

It Begins with a Connection:
Communication with Patients who are
Homeless with Community Voice Mail

Health Connect Demonstration Project

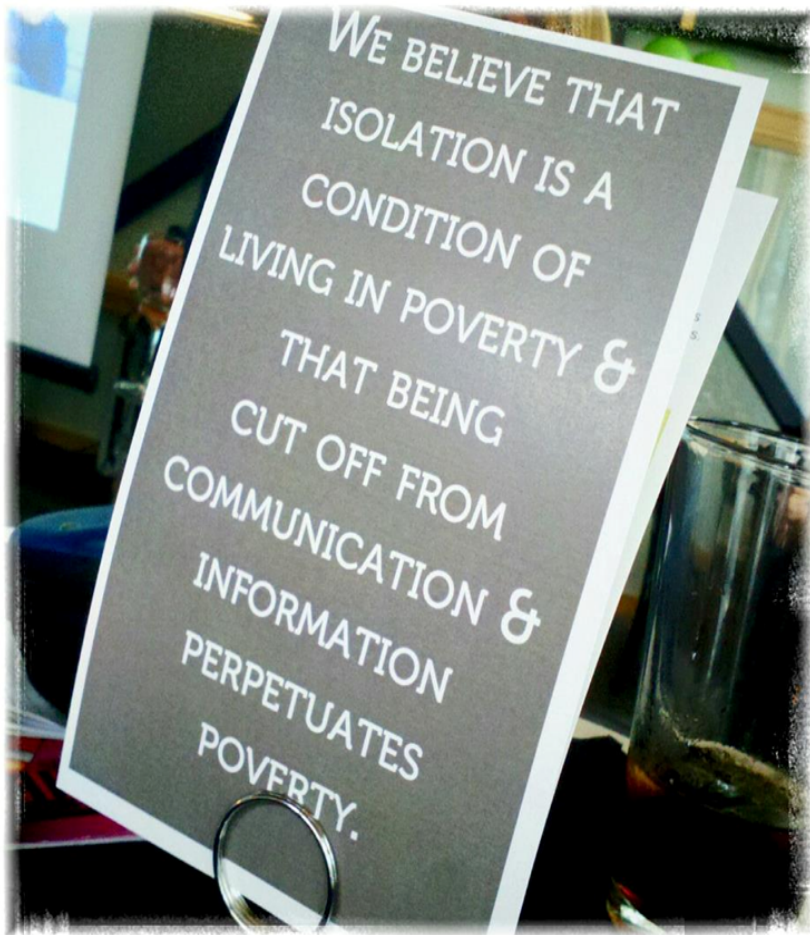
National Health Care for the Homeless Council and **Springwire** partner to connect **homeless** and **unstably housed** consumers using Community Voice Mail and Resource Broadcasting Programs

Project Assumptions

Giving homeless consumers a reliable means of communication and using it to send health education information will:

- Show better outcomes related to **the experience of health care**
- Result in **better health outcomes**
- Help HCH clinics meet standards for **Meaningful Use** of Electronic Health Records and creating a **Patient Centered Medical Home**

Springwire Mission



Through the innovative use of technology, we connect people isolated by poverty to support, services and opportunities.



- Serves 500+/Year
- Veterans Connect
- Serves <500/Year
- Health Connect
- Springwire Hosted



Community Voice Mail

FREE private, local phone number with voice mail

Health Care

Keep medical appts
and get test results

Housing

A phone number for a
prospective landlord

HOPE

A tangible tool to
reclaim your life

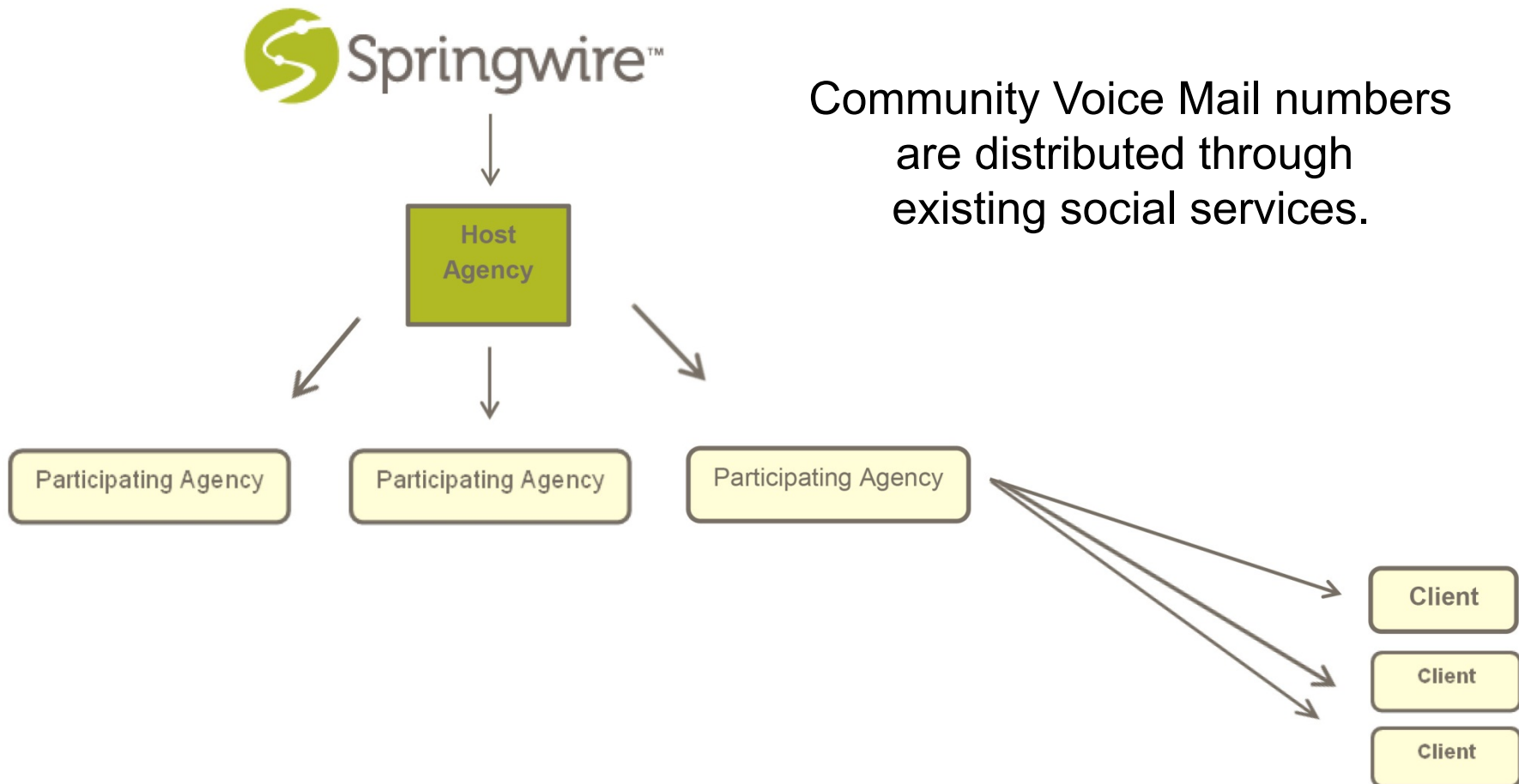
Safety

A lifeline for those
escaping domestic abuse

Employment

A reliable telephone
number on a resume

How does Community Voice Mail work?

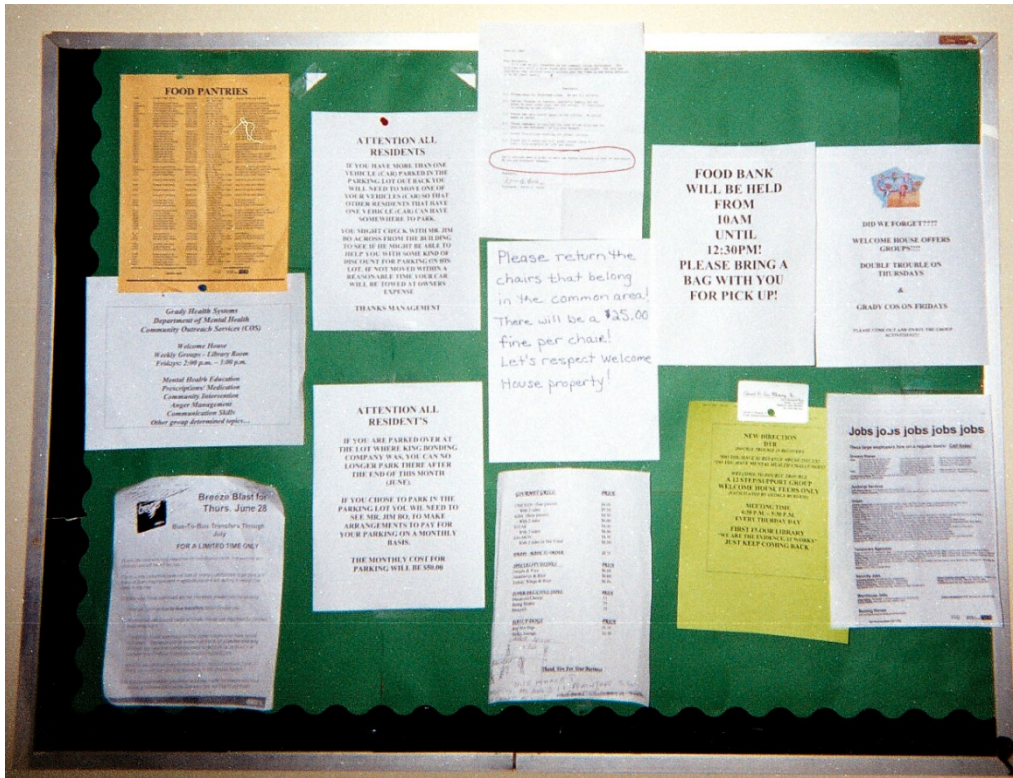


What is the Need for Voice Mail?

- Millions without *any* phone service
- Insufficient cell phone minutes
- “Speaks” to our client population
- HCH communication gap with consumers

“Welcome to Community Voice Mail! You have 3 new messages, to hear new messages, press 1...”

Resource Broadcasting



Client

Client

Client

Client

Client

Client

Client

Client

Client

Client

Client

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Assumed Consumer and Clinic Benefits

- Basic, reliable communication
- Dignity
- Connection to education and resources
- Continuity of care
- Efficient health education delivery
- Efficient community resource delivery

Health Connect Partners

- **Grace Hill Neighborhood Health Centers (St. Louis)**
- **Community Health of South Florida (Miami)**
- **Sulzbacher Center (Jacksonville, FL)**
- **Cincinnati Health Network**
- **Outreach Community Health Centers (Milwaukee)**
- **Family Health Centers of San Diego**

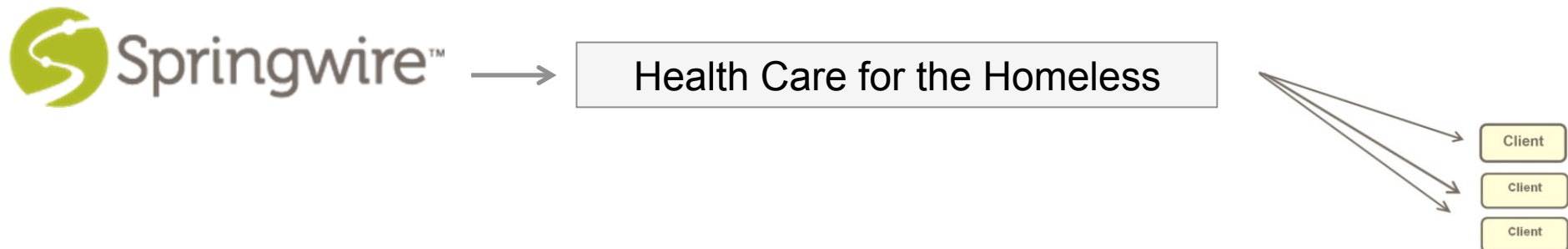
Health Connect Details

Springwire

- Best practices
- Materials
- Training
- Ongoing support
- Weekly broadcasts

HCH Clinics

- Enrollment on voice mail and data collection
- Local marketing
- Regular cohort calls
- Weekly broadcasts





FAMILY HEALTH CENTERS OF SAN DIEGO

Partner Clinic for Health Connect



Family Health Centers of San Diego

- Private, non-profit
- 40 year history
- Racially diverse population

Provides:

- primary care
- dental health
- mental health
- health education
- HIV services
- child development services
- **healthcare for the homeless**
- ...and much more



FHCSD Healthcare for the Homeless

- HCH funded since 1988
- 10 contracted health and social service providers
- 20 delivery sites
- 2011 - served 23,930 unduplicated individuals/85,639 encounters.

Provides:

- primary health care
- emergency & restorative dental care
- mental health services
- psychiatric care
- social work/case management services
- alcohol and drug treatment



FHCSD HCH and Health Connect

- Partnership began in May, 2012
- 36 people enrolled
- 1-2 people enrolled each week
- 3 staff doing enrollment
- Weekly resource broadcasts
- Continuing partnership in 2013





FHCSD HCH and Health Connect

- **Simple & effective**
- **Easy** to use
- Additional **tool** in our kit
- Allows clients to **remain in contact** with family members and job prospects
- **Point of engagement** with consumers
- Resource broadcasting is an efficient way to get timely information out to **many people at once** and easy to do!

Health Connect Results

- 155 participants
- Weekly resource broadcasts
- Positive consumer feedback
- Improvements to service delivery for clinics



Participant Demographics and Goals

- 79% Homeless
- 35% Unemployed
- 7% Veterans
- 33% Disabled
- 55% Ages 45-59
- 64% Male
- 43% White
- 44% African American
- 45% No financial resources
- 41% SNAP recipients

Reported Goals

- 85% Health Care
- 73% Housing
- 67% Social Services
- 57% Employment
- 44% Increase Public Benefits
- 5% Safe Communication

Participants Report Positive Impact

- All respondents stated it helped them stay in touch with medical providers
- 79% of respondents shared their number with others for employment, housing, family, etc
- Some reporting positive impact on health

Having the access to Community Voice Mail has saved my life...The accessibility, the knowing that you do have a place to get messages is imperative and it helps me get my psychiatric high blood pressure medications. It's a wonderful resource. I think it's a great gift to communication and I really do believe your service saves lives. So thank you. - San Diego participant

Clinics Report Positive Impact

- 4 of 6 reported reduced % of consumers with no reliable way to be reached
- 4 of 6 reported improved ability to:
 - Plan and manage care
 - Provide self care support and community resources
- Half reported improved ability to manage medications
- 2 of 6 reported improved ability to complete medical records

[A] client mentioned that now he has a way for his family to keep in touch with him and especially for Dr. appointments. He would miss appts in the past due to not having a message phone number for reminders.

Weekly Resource Broadcasts


- Springwire sent weekly messages
- Cincinnati and San Diego sent weekly msgs from Sept.-Dec
 - Flu vaccines
 - HIV Testing Day
 - Dental Care
 - Diabetes
 - Hand washing to promote health
 - Available winter shelters
 - Summer meals for kids
 - Supportive and inspirational msgs

I've used your messages. I've passed some things on. I really like some of the spiritual and enlightening things for the day - like taking things one day at a time. I do appreciate it.

Best Practices: Community Voice Mail and HCH

- **Dedicated staff time**
- Keep the program **top of mind** for all staff
- **Consistent** referral point
- Visible **marketing** campaign
- **Clear talking points** about cell phones & Community Voice Mail


Community Voice Mail

 Springwire™

Need a Phone Number that Always Works?

CVM is a Reliable Way to Receive Private Messages

Keeping You Connected



Healthcare: *Hear from your Doctor*
Jobs: Put it on your Application
Housing: Get the good news
Friends & Family: Stay connected

Best Practices: Resource Broadcasting and HCH

- **Dedicated staff time**
- **Weekly** schedule
- **All staff** know about it
- Adapt **existing resources** for health education
- Always **keep it in mind**
- **Supportive messages**
- Ask for periodic **feedback** from consumers

Springwire Innovation Laboratory

- Resource Blogs & Email Listservs
- Text Messaging
- Digital Documents

Springwire's Duffel Bag is a service connecting veterans to resources, information, and opportunities in their community. [View it in your browser.](#)

 Springwire™
It begins with a connection.

[Forward to a Friend](#)



Refer a Friend
Do you have a friend who is a veteran? Tell them about the [Duffel Bag](#).
If you are a veteran service provider, please share this with your clients.

Community Resource Fair
County: Snohomish
What: Resource Fair
When: January 18th 10:00a.m.-2:00p.m.
Where: WorkSource Everett, 3201 Smith Ave Everett, WA
Important information:
The fair will provide information and referrals for job search, veterans' services, housing, child care, food assistance, senior programs, health care, utility assistance, financial survival, and services for people with disabilities. Download a flyer [here](#).
SNOHOMISH COUNTY, Wash. – Uninsured and low-income adults can take advantage of two shot clinics for flu and whooping cough at handy locations



Questions?

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