

Accessing Medical Care: Homeless Healthcare Team Approach

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Conflict of Interest Statement

Wanda H Johnson has no conflicts of interest

OBJECTIVES



Define Alameda County homelessness care



Define team approach



Analyze the various contributing factors that make a good team



Homeless Definition

- The CoC program definition of homeless at 24 CFR 578.3 includes the following four “homeless” categories. Categories 1 through 3 are based on section 103(a) of the McKinney-Vento Homeless Assistance Act, whereas Category 4 is based on section 103(b) of that Act. PHAs should keep this distinction in mind when determining whether an individual or family is homeless as defined by section 103(a) of the McKinney-Vento Homeless Assistance Act.
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WHAT IS THE DEFINITION OF HOMELESSNESS? 1/4

Category 1: Individual or family who lacks a fixed, regular, and adequate nighttime residence, meaning:

- i. Has a primary nighttime residence that is a public or private place not designed for or ordinarily used as a regular sleeping accommodation for human beings, including a car, park, abandoned building, bus or train station, airport, or camping ground;
- ii. Is living in a publicly or privately operated shelter designated to provide temporary living arrangements (including congregate shelters, transitional housing, and hotels and motels paid for by charitable organizations or by federal, state, and local government programs); or
- iii. Is exiting an institution where the individual or family resided for 90 days or less and who resided in an emergency shelter or place not meant for human habitation immediately before entering that institution.

Definition cont.

2/4

Category 2: Individual or family who will imminently lose their primary nighttime residence, provided that:

- i. Residence will be lost within 14 days of the date of application for homeless assistance;
- ii. No subsequent residence has been identified; and
- iii. The individual or family lacks the resources or support networks needed to obtain other permanent housing.

Category 3: Unaccompanied youth under 25 years of age, or families with children and youth, who do not otherwise qualify as homeless under this definition, but who:

- i. Are defined as homeless under the other listed federal statutes;
- ii. Have not had a lease, ownership interest, or occupancy agreement in permanent housing during the 60 days prior to the homeless assistance application;
- iii. Have experienced persistent instability as measured by two moves or more during the 60-day period immediately preceding the date of applying for homeless assistance; and
- iv. Can be expected to continue in such status for an extended period of time due to certain special needs or barriers.

Category 4: Any individual or family who:

- i. Is fleeing, or is attempting to flee, domestic violence, dating violence, sexual assault, stalking, or other dangerous or life-threatening conditions that relate to violence against the individual or a family member, including a child, that has either taken place within the individual's or family's primary nighttime residence or has made the individual or family afraid to return to their primary nighttime residence;
- ii. Has no other residence; and
- iii. Lacks the resources or support networks to obtain other permanent housing.

Causes of Homelessness

- Chronic conditions
- Systemic inequality
- Domestic violence
- Lack of affordable housing

TABLE 4 Economic, Social, Health, and Other Reasons for Leaving Last Housing

Economic	Social	Health	Other
Exchanged work for housing, and work ended	Breakup between residents	COVID-19 health and safety concerns	Left the area for a job, family, etc.
Lost or reduced income	An issue with the rules	Became sick or disabled	Went into an institution
Lost rental assistance	Conflict among residents	Participant or partner became pregnant	Poor housing conditions
Non-housing costs increased	Conflict with property owner	Participant's substance use	Program ended
Building sold or foreclosed; owner/primary leaseholder change	Conflict with your neighbors or concerns about neighborhood safety	Someone else became sick, disabled, or died	Fire or natural disaster
Housing costs were too high	Didn't want to impose/wanted own space	Other health reason	
Housing costs increased	Discrimination (race or other identity)		
Someone else stopped paying rent	Others needed more space		
Stolen from or was victim of scam	Substance use by others in the household		
Other economic reason	Violence or abuse in the household		
	Other social reason		

Toward a New Understanding The California Statewide Study of People Experiencing Homelessness



TEAMWORK WORKS!

- COMMUNICATION. Your team needs to be able to openly communicate with one another with the ability to confidently share their thoughts, ideas and opinions with the wider team. ...
 - RELIABILITY AND COMMITMENT. ...
 - FLEXIBILITY. ...
 - INNOVATION AND DIVERSITY. ...
 - LEADERSHIP. ...
 - ORGANISED. ...
 - FUN AND APPRECIATION.
-

LEADERSHIP

Team leadership is the skill of managing and motivating a group of people to achieve a common goal.



Characteristics of Leadership

Self-awareness

Credibility

Relationship-building

Bias for action

Humility

Ethics

COMMUNICATION

Effective Channels

Office, clinic, or in a digital workplace, we all benefit from of a range of communication channels, such as:

- Voice calls
- Texting
- Email
- Instant messaging
- Videoconferencing
- Collaboration applications



Speak the same language

HCH

PEH

SLE

PIT

SRO

HUD

SDOH

Respite

- Health care for the Homeless
- People Experiencing Homeless
- Sober Living Environment
- Point in Time (count)
- Single Room Occupancy
- Housing & Urban Development
- Social Determinants of Health
- Recuperative care



Communication

- Reporting off
 - SBAR
 - Situation, Background, Assessment, Recommendation
 - Face-to-face
 - Put the patient first
 - Active listening
 - Non Verbal
 - Cultural awareness
-

RELIABILITY

- **Cohesiveness**
 - Common goal
- **Team commitment**
 - Patient first
- **Individual commitment**
 - Patient first



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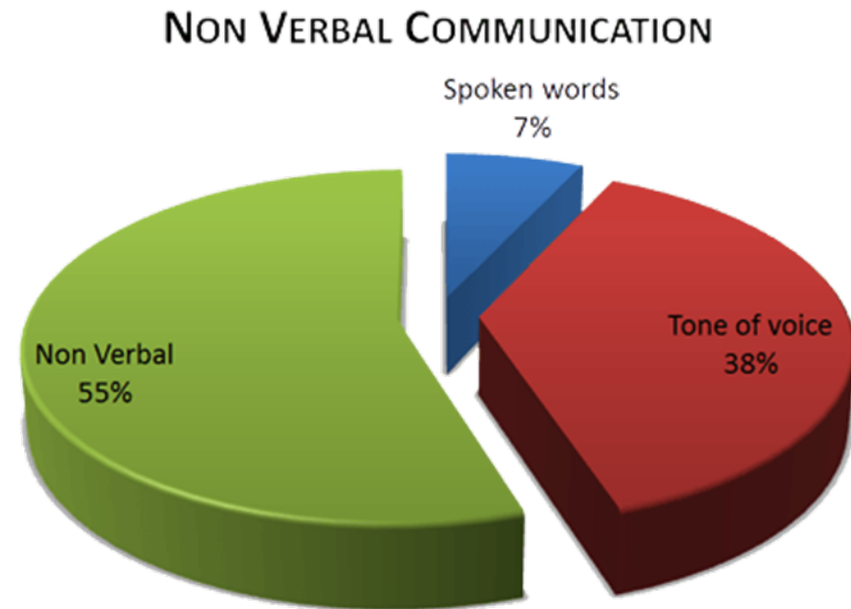
Standards of Practice



- Clinical practice guidelines for providers working with people experiencing homelessness are essentially the same as for people who are housed—no person experiencing homelessness should receive a standard of care that is less.

How can I do my best?

- Active listening
 - Active listening is the ability to focus completely on a speaker, understand their message, comprehend the information and respond thoughtfully.
- Non Verbal
 - 93%
- Cultural awareness
 - Without bias prejudging

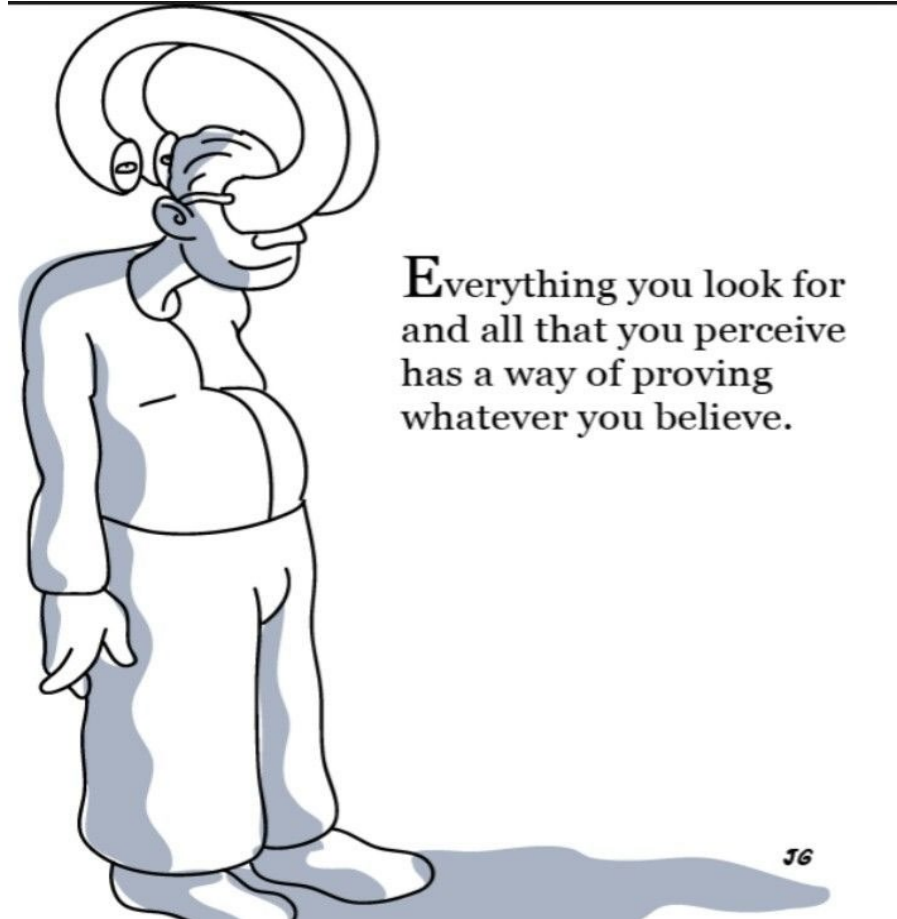


DIVERSITY



BIAS

Prejudice in favor of or against one thing, person, or group compared with another, usually in a way considered to be unfair:





Unconscious Bias

WHAT IS UNCONSCIOUS BIAS?

- An unconscious bias is a prejudice or stereotype individuals hold about certain groups of people that they aren't consciously aware of having. These biases may exist toward people of various races, ethnic groups, gender identities, sexual orientations, physical abilities and more.

Unconscious Bias Questionnaire

- Also known as 'Implicit bias'
- Factors that define
 - unconscious
 - favoritism toward or prejudice
 - against people of a particular ethnicity, gender, or social group
 - that influences one's actions or perceptions

BIAS AND PREJUDICE MAY BE A SENSITIVE TOPIC

- Your personal lesson

Worksheet — Unconscious Prejudice: A Self-Reflecting Questionnaire

Read the following statements and rate what you think your comfort level would be in each situation using the scale below. There are no right or wrong answers. Simply be honest with yourself and do not over-think the situations. After you have completed all sections, follow the instructions to create a total score for each section. If you think a situation is not personally applicable, mark “NA” in the space provided.

1	2	3	4	5
Extremely Uncomfortable	Uncomfortable	Neutral	Comfortable	Extremely Comfortable

Worksheet — Unconscious Prejudice: A Self-Reflecting Questionnaire

Read the following statements and rate what you think your comfort level would be in each situation using the scale below. There are no right or wrong answers. Simply be honest with yourself and do not over-think the situations. After you have completed all sections, follow the instructions to create a total score for each section. If you think a situation is not personally applicable, mark "NA" in the space provided.

1	2	3	4	5
Extremely Uncomfortable	Uncomfortable	Neutral	Comfortable	Extremely Comfortable

Section A:

- _____ Your best friend starts dating a black Latino-American.
- _____ You go into a Japanese restaurant where all the patrons and employees are Asian.
- _____ You realize you are the only person of your race when you visit a community.
- _____ A Saudi Arabian sits down next to you on a crowded bus.
- _____ Your new doctor is Indian American.

Total: _____

Section B:

- _____ You find out a family friend is choosing to be a stay-at-home dad.
- _____ You greet someone but can't determine her or his gender.
- _____ You take your car to get fixed and the head mechanic is a woman.
- _____ You see a little boy playing with a princess Barbie.
- _____ You see a business man getting a manicure.

Total: _____

Section C:

- _____ You see two men holding hands.
- _____ A person of the same sex is flirting with you.
- _____ You move in next door to a domestic partnership.
- _____ You go on a date with someone who used to date the same sex.
- _____ You see two females kiss lovingly in public.

Total: _____

Section D:

- _____ You don't know whether to open a door or push the handicap button for someone in a wheelchair.
- _____ You watch someone park in a handicap spot and he/she does not have a visible disability.
- _____ You walk by a mentally disabled person who is talking loudly in the grocery store.
- _____ Your friend is dating someone with Aspergers Syndrome (high functioning autism).
- _____ You are standing in line behind a deaf person at a fast food restaurant.

Total: _____

Section E:

- _____ A heavily obese person is working out in the gym next to you.
- _____ You are sitting next to an obese woman on a plane.
- _____ Your new roommate is at an extremely unhealthy low weight according to the doctor, but still talks about being fat.
- _____ You notice a coworker who is obese is holding up the cafeteria line because he/she wants to fill the tray.
- _____ You watch an obese man get stuck trying to sit in a desk in class.

Total: _____

Section F:

- _____ There is a 20 year age difference between you and your lab partner.
- _____ Your internship coordinator assigns you to an assisted care facility.
- _____ Your senior citizen landlord wears a hearing aid and often has difficulty understanding you.
- _____ Your grandmother often asks you for help with her computer.
- _____ Your 70 year-old next door neighbor can never remember your name.

Results: Compute your total for each section by adding up the numbers from your responses. For each section, look at the score category you fall within. If you marked an item "NA," score it as a "3" before computing your total score for that section.

_____ Section A: Race

_____ Section B: Gender

_____ Section C: Sexuality

_____ Section D: Disability

_____ Section E: Weight

_____ Section F: Age

Key:

21-25 = Minimal unconscious/conscious negative attitudes and feelings.

16-20 = Mild to moderate unconscious/conscious negative attitudes and feelings.

11-15 = Moderate to high unconscious/conscious negative attitudes and feelings.

5-10 = Strong to overwhelming unconscious/conscious negative attitudes and feelings.

Shirtless on a Bicycle



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Obese person on a scooter







Reflection

WHAT DID YOU LIKE **MOST** ABOUT THIS ACTIVITY?

WHAT DID YOU LIKE **LEAST** ABOUT THIS ACTIVITY?

WHY?

*PLEASE ANSWER IN THE CHAT.

Reflection

WHICH SPECIFIC ITEMS MADE YOU THINK THE MOST?

WHY?

*PLEASE ANSWER IN THE CHAT.

Reflection

ON WHICH SECTION DID YOU SCORE THE:

LOWEST?

HIGHEST?

WHY DO YOU THINK THAT HAPPENED?

*PLEASE ANSWER IN THE CHAT.

Reflection

WHAT EXPERIENCES HAVE YOU HAD THAT
MAY HAVE CONTRIBUTED TO YOUR
SCORES?

*PLEASE ANSWER IN THE CHAT.

Can we use
this
information
as a benefit

Knowledge is key

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graph TD; A[Knowledge is key] --> B[Self Awareness]; B --> C[Ability to perceive and understand the things that make you who you are as an individual];
```

Self Awareness

Ability to perceive and
understand the things that
make you who you are as an
individual

RESPECT

- Respectfully disagree
 - Audience participation ~ Incident – how was it resolved?
-



TEAM APPROACH

- FLEXIBILITY.
 - Understanding yourself
 - Better communication
 - Improved flexibility in a team
 - Cohesive team
-

WHO ARE CARE TEAM MEMBERS?

- Family Members
- Social Workers
- Medical Service
- Dental Service
- Outreach Workers
- Housing Navigator
- Politicians
- Regulators
- NGO
- Volunteers
- Law enforcement...

APPRECIATION



- Thankful
- Respect
- Admiration
- Recognition



Celebrating Us

Team building

Lunch gathering

Potluck

Celebrating birthdays of the month

Having 'Thank you' cards available

- Distribute to your central or peripheral team members

Yay Us!!!



THANK
YOU

THANK YOU ALL !



THANK
YOU