



Engaged Leadership: A Case Study

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Health Care & Housing Are Human Rights

NATIONAL
HEALTH CARE
for the
HOMELESS
COUNCIL



Moving Forward at Duffy Health Center Stage One



- Medical model
- Implement PHQ-9 screening
- Expand BH services
- Develop referral systems
- Develop and implement communication strategies
- Assess and refine



Moving Forward at Duffy Health Center Stage Two



- Develop Suboxone (OBOT) program
- Implement OBOT team
- Enhance Behavioral Health leadership
- Strengthen organization Leadership Team
- Implement EBP across organization
- Assess and refine



Moving Forward at Duffy Health Center Stage Three



- Increase case management services
- Initiate Housing First program
- Develop “ALL” Team
- Assess and refine



Moving Forward at Duffy Health Center Stage Four



- Increase housing options
- Strategic planning – implement “no wrong door”
- Develop new intake process and procedures
- Select and implement new electronic health record and practice management system
- Assess and refine



Challenges & Lessons Learned



- The basic challenge: change isn't for everyone!
- Moving from medical model to no wrong door approach
- Discipline “cultures” and training
- Time for communication and teaming
- Juggling multiple priorities



Successes

- Strong and balanced leadership team
- Clear focus on mission and vision
- Cross trained staff
- Staff recruitment and retention
- Leadership in community
- Enhanced funding
- Client outcomes & satisfaction



+ Next Steps



- New leadership
- New facility
- Patient Centered Medical Home Designation
- Further refining communication systems
- Ensuring staff retention
- Recruiting new staff as programs develop and grow