



Module #8: Process & Expectations of Initiative Julia Dobbins| November 28, 2012

Health Care & Housing Are Human Rights





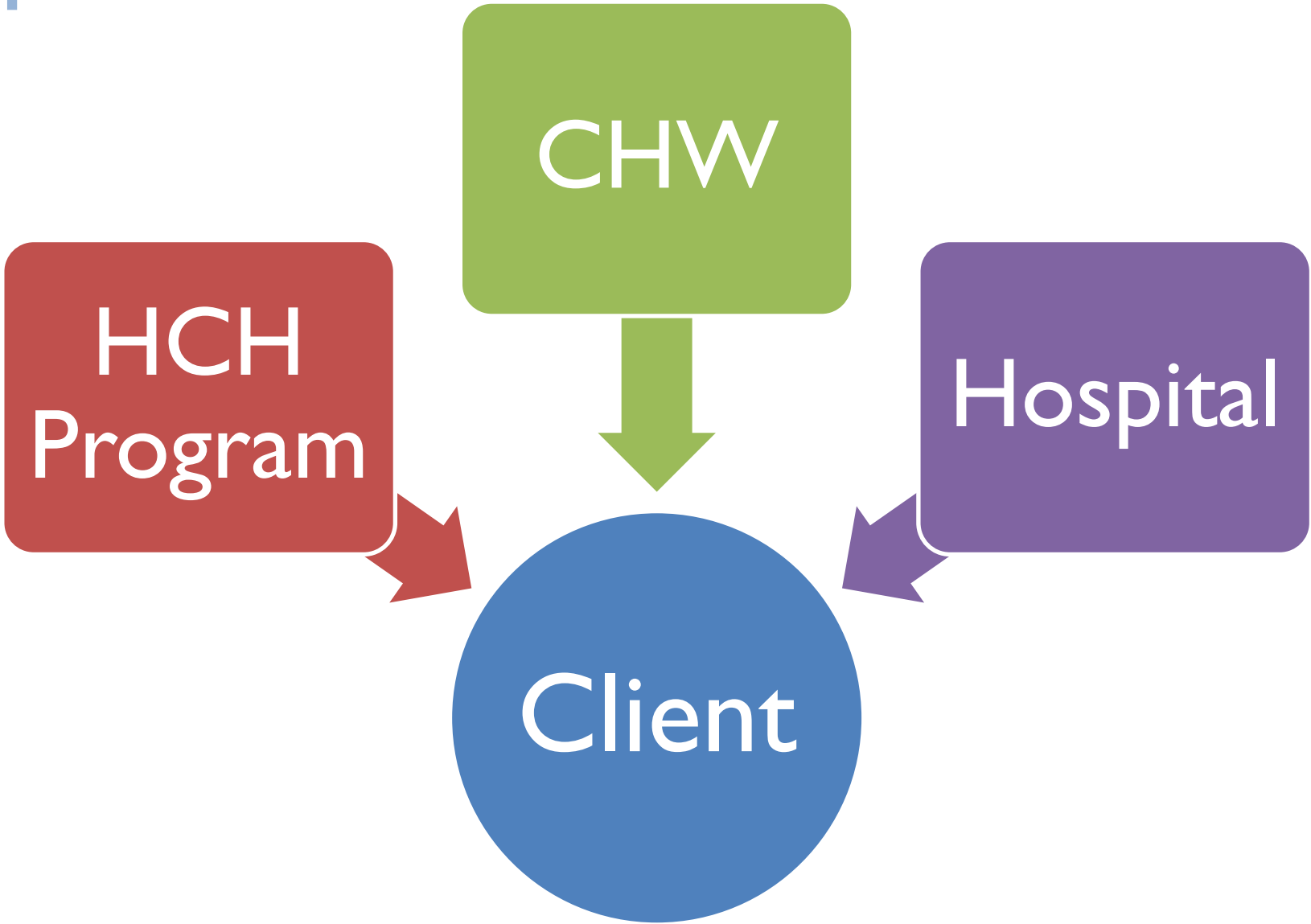
Goals of the Project



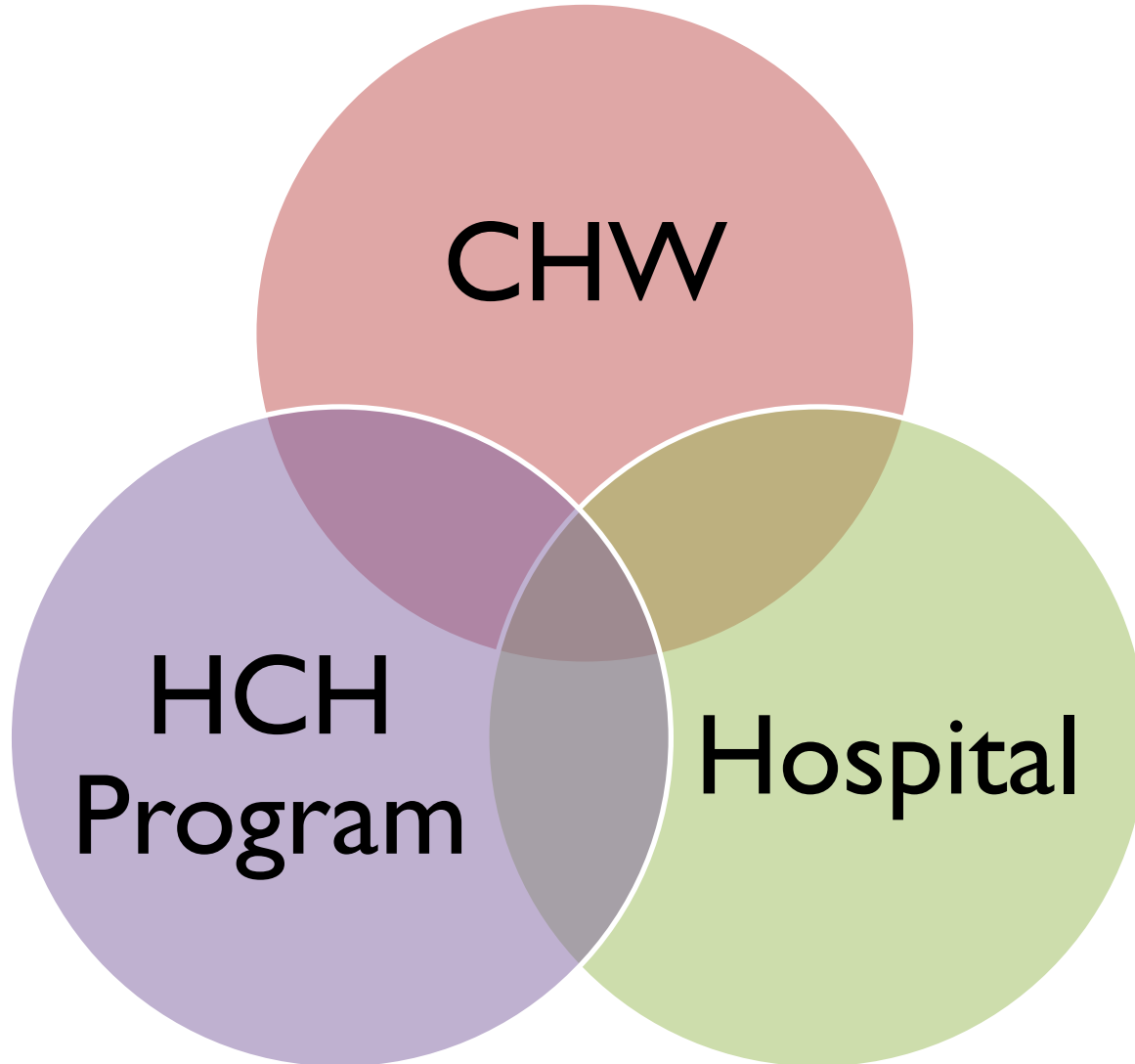
1. Add 15 CHWs to the staff of 10 Health Care for the Homeless (HCH) sites in 10 communities nationwide.
2. Provide training for newly hired CHWs
3. Establish peer navigator relationships with persons experiencing homelessness who are high-users of Emergency Departments by managing patient transitions of care from hospitals to medical homes at HCH sites.
4. Demonstrate decreased hospital utilization by targeted homeless patients, resulting in decreased Medicaid/Medicare and uncompensated care costs.
5. Demonstrate improved health status, quality of life, quality of care, and patient experience

+ Triple Aim of CMS





+ Triple Aim of this Initiative



+ Did you know?



The United States spent 2.47 trillion dollars on health care in 2009

+ Did you know?

Approximately **41%** of working age Americans either have medical bill problems or are currently paying off medical debt.

+ Did you know?

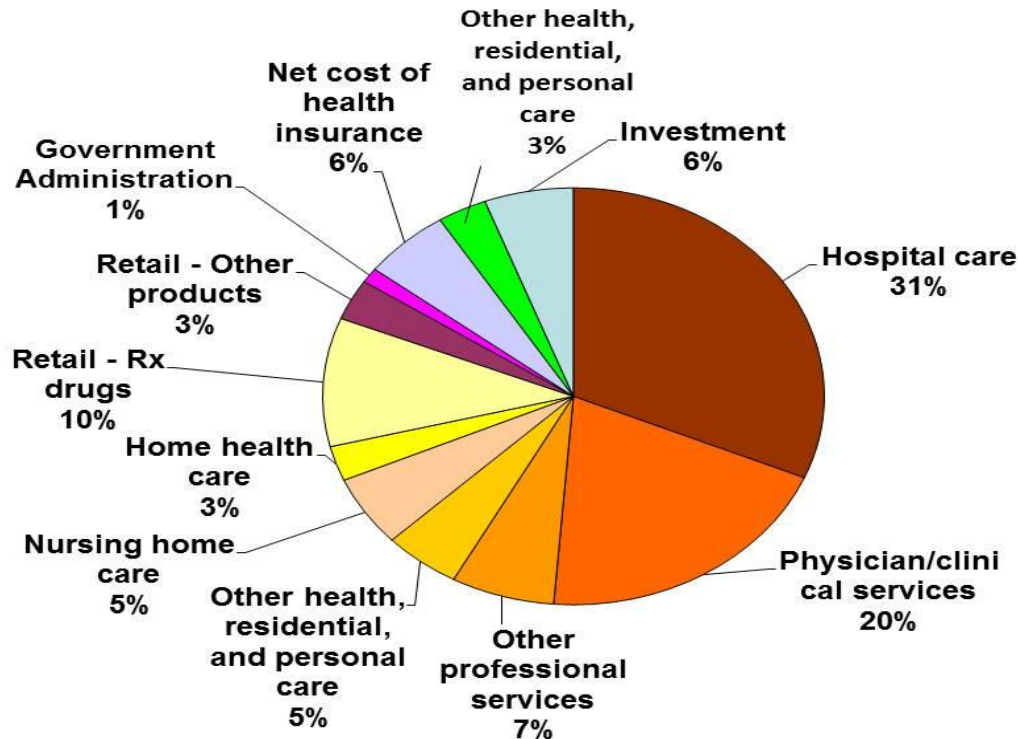
People living in the United States are three times more likely to have diabetes than people living in the United Kingdom.



How is the U.S. health care dollar spent?



National Health Expenditures, 2010
Total = \$2.3 Trillion



Source: Martin A.B. et al., "[Growth In US Health Spending Remained Slow in 2010; Health Share of Gross Domestic Product Was Unchanged from 2009](#)," *Health Affairs*, 2012.

+ Working with your hospital

- Get to know your contact
- Ask questions
- Be flexible
- Be a team player
- Client centered
- Know your role





HCH Program Requirements



- 1. Basic health services related to family medicine, internal medicine, pediatrics, obstetrics, or gynecology; diagnostic laboratory and radiologic services; preventive health services; emergency medical services; and pharmaceutical services as may be appropriate for particular centers
- 2. Substance abuse treatment and referrals to providers of specialty services, including mental health services
- 3. Patient case management services
- 4. Services that enable individuals to use the services of the health center (including outreach, transportation, and translation services)
- 5. Education of patients regarding the availability and proper use of health services



Process of connecting with clients



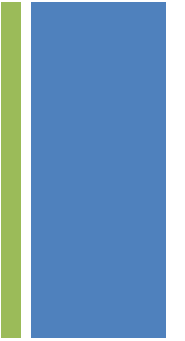
- Who is your contract?
- How will clients be referred to you?
- Do you anticipate any barriers?
- What ideas do you have for addressing those barriers?





Homework!

- Get to know your agency
- Get to know your town/city
- Get to know the public transit system
- Get to know the additional resources





Questions?



Concerns?



Thoughts or Feelings?

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We are here to help!



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