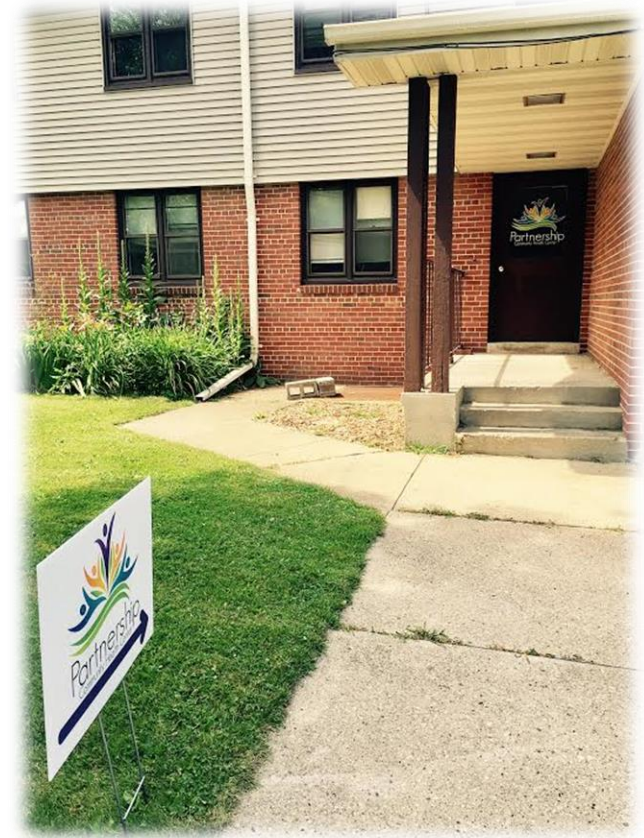
Innovation leads to change: *“Bringing Healthcare Home”*



➤ Based on the findings from the RUSH study, Partnership Community Health Center (PCHC) began coordinating services with COTS, a transitional shelter, to **address barriers to care as a primary root cause of poverty.**

➤ On **May 5, 2016**, PCHC opened a **full-service clinic at the COTS men’s campus** in Appleton, WI.

➤ In 2020, we paused medical services at this location, but we continue to provide behavioral health services



Community Partners Help Us Advocate for Patients' Needs


- **Shelter case managers** refer clients to our health center for services and **are an extension of the healthcare team**
 - We collaborate on promoting health education and access



Patient-Centered Care Starts with Community Outreach

- A **trauma-informed care** approach is used to initiate relationships
 - *“Connect before you correct”*
- Via a brief questionnaire (pictured), **patients get to decide which services they’re ready to receive**
- **Patients are a key component of our healthcare team**
- Barriers to care are addressed at an individual level

How can we help?



Name: _____ Today's Date: _____

Date of Birth: _____ Phone Number: _____

I currently receive services from Partnership Community Health Center	YES	NO
I have concerns about my physical health	YES	NO
I have concerns about my mental health	YES	NO
I have concerns about my teeth	YES	NO
I need help with my medical bills	YES	NO
I have questions about health insurance	YES	NO

I WOULD LIKE a Partnership Community Health Center appointment for: *(circle all that apply)*

●Health insurance ●Medical bills ●Medical care ●Dental care ●Mental health

Comments:

Outreach Engagement Strategies



Reaching patients through CAREMESSAGE



“PCHC is here for you while COTS Clinic is closed. Need meds or have other health concerns? Reply YES to receive a call to schedule a phone or video appointment.”

“Hi Patient X. This is Amber from Partnership. Your physical is scheduled on 1/26/21 at 10:20am. Our address is 5471 Waterford Lane in Appleton. Call MTM to schedule a ride at least 2 business days in advance: 1-866-907-1493.”

“Hi Patient Y. This is Amber at Partnership. Here is the number for FSET: 920-886-7118. If for whatever reason they can't help you get supplies for work, I would try giving LEAVEN a call: 920-738-9635. Good luck!”



Inter-Departmental Collaboration: New Behavioral Health Outreach Initiative!

Pick your Behavioral Health “race” package!

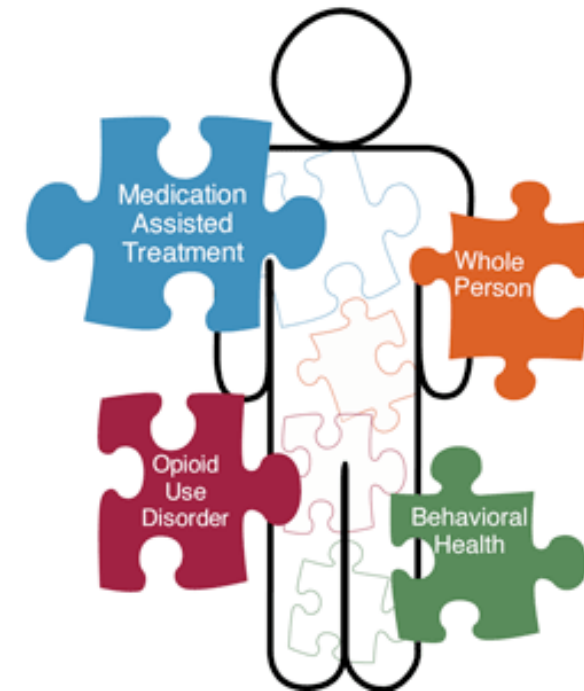
“The Sprint”	“The 5k”	“The ½ Marathon”
		
<p>Going through a current stressor and need “here-and-now” help? Not sure about counseling/therapy, but want to give one session a try before committing?</p> <p>Schedule a “Sprint” session today!</p>	<p>Our “5k” plan is approximately 3 sessions focused on addressing a specific issue more in-depth.</p> <p>Did you know? The first 3 sessions have the most impact and provide the most relief if you have depression or anxiety symptoms.</p>	<p>Have a longer-term goal that you would like help with?</p> <p>Our “½ Marathon” plan averages 10 -12 sessions that are focused on sustained maintenance of emotional control, grief and loss, addiction and recovery and chronic condition/disease management.</p>

Emotional Wellness

Health Goals &
Behavioral Changes

Medication Assisted Treatment
for Addiction

Managing Stressful Life Events



Turn in this card at your first PCHC Behavioral Health session to be entered to win a Walmart gift card.

Name: _____

Date of Birth: _____

Phone: _____



(920) 731-7445 www.partnershipchc.org

Future Possibilities & Gaps to Address

- Equip/technology for virtual appointments
- Those who fall through the cracks/street outreach
- Continuous improvement of community partner referral process





➤ We are all in this together





Contact

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