Integrated Healthcare for Individuals who are Homeless: A Biopsychosocial Model That Works!

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Who says US students don't learn enough geography?

Location,
Location,
Location,
Location!

Co-Located Integrated Care



A Door makes all the Difference!

Access to Care

Co-Location eases issues of:

- Barriers
- Collaboration
- Information-sharing
- Support

Two Important Axioms

- The Kevin Costner Law If you build it, They will come!
- Sutton's Law Because that's where the patients are!

Health Problems of the Homeless

- Alcohol
- Other drug use
- Mental Health Issues
- Combined Mental Health/Substance Abuse issues

Burt, M.R., Aron, L.Y., Douglas, T., Valente, J., Lee, E., Iwen, B. (1999) Homelessness: Programs and the People They Serve. Washington, DC: Interagency Council on the Homeless.

Health Problems of the Homeless

HIV/AIDS

Acute health problems

Chronic health conditions

Burt, M.R., Aron, L.Y., Douglas, T., Valente, J., Lee, E., Iwen, B. (1999) Homelessness: Programs and the People They Serve. Washington, DC: Interagency Council on the Homeless

Mental Illness

- 4% of population in U.S. population with serious mental illness
- five to six times as many people who are homeless (20-25%) have serious mental illnesses

¹Rosenheck, R., Barruk, E., Salomon, A. (1999) Special populations of homeless Americans. In Fosburg, L. Dennis, D. (eds), Practical Lessons. Washington, D.C.: HHS & HUD. Koegel, P., Burnam, M.A., Baumohl, J. (1996) The causes of homelessness. In Baumohl, J. (ed), Homelessness in America. Phoenix, AZ: Oryx Press, 24-33. Cordray, D., Lehman, A., (1993) Prevalence of alcohol, drug, and mental disorders among the homeless. Contemporary Drug Problems 20: 355-384.

Mental Illness

- Directly related to chronicity of homelessness
- Active and untreated sxs
- Poverty

Culhane, D. & Kuhn, R. A typology of homelessness by pattern of public shelter utilization. Personal communication, March 1996. Culhane, D., Chang-Moo, L., Wachter, S. (1996) Where the homeless come from: A study of the prior address distribution of families admitted to public shelters in New York City and Philadelphia. Housing Policy Debate, 7-2: 327-365.

Public Health Embarrassment

Mortality Rates

NYC

Barrow SM, Herman DB, Cordova P. Struening EL. Mortality among homeless shelter residents in New York City. Am J Public Health. 1999 Apr; 89(4):529-34.

Philadelphia

Hibbs JR, Benner L, Klugman L, Spencer R, Macchia I, Mellinger A, Fife DK. Mortality in a cohort of homeless adults in Philadelphia. N Engl J Med. 1994 Aug 4;331(5):304-9.

Potential Lives Lost

Colton CW, Manderscheid RW. Congruencies in increased mortality rates, years of potential life lost, and causes of death among public mental health clients in eight states. Prev Chronic Dis [serial online] 2006 Apr [date cited]. Available from: URL: http://www.cdc.gov/pcd/issues/2006/apr/05_0180.htm.

A Possible Solution

Psychiatry Integrated Primary Care (PIPC)

From humble beginnings...

To

Strange (em)bed-ded fellows...

Psychiatry Integrated Primary Care (PIPC)

De-fragments

Normalizes

Improves care

De-stigmatizes

Psychiatry Integrated Primary Care (PIPC)

Illness is Illness

Medicine is Medicine

Summer Street Community Clinic

- Funding
 - RWJF Local Initiatives Funding Program
 - The Bingham Program
 - The Maine Health Access Foundation
 - The Stephen and Tabitha King Foundation
 - The Betterment Fund

Personal Medical Home

- Patient Perception/Perspective
 - "It's easier to get care when I need it"
 - "I know folks understand me and care about me"
 - "If you reach out at the *right* time, in the *right* place, in the *right* way and with the *right* feeling many who have previously not trusted healthcare providers will accept services..."

Personal Medical Home

- Nonjudgmental Compassion
- Holistic
- Open to Alternative Approaches
- Evidence-Based Practices
- Patients at the Center of Care
- All services surround Primary Care

- Whose Life is This, Anyway!!!!!
 - Our work is to:
 - Meet people where they are
 - Listen and Answer
 - Provide Consistent Guidelines
 - Help set Individual Goals

- Step One Patient Liaison
- Sites
 - Shelters
 - Jail
 - Hospitals
 - Other

- Comfortable setting
- De-stigmatized environment
- Shared information
- Patient's perspective
- No Wrong Door!

Acute Primary Care

- General Psychiatrist
- Chronic Primary Care
- Psychiatric NursePractitioner

Preventive Primary Care

Patient Liaison

Psychotherapists

FQHC-Based Services

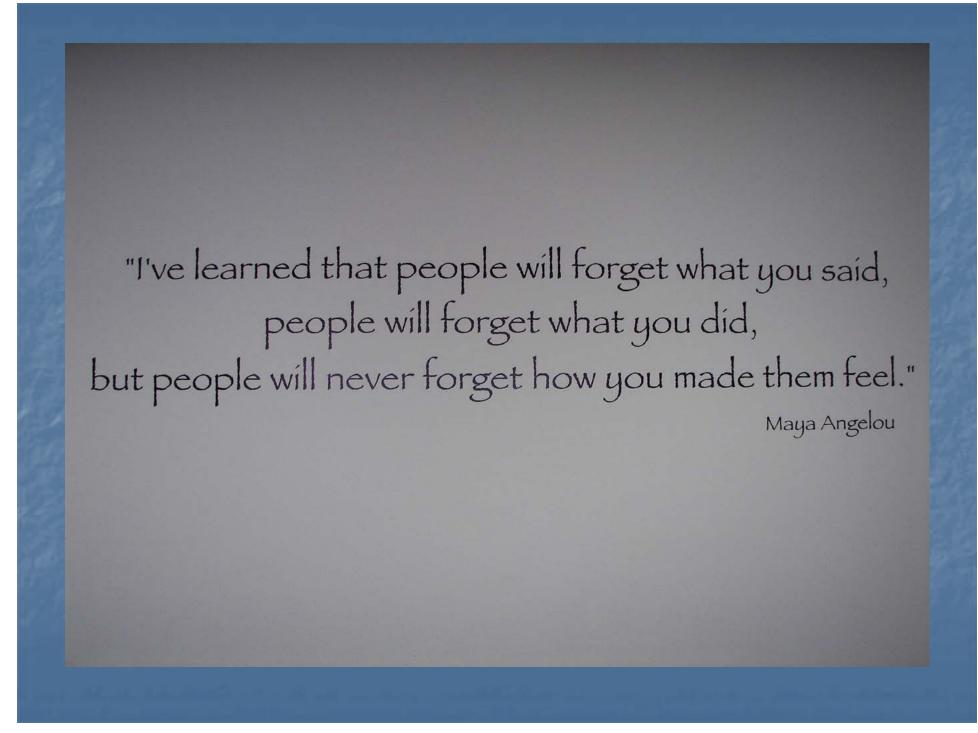
- Medical Specialists
- Nutritionist
- Pharmacy
- Dental
- PT/OT
- Nurse Educators

Community Resources

- Case Management
 - General
 - Vocational
- General Assistance
- Housing
- Employment Counseling
- Other HealthCare Providers
- Local Law Enforcement

Whole-Person Orientation: Patient Perspective

"Because they all get to know all aspects of your life. They all know what meds you are on and can ask and tell what is wrong, even when you don't know what you might forget to ask"



- Clinical Coordinator
- Medical Assistant
- Patient Liaison
- Family Practitioner
- Psychotherapist/Substance Abuse Counselor
- Psychiatric Nurse Practitioner
- Family Nurse Practitioner : Co-Director
- General Psychiatrist : Co-Director

- Offices arranged side by side
- Patient flow
 - Medical exam room group psychotherapy
 psychiatric medication management to lab/procedure
 - to individual substance abuse counselingto PT/OT
 - to nutritional therapy
 - to employment counseling
 - to Smoking Cessation Program without ever leaving our building

- Communication
 - Formal
 - Informal
- Benefits
 - Cross-education is rich, stimulating and rewarding
 - Collegiality

- In the moment, in the visit, provider to provider communication can happen in a manner that is
 - Convenient
 - Efficient
 - EFFECTIVE!

- Team Meetings
 - Shared Decision-Making
 - Shared Mission and Values
 - Synergy!!!!

Grease the wheel!

- Community Collaboration
 - Develops relationships
 - Decreases barriers
- Patient Liaison
 - Ad hoc Case Management
 - No Wrong Door!

Collaborations – Win/Win!

Space – the Final Frontier!!!

Resources

Patients

Teamwork - n. or v. (!)

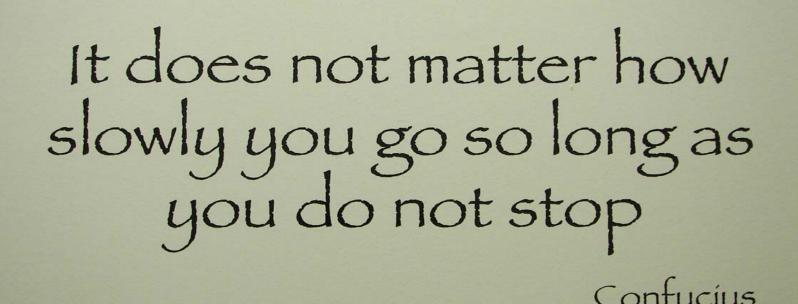
- a group in which each member shares a similar core value...
- to help those not previously served
- in a way that breaks down barriers of stigmatization and fragmentation
- while seeking to erode false perceptions
- that fuel the neglect of society



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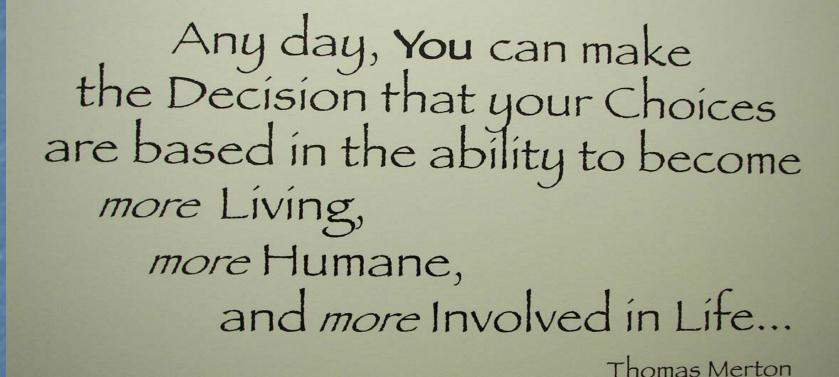
Team Approach – Patient Perspective

"For me, the best part of this is that we rarely need just psych or just medical services. Often – as in my case – we have interconnected medical issues. 'Physical' health issues that effect psychiatric health or vice versa"



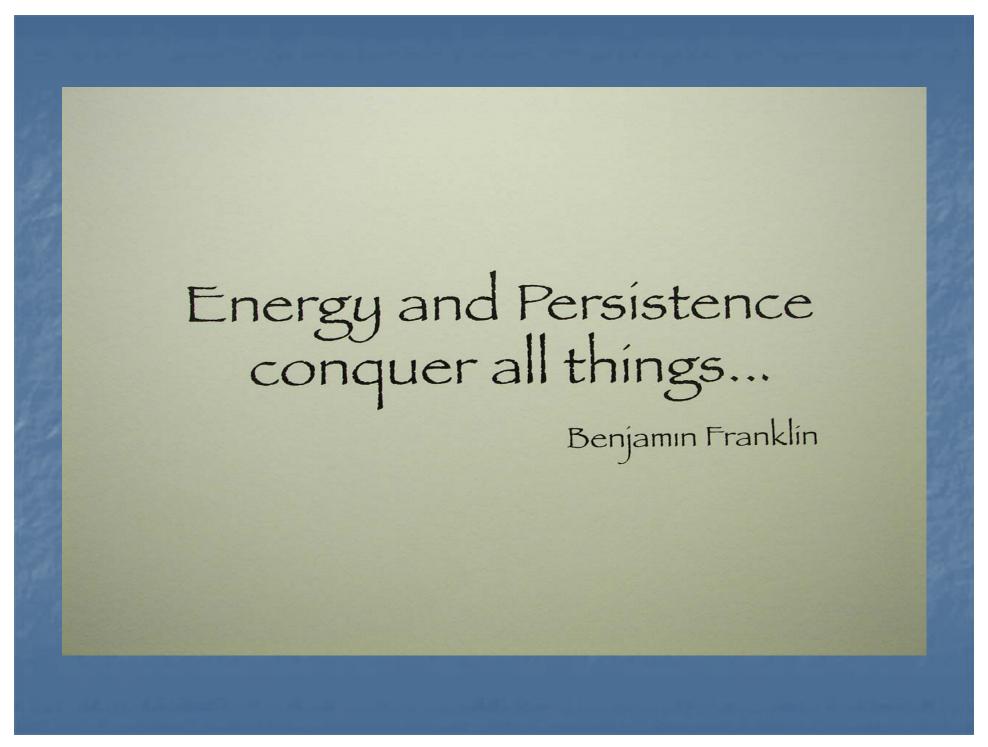
Team Approach – Patient Perspective

"By having both services together and connected, it is far easier on the patient to get coordinated services which helps to get to the root of the problems, and more quickly!"



Team Approach – Patient Perspective

"I knew that my PCOS/hormone issues were affecting my depression, but in the past I was forced to be the point person between two doctors who had absolutely nothing to do with each other. Very difficult. This process has become a breeze now and takes the burden off of me, which lets me concentrate on getting better."



Elimination of Barriers to Access

Open Access Scheduling Model

Evening Hours

"NO WRONG DOOR"

Convenient Location

Electronic Information Systems

- Components
 - Demographics
 - Problem List
 - Medication List
 - "Flags"
 - Orders and referrals
 - Screening questionnaires
 - Schedules
 - Patient appointment info

Workspace Design

- Functional
- Multiple services side by side
- Group Room
- Comfortable exam rooms and offices
- Computers in every room
- Atmosphere positive!
- Protects confidentiality
- Concealed panic buttons

Focus on Quality and Safety

Quality Assurance Committee

- Executive Medical Director
- Local Law Enforcement
- Community Advisory Board
- Patient Advisory Board ~ PEEPS

Enhanced Practice Finance

- Patient Liaison
- Advocacy
- Groups
 - Open Groups at Homeless Shelter
 - Psychoeducation groups at Homeless Shelter
 - Cognitive Behavioral Therapy Groups
 - Substance Abuse Groups
 - Dialectical Behavioral Therapy Groups
 - Motivational Enhancement Therapy

Enhanced Practice Finance

- Integrated Med/Psych Groups
 - Family Practitioner
 - Psychiatrist/Psychotherapist
- Benefits
 - Biopsychosocial
 - Provider Partnership
 - Symbolizes Commitment

