

# BRIDGING THE GAP:

## Care Transitions for Homeless Persons Leaving the Acute Care Hospital

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# FREQUENT USER PROGRAM MEDICAL RESPITE PROGRAM

- Brief history
- Hospital participation
- Services provided
- Partners and their roles
- Numbers served, some results/data

# HOSPITAL ENGAGEMENT

- ◉ Hospital Council role
- ◉ Hospital identifying and collecting data about the problem
- ◉ Initiatives that required hospitals participation
- ◉ Helping hospitals see linkage between housing and healthcare

# KEEPING HOSPITALS ENGAGED

- ◉ Negative publicity about homeless patients discharged to the streets
- ◉ Staying active in Advisory Groups
- ◉ Using the programs for efficiently discharging homeless patients
- ◉ Linking hospital to other homeless service organizations, housing groups
- ◉ Engage at clinical level and administrative level

# BENEFITS TO HOSPITAL

## ◎ QUALITY

- More effective care for patients including continuity
- Reduce risk of discharging patients to street
- Decreased readmission to ED and hospital

## ◎ FINANCIAL

- Cost savings in ED and inpatient care
- Reduction in bad debt

## ◎ EFFICIENCY

- More appropriate use of ED space and staff
- More efficient use of hospital social workers and discharge planners

# KEEPING HOSPITALS MOTIVATED

Sharing Data

Measuring  
Outcomes

Responsiveness

Sharing Success  
Stories

# CLIENT STORY

