

Building medical homes among multiply diagnosed HIV+ homeless persons in rural North Carolina



Lisa D. McKeithan

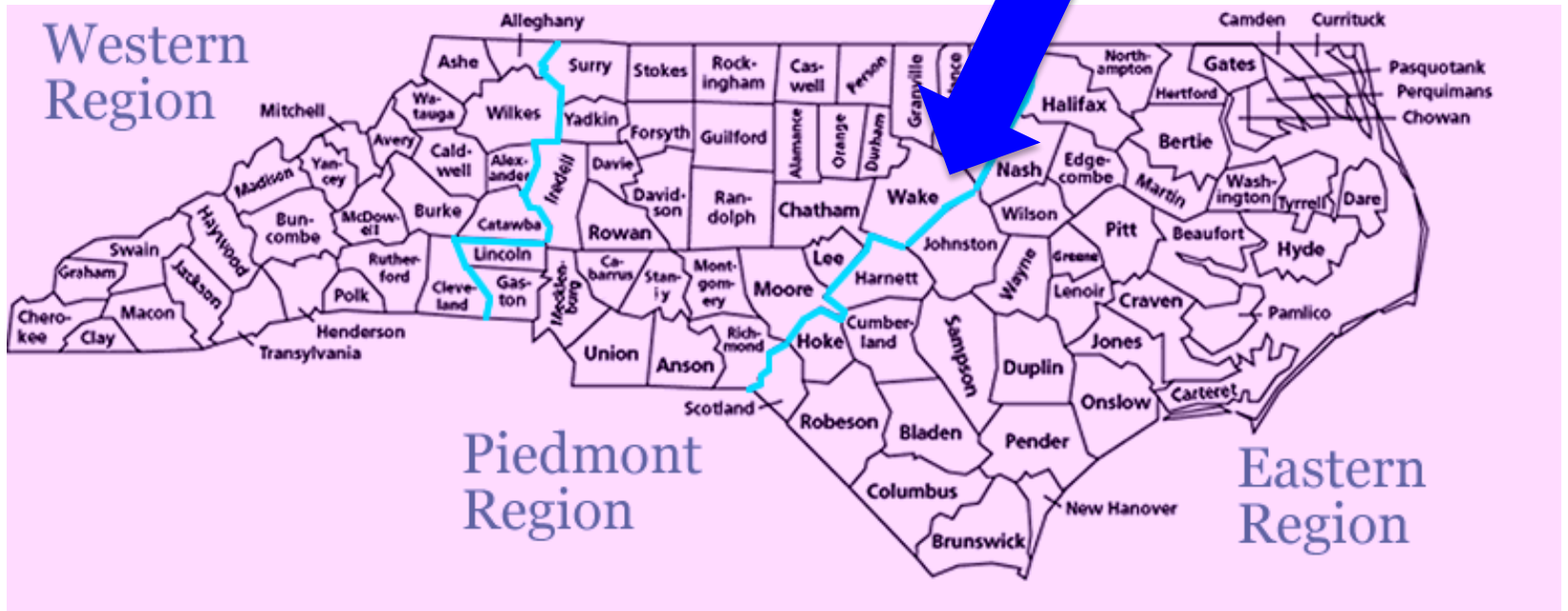
CommWell Health

2016 National Health Care for the Homeless Conference & Policy
Symposium | Portland, OR | May 31-June 3, 2016



North Carolina

17 Clinics: Medical-Dental- Behavioral Health (some are stand alone)



Counties served: Bladen, Sampson, Johnston, Lee, Harnett, Wake, Cumberland, New Hanover, Brunswick, Wayne, Robeson

Patient-Centered Medical Home Model

www.comwellhealth.org  

MEDICAL SERVICES*

- Primary Medical Care
- Primary Pediatric Care
- Comprehensive Women's Health Services
- Prenatal Care
- Maternity Care
- Physicals
- Immunizations
- Diabetes Care
- HIV/AIDS Care
- Digital x-ray
- Laboratory
- Referrals
- Pharmacy
- Patient Health Portal

DENTAL SERVICES*

- Dental Care
- Extractions
- Cleanings
- Fillings
- Referrals

WIC SERVICES*

- Nutrition Education
- Breast Feeding Education
- Screenings
- Referrals

BEHAVIORAL HEALTH SERVICES*

- Substance Abuse Treatment
- Inpatient Services (Men Only)
- Outpatient Services (Men and Women)
- Intensive Treatment Program
- Transitional Housing
- Counseling Services
- Psychiatric Services

877.WELL.ALL
877.935.5255
Call for an appointment today!

INSURANCE
Most insurance plans are accepted, including Medicare and Medicaid

Sliding fee scale available (based upon income). Schedule an appointment today.

Not all services are available at each location. For care after hours, please call your local CommWell Health Practice directly. If you need emergency services after hours call 911 or go to the nearest emergency room.

CWH also provides 24-hour call service for patients

Positive Life

- The program receives federal and state Ryan White funding.
 - Program Manager
 - Medical Case Managers
 - Outreach
 - Data Quality Analyst
 - Transportation Coordinator
 - Bridget Counselor
 - ID Specialist

- Enrollment: 359



Barriers to Retention in HIV Care in Rural Communities

- **Housing instability**
- Transportation needs
- Substance abuse
- Mental health
- Provider discrimination
- Stigma
- Lack of financial resources
- High no-show rates
- Lost to care and out-of-care

NC REACH: SPNS Program at CWH

- Innovation
 - Build and maintain sustainable linkages to mental health, substance abuse treatment, and HIV/AIDS primary care services that meet the complex service needs and ensure adherence to treatment of HIV positive homeless or unstably housed individuals.
 - Network navigators
 - Behavioral health
 - Housing services
 - comprehensive care coordination team (Positive Life Program)

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Goal: To promote and improve timely entry, engagement and retention in quality HIV primary care, psychosocial and supporting services for medically underserved HIV positive homeless and unstably housed populations in rural Southeast North Carolina.

Role of the Network Navigator

- Connecting to community housing and other support services
- Participates in the multidisciplinary clinical team
- Providing supportive services to clients to maintain housing and reduce risky behaviors.
- Making relevant supportive programs available for clients.

Case Example

- Participant A

- 54 years old
- African American male
- Lives with his mother
- No lease



- Medical

- » HIV positive with a long history of non-adherent medication use
- » History of Cancer
- » Depression
- » Cocaine dependence

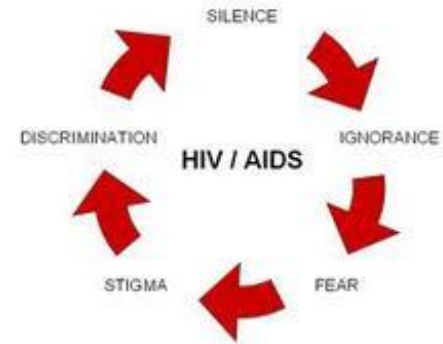
Network Navigators

- Enroll the participant in CommWell Health's inpatient substance abuse rehabilitation program for 45 days
- Advocate on participant's behalf
- Make referrals for BH, dental, SA
- Provide transportation to all medical and social services appointments
- Housing

Participant is living in an apartment and gainfully employed. He hopes to start a non profit organization to help other individuals with HIV.

SPNS Team

- Provider Trainings
 1. Trauma Informed Care
 2. Culturally Competent
 3. Stigma
 4. Stable vs Unstable Housing vs Homeless
- PCMH Huddles
- Consumer Advisory Board

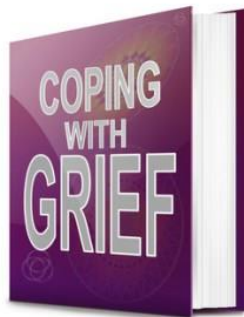


CWH Trainings

1. Cultural Sensitivity

- Purpose: To educate and understand culture and how to be sensitive to the different cultures throughout CommWell Health and our communities.
- **MANDATORY FOR ALL CWH STAFF**

2. Trauma Informed Care



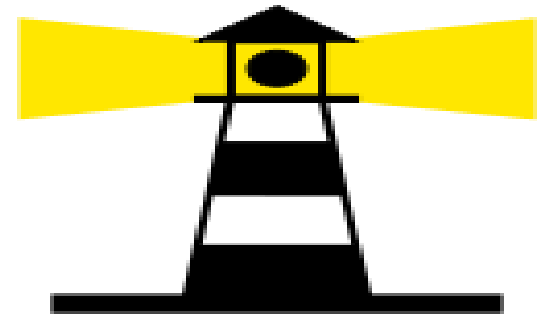
Outreach in Community

- ✓ Faith Based Community
- ✓ Local Business
- ✓ Health Fairs
- ✓ Festivals



Contact Information

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Thank You!

- ✓ HRSA SPNS
- ✓ CommWell Health
- ✓ Positive Life
- ✓ Boston University