Health Reform Actions for the HCH Community
A Checklist to Ensure Inclusion & Readiness

NATIONAL HEALTH CARE for the HOMELESS COUNCIL

INTERNAL ACTIONS:

○ Conduct needs assessment & renew strategic plan

○ **Plan for outreach & enrollment activities**

○ Maximize coding/billing/reimbursements

○ Maximize EMR/data

○ Implement/deepen evidence-based practices

○ Track quality and outcome measures

○ Implement staff retention/recruitment strategies

○ Assess "value" of services

○ **Involve consumers and Board members** in all these activities

○ Pursue PCMH recognition/accreditation

○ Integrate primary care & behavioral health services

○ Identify new funding opportunities (public and private) & maximize existing ones

○ **Train staff & educate patients**

○ Streamline access to care

○ Continue voter registration activities

EXTERNAL ACTIONS:

○ **Host site visit & develop relationship with policymakers** (and their staff)**:**
  - Governor/Mayor/Chief Executive
  - State Medicaid director (or senior staff)
  - State health reform leads
  - City/County Council representative
  - Local/State Health Officer/Public Health lead
  - Local/State Director of Social Services
  - Local/State lead(s) for mental health and substance use services
  - Local/State Housing Commissioner
  - Local jail/detention center administrator
  - State legislative representatives
  - State legislative health committee leaders/Caucus members
  - Federal representatives

○ **Meet with other key stakeholders:**
  - Managed care organization executives
  - Local hospital executives/discharge planners
  - Primary Care Association (PCA)
  - Continuum of Care lead(s)
  - Faith community

○ Attend/host community events, ask questions, and raise issues

○ **Participate in health reform implementation activities**

○ Develop/maximize medical respite care and PSH programs

○ **Ensure outreach and enrollment funding/initiatives**

○ Participate in local delivery of care reform discussions (ACOs, CCEs, etc.)

○ Coordinate advocacy agenda with local/state coalitions

○ **Educate policymakers about needs of homeless populations**

○ Teach/lecture/recruit at area professional schools to develop poverty-informed workforce

○ Use traditional & social media to highlight success stories and key issues

Additional health reform resources can be found at: https://www.nhchc.org/policy-advocacy/reform/