

# **The Rhode Island Medical Navigator Partnership Leadership Handbook**

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## Intro

This handbook is an evolving document for the leaders of the Rhode Island Medical Navigator Partnership to reference for templates of emails, example documents, meeting protocols, past proposals, and more. It corresponds with the “Leadership Handbook Folder” and hyperlinks to those documents are included in this handbook.

Thank you for your commitment to RIMNP, and especially to our clients! You’re doing a fantastic job.

Please feel free to reach out to us at any time if you have any questions: [faiz\\_khan@brown.edu](mailto:faiz_khan@brown.edu), [hiba\\_dhanani@brown.edu](mailto:hiba_dhanani@brown.edu), [meredith\\_adamo@brown.edu](mailto:meredith_adamo@brown.edu)

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# Info session

At the beginning of the school year, leaders hold a combined information session for RIMNP and the preclinical elective to explain the opportunities for students to become involved with the homeless communities.

In 2015, we invited John Freitas and Barbara Kalil to speak about their own experiences being homeless and their current advocacy work with the Rhode Island Homeless Advocacy Project (RIHAP). In 2016, we invited Barbara once again.

Afterwards, we have various people speak about different parts of the collaboration

- House of Hope - Megan
- Harrington Hall - Megan
- Preclinical elective - Audrey Carr MD19
- RIMNP - Hiba and Faiz MD19 Meredith MD18
- Outreach - Megan

[Flyer](#) to pass out at the session with all relevant information about RIMNP and the preclinical elective.

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## Sample email

Friends,

Please join us for an **integrated info session about opportunities to work with the homeless community in Providence on Tuesday, September 1 at 6:30pm in room 275**. If you are interested in attending this event, **please indicate here** so we will have enough dinner for everyone!

During this event, we will have two guest speakers from the Rhode Island Homeless Advocacy Project (RIHAP) speak about their advocacy work and their own experiences with homelessness in the past. Following this, we will provide detailed information about the three main ways to get involved:

**1) Street outreach:** Accompany House of Hope case manager Megan Smith and Dr. Craig Kaufmann (psychiatry) on their evening walking rounds in downtown Providence to check in on folks living on the streets. (This is a great introduction to the realities of homelessness and a first-hand experience in outreach work and street medicine.)

**2) Preclinical elective: Homeless communities - health outreach and education:** A new preclinical elective for students wishing to learn more about the barriers to care that homeless communities face, and the structural factors that keep homelessness a reality. Each session will include a guest speaker and

discussion. Topics will encompass demystifying homelessness, effects of abuse and trauma, policy and systemic implications, criminalization of homelessness, LGBTQ and youth homelessness, violence against homeless women, substance abuse and addiction, etc.

**3) The Rhode Island Medical Navigator Partnership:** A formal partnership between Alpert Medical School and House of Hope which pairs medical students with an individual in the homeless community to act as his/her medical navigator and healthcare advocate at all of his/her appointments. This year, a nursing student or social work student will be integrated into each team to achieve a more cross-disciplinary approach to care for our clients.

Please don't hesitate to email us if you have any questions. Otherwise, we look forward to seeing you on September 1st!

Warmly,  
Meredith, Meghal, Alicia, Aliza, and Chris

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# Applications

One application cycle is held per year in September. Both first and second year medical students are recruited along with social work, undergraduate and nursing students. You can choose to hold an application cycle in the second semester (January) but Faiz and I found that it was difficult to coordinate this transition. In any case, make sure to communicate with Megan about adding navigators mid-year if it is something you are considering.

[Application form Fall 2016](#) (Google Form, response version - please don't hit "SUBMIT" as this will affect our records) - more in the folder

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## Team selection

After all applications have been submitted, leaders and Megan review applications together to form teams. Case managers will submit short bios of each client they are recommending to the program, so that students can be matched as best as possible to the client's needs. Attempts should be made to form complete teams for clients, with each one including:

- Anchoring provider
- Case manager
- MS1
- MS2
- Nursing student or social work student
- Undergraduate

Of course this is all dependent on who applies as well - so feel free to be creative!

[Navigator team format](#)

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## Sample emails

Hello all!

Please join us for an **integrated info session about opportunities to work with the homeless community in Providence on Wednesday, September 7th at 6pm in room 270**. If you are interested in attending this event, **please indicate [here](#)** (Google Form, response version - no longer active) so we will have enough dinner for everyone!

(During this event, we will have two guest speakers from the Rhode Island Homeless Advocacy Project (RIHAP) speak about their advocacy work and their own experiences with homelessness in the past.)

Following this, we will provide detailed information about the three main ways to get involved:

**1) Street outreach:** Accompany House of Hope case manager Megan Smith and Dr. Craig Kaufmann (psychiatry) on their evening walking rounds in downtown Providence to check in on folks living on the streets. (This is a great introduction to the realities of homelessness and a first-hand experience in outreach work and street medicine.)

**2) Preclinical elective: Homeless communities - health outreach and education:** A preclinical elective for students wishing to learn more about the barriers to care that homeless communities face, and the structural factors that keep homelessness a reality. Each session will include a guest speaker and discussion. Topics vary, and include demystifying homelessness, effects of abuse and trauma, policy and systemic implications, criminalization of homelessness, , substance abuse and addiction, etc.

**3) The Rhode Island Medical Navigator Partnership:** A formal partnership between Alpert Medical School and House of Hope which pairs medical students with an individual in the homeless community to act as his/her medical navigator and healthcare advocate at all of his/her appointments. This year, a nursing student or social work student will be integrated into each team to achieve a more cross-disciplinary approach to care for our clients.

Please don't hesitate to email us if you have any questions. Otherwise, we look forward to seeing you on September 7th!

Warmly,  
Faiz, Hiba, and Audrey

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### Follow-up email:

Hi all,

Thank you so much for your interest in the Rhode Island Medical Navigator Partnership! You are all (extra) special to us since you've already expressed interest in the program. I'm sure you already got the mass email, but Hiba and I wanted to remind you that our **application cycle is currently open until September 17.**

Feel free to complete the application at your earliest convenience. You can choose to apply before or after our Sept. 7th information session. Thanks so much and please let us know if you have any questions! Follow the links below:

1. [Application](#) (Google Form, response version - please don't hit "SUBMIT" as this will affect our records) to become a RIMNP navigator--due September 17th

2. [RSVP](#) (Google Form, response version - no longer active) to our information session on September 7th at 6 PM, Room 270!

Best,

Faiz and Hiba

PS check out our [website](#) and [Facebook page](#) for more information and other cool things going on with RIMNP!

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## Acceptance email:

Congratulations!

On behalf of the Rhode Island Medical Navigator Partnership, we want to thank you for taking the time to submit an application to be a navigator. We were very impressed with your application, your prior experience, and your commitment to working with the homeless community here in Providence, and we are very excited to have you on board this coming year and beyond. **Welcome to RIMNP!**

**(Specific for PLMEs: As PLME students, we are particularly excited to see you continue your work well into medical school!)**

**To accept your position as a navigator, please do the following:**

- 1) Reply to this email to say YES! (or no, but hopefully yes)**
- 2) Attend the orientation session on Thursday, September 22nd from 6-8pm AMS Lecture Hall 160-** dinner will be provided! Please let us know if you have allergies or food restrictions. Also, let us know if you need directions!
- 3) Update your contact information** in the following spreadsheet: *(Google sheet - link not provided)*

**Getting to AMS:** The daytime shuttle runs until 7 PM, so if you can catch that you'd be able to get to AMS pretty quickly. To get back to campus, you can call On Call at [\(401\) 863-1778](tel:4018631778). Feel free to use this email thread to plan out how to get there with other students cc'ed here. And as always, let me know if you have any questions or concerns!

This orientation will be with Megan Smith (House of Hope case manager), Dr. Craig Kaufmann (psychiatrist), and a few of the current navigators. The orientation will also be an opportunity for you to meet your team (yes, the teams have been chosen!), read the bio of your client, speak with his/her case manager (or receive the contact), and make a plan to have your first in-person meet-up.

Again, thank you so much for the time you took to fill out the application, and for your commitment to this program. We are all really excited to be adding you to our team. Please don't hesitate to reach out if you have any questions. Otherwise, we look forward to seeing you!

Warmly,  
Faiz, Hiba, Megan, and the entire RIMNP team

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# Training

After navigators have been notified of their acceptance into the program, and have confirmed their participation, a training is held to:

- Meet one another
- Announce client teams
- Describe the role of the navigator, and anecdotal stories from past navigators
- Discuss rules and expectations
- Answer any questions that any participants may have

[Folder with training materials](#)

An hour and a half to two hours is needed for the training. It is helpful to schedule two trainings and have all participants attend one, so that there is some flexibility in scheduling. Dinner can be served as well (include in budget).

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## Initial team meetings

After all participants have been trained, initial team meetings are set up with each client and all members of his/her team. This can occur at a public location, the client's home, Harrington Hall, etc. Transportation vouchers can be offered if they were included in the budget. Megan will help organize this.

At this initial meeting, navigators explain their roles to the client, and discuss the client's goals for himself/herself with regards to his/her healthcare and health status. Clients must consent that they want to be part of the program. Then, navigators can fill out the initial meeting information document with their client to determine his/her background, current health status, housing status, and goals and priorities for the future.

Consent form can be found [here](#).

Initial meeting document can be found [here](#).

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# Case conferences

**\*\*\*Note: Case conferences were discontinued starting Fall 2016 due to scheduling difficulties across our many partner schools. However, information about our format is here in case you decide to resume these.\*\*\***

Case conferences are held on a monthly basis with all RIMNP team members. Noontime meetings seem best for most people involved, and lunch is provided through PCPM, AHEC, or PACC budgets. (See budget section for details.)

Be sure to reserve rooms for in advance, as they go fast! Usually a third-floor conference room will suffice. To [reserve a room](#), follow this link.

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## Attendance

Attendance is taken at each meeting. This is for (1) recording team member attendance, and (2) reimbursement purposes.

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## Confidentiality

Navigators are reminded at the beginning of each meeting that all discussions during the conference are **confidential**. At the beginning of the first meeting of each semester, everyone signs a confidentiality form, which is kept on file until the following year.

Here is a link to the [confidentiality form](#).

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## HIPAA Guidelines and Case Notes

Here is a [format to record notes](#) on each client (see HIPAA guidelines below for this)

### Guidance on Satisfying the Safe Harbor Method

In §164.514(b), the Safe Harbor method for de-identification is defined as follows:

(2)(i) The following identifiers of the individual or of relatives, employers, or household members of the individual, are removed:

|  |   |
|--|---|
| (A) Names  |   |
| (B) All geographic subdivisions smaller than a state, including street address, city, county, precinct, ZIP code, and their equivalent geocodes, except for the initial three digits of the ZIP code if, according to the current publicly available data from the Bureau of the Census:<br>(1) The geographic unit formed by combining all ZIP codes with the same three initial digits contains more than 20,000 people; and<br>(2) The initial three digits of a ZIP code for all such geographic units containing 20,000 or fewer people is changed to 000 |   |
| (C) All elements of dates (except year) for dates that are directly related to an individual, including birth date, admission date, discharge date, death date, and all ages over 89 and all elements of dates (including year) indicative of such age, except that such ages and elements may be aggregated into a single category of age 90 or older   |   |
| (D) Telephone numbers  | (L) Vehicle identifiers and serial numbers, including license plate numbers   |
| (E) Fax numbers  | (M) Device identifiers and serial numbers   |
| (F) Email addresses  | (N) Web Universal Resource Locators (URLs)  |
| (G) Social security numbers  | (O) Internet Protocol (IP) addresses  |
| (H) Medical record numbers   | (P) Biometric identifiers, including finger and voice prints  |
| (I) Health plan beneficiary numbers  | (Q) Full-face photographs and any comparable images   |
| (J) Account numbers  | (R) Any other unique identifying number, characteristic, or code, except as permitted by paragraph (c) of this section; and |
| (K) Certificate/license numbers  |   |

(ii) The covered entity does not have actual knowledge that the information could be used alone or in combination with other information to identify an individual who is a subject of the information.

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**\*\*\*In addition, do NOT use client initials in these notes!**

Once these requirements have been satisfied, you may store client case notes on Google Drive.

## Case conference agenda

Case conferences begin with any important announcements for the group. Then, each team is given a few minutes to update the group about their interactions with their client in the past month, any recent successes or challenges that they have experienced, and any questions they have. One person takes notes at the meeting so that there is a record.

## Conference sample email

Good afternoon, all-

I hope everyone is getting the chance to enjoy this unseasonably nice stretch of weather!

Our next RIMNP check-in/case conference is **this Tuesday, 11/10 at noon at the med school** - tentatively room 345 (we will email again if this changes). If you are unable to make this date, Meredith will be doing a make-up meeting the following Tuesday (11/17) (same bat time, same bat channel).

As at our last meeting, there will be food! Unlike the last meeting, we'll actually have vegetarian options. **Please sign up here** so we know how much to order.

As always, if you have any questions, concerns, or would like something brought up the meeting (that you'd rather not bring up yourself), please email Meredith ([meredith\\_adamo@brown.edu](mailto:meredith_adamo@brown.edu)) and/or me.

Thank you all again for your dedication, creativity, and flexibility, and looking forward to talking more on Tuesday.

Take care,  
Megan, Meredith, Meghal, Alicia, and the entire RIMNP team

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# Rules

Leaders review these rules at orientation, first case conference, and any other time necessary.

- Do **not** drive clients.
  - It is okay to meet with a client alone if you are in a public place and it is during the daytime.
  - If you are meeting them at their tent or apartment, **always** go in pairs.
  - It is okay to go to Harrington Hall by yourself to meet your client (if you feel comfortable) as long as there are staff around.
  - Don't schedule appointments past dark, and don't visit clients at night.
  - Charge phone ahead of time before all interactions with your client.
  - Write all appointments in the calendar.
  - If you are doing outreach, go with an experienced outreach worker.
-

# Calendar

We require all navigators to record all appointments and client interactions in the [navigator calendar](#). The reasons for this are two-fold:

- 1) For recording purposes, and to be able to present numbers of appointments attended, etc.
- 2) Safety! We need to know where and when our navigators are with their clients.

There is a template month that can be copied and pasted to create a new tab for each month. Ideally, at the beginning of the semester, there will be tabs for all coming months in the semester in descending time order. (I.e., the last month of the semester is at the far left side.)

Do **not** delete month tabs. These are our only records of appointments and interactions with clients!

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# Outreach

Megan will do most of the organizing and follow-up for outreach. Students sign themselves up to go with her and Dr. Kaufmann each week; two students can go at a time. Preclinical elective students must go on outreach at least once. LIC students also go on outreach and use the same calendar to sign up.

*(Google Sheets - sign up sheets contain personal information and are not shown for privacy purposes)*

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# Preclinical elective: Homeless Communities

**Homeless Communities: Health Outreach and Education** is RIMNP's preclinical elective. Navigators are **not** required to participate in the preclinical elective. All sessions are free and open to the public. Dinner is provided at each session, and amount of food purchased is based on number of RSVPs.

The preclinical elective can be pitched with a combo info session with RIMNP. See Info Session section for more information.

Be sure to reserve rooms far in advance, as they go fast during the semester. The second floor small lecture halls are ideal. To check [room availability](#), follow this link. To [reserve a room](#), follow this link (once there, click on "Alpert Medical School Reservation Request Form".)

**NOTE:** The leaders of the preclinical elective do **not** have to be the same as the leaders of RIMNP.

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## Syllabus

Megan is your contact person for helping to organize speakers and confirm their attendance.

In 2015, we held the following sessions:

- Tuesday September 22 – Trauma (Dr. Kaufmann + Dan Harvey)
- Tuesday October 20 – Systemic forces and social justice (Eric Hirsch and Caitlin May)
- Tuesday November 17 – Criminalization of behavioral health conditions (Susannah Cotter and Brad Brockman)
- Thursday December 3 – LGBTQ concerns and violence against women (Erin Gorman)

Requirements for medical students to receive credit:

- Join street outreach twice during the year
- Attend the monthly preclinical elective sessions (75% attendance is expected)
- Read the assigned articles
- Do a project or have an experience outside of the classroom related to this work, and write a short one page reflection (Example: participate in furniture drive, shadow or volunteer at Harrington Hall, etc.)

## Budget

Funding for the preclinical elective is from the Office of Medical Education. Contact Dick Dollase for information. In 2015, we received \$400.

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## Emails

Invitations emails are sent the week prior to each session. They are sent to the first and second year medical student classes, all other students and professionals involved in RIMNP, and anyone else who has expressed interest.

### Sample email:

Hi MD18 and MD19:

Please join us at the fourth session of our preclinical elective, **Homeless Communities: Health Outreach and Education:**

**Lecture & Discussion:**

**Intersections of Homelessness, Concerns Impacting the LGBTQ Community,  
and Violence Against Women**

**Speaker:**

Erin Gorman – Emergency Housing Specialist at Rhode Island Housing

**Thursday, December 3 at 6:30pm - room 345**

**Alpert Medical School - 222 Richmond Street, Providence**

**Dinner will be served!**

Both in her current role at Rhode Island Housing and in her previous capacity as the Bilingual Residential Advocate and Coordinator of the LGBTQ Advocacy Program at Sojourner House, Ms. Gorman has seen the ways in which discrimination against the LGBTQ community and violence against women have contributed to individuals' and communities' homelessness. Please join us for a lecture and discussion on how we can recognize and intervene in these situations.

As always, these events are free and open to the community! **Please RSVP here for dinner.**

Looking forward to seeing you there!

Meredith, Megan, Alicia, Meghal, Aliza & Chris

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# Budget

(Google Drive budget folder including funding and transactions tracker for 2016 not shown for privacy purposes).

## General advice

- As the program grows, it will be more critical to **make sure that items in the budget are appropriately prioritized.**
  - Make sure you always have enough for your most important costs.
  - Currently, transportation for clients/navigators is at the top of our list
- Be on the lookout for **grants** that could help out RIMNP.
  - Brown offers several which we have listed below. They were extremely helpful in helping us reach our goals!
  - Chelsea, Zoila, and others occasionally email out about these
- Be creative about accessing **alternate funding sources** e.g. grants and foundations
  - Reach out to Megan with ideas--she'll likely have some of her own too!
  - Same with Paul George.

## 2016

In 2016 (Spring + Fall), our estimated total costs were as followed, with major funding sources listed:

PACC: \$400 (Spring 2016) and \$500 (Spring 2017)

Peterson Fund: \$1,500

AHEC: \$406 (remaining from previous year)

BMAA: \$275 (no expiration)

| <u>RIMNP Funding: 2016-2017</u> |   |                         |                   |
|---------------------------------|---|-------------------------|-------------------|
| <u>Item</u>                     | <u>Details</u>  | <u>Funding Sources</u>  | <u>Final Cost</u> |
| Transportation                  | -Uber<br>-Lyft<br>-Client bus passes  | -PACC<br>-Peterson fund | \$424.70          |
| Food                            | -Spring 2016 training<br>-End-of-semester lunch<br>-Fall 2016 info. session | -PACC<br>-Peterson fund | \$620.07          |

|                   |  |               |  |
|-------------------|--|---------------|--|
|                   | -Fall 2016 training<br>-Signs of Providence training |               |  |
| Tents (*4)        | For health fair                                      | Peterson Fund | \$840  |
| Furniture Drive   | UHaul  | PACC          | ???-Possibly Spring 2017 PACC funding  |
| AMSA Conference   |  | AHEC          | \$406  |
| Spring 2017 Costs | -Transportation (post-Dec.1 2016)                    | PACC          | \$60.11  |
|                   |  |               | <b>Total:</b><br><b>\$2290.77 (2016)</b><br><b>\$60.11 + ??? (2017)</b><br><br><b>Leftover for 2017r:</b><br><br><b>\$275 (BMAA)</b><br><b>\$408.54</b><br><b>(PACC)--updated</b><br><b>1/9/17</b> |

## **2015**

In 2015, we estimated our full RIMNP + preclinical elective budget to include the following:

### RIMNP costs: (12 teams)

- Joint informational session about opportunities to work in the homeless community: **\$150 (one-time)**
- Food for two trainings for student navigators: **\$100 each (\$200 total for the semester)**
- Food for monthly navigator team case conferences: **\$100 each (\$400 total for the semester)**
- Funding for RIPTiks/cab vouchers for patient/client transportation in the navigator partnership: **\$60 per month (\$240 for the semester)**
- A small budget for incidental "engagement needs" (eg, to allow the student navigators to buy coffee for the patient/client and debrief the appointment): **\$150 per semester**
- Funding to rent a Uhaul three times during the academic year to assist partnered patient/clients in moving into housing (this past week we rented one and collected an entire apartment's worth of donated furniture from med students!): **\$50 each, (\$150 total for semester)**

**Total = \$1,290 per semester**

2015: We found that lunch and dinner costs were higher than we anticipated, so I would suggest increasing those in the RIMNP costs in the next budget. Luckily, our funding sources were

generous and we received more than we had estimated, so this was not a problem in the 2015-2016 academic year.

Currently, we have three major funding sources for RIMNP: PACC, AHEC, and PCPM. In 2015, the following amounts was received each source:

**PACC:** \$500

**AHEC:** \$400

**PCPM:** \$1200

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### **PACC funds**

The PACC funding application will be emailed to you by the two students in the second year class who are the PACC representatives for the year. (*Google Drive folder containing the 2016 PACC application not shown*). There is one mandatory orientation meeting in the fall for all PACC members, but just one person from each group has to attend. I would suggest asking for *more* than \$350 next year.

**Chelsea Reyes** ([chelsea\\_reyes@brown.edu](mailto:chelsea_reyes@brown.edu)) is your contact person for PACC funds.

Funding procedures from Chelsea for PACC:

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Hello, all!

Now that Senate and PACC funding has been allocated for the semester, I wanted to reach out to clarify the general procedure for accessing these funds. You have 2 options for this:

(1) **Reimbursements:** you pay for food/supplies personally, and are reimbursed via an expense report. The necessary documentation includes: original receipts, an attendance sheet from the event, and the attached reimbursement request form, filled out.

(2) **Food ordering:** you can place a food order through me, and the funds will be directly deducted from your student group account. Please bring me/send me the attached reimbursement request form, filled out, **when you place the order with me**. You have a few options for vendors, and each has a different time requirement. Please heed those, as they are not up to my discretion:

-----Brown First approved vendors: requires order be placed 2 full days before the event. The list of approved vendors and menus can be found [here](#).

-----general Brown Catering: requires order be placed 10 full days before the event. The menus can be found [here](#). Be sure to check out the [value menu](#) for cheaper options! (minimum order of

food for 15 people)

-----Brown "Convenience to Go": requires order be placed 2 full days before the event. The menu can be found [here](#). (maximum order of food for 75 people).

-----Express Delivery: requires order be placed by 4pm the day before your event. The menu can be found [here](#) (*Link no longer functional*)

If you have any questions, you can email me or stop by my office (in the Green Academy). Also, whenever you need an update on your current account balance, don't hesitate to ask- I will keep track of all student group expenses and incomes.

Have a great week!

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### **AHEC and PCPM funds**

These funds were facilitated through Dr. George. They were last obtained in 2015. We sent an email asking for funding support, and he was very generous. In order to obtain these funds, send him an email and ask if they can support us financially again. It was helpful to give him a rough itemized budget with targeted purposes for each sum of money requested.

**Brenda Rapoza** ([brenda\\_rapoza@brown.edu](mailto:brenda_rapoza@brown.edu)) is your contact person for the AHEC and PCPM funds. You will be reimbursed once you give Brenda (1) the receipt, and (2) the attendance list from the event. You will then receive either a check in your locker mailbox, or a direct deposit if you have set that up with WorkDay. She is located in the wing with Christine Montross.

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### **Peterson Fund**

The long name is "The Dr. Veronica Petersen '55 and Dr. Robert A. Petersen Educational Enhancement Fund"

These funds were facilitated through Dr. George. We sent an email asking for funding support, and he was very generous. In order to obtain these funds, send him an email and ask if they can support us financially again. It was helpful to give him a rough itemized budget with targeted purposes for each sum of money requested.

**Zoila Quezada** ([zoila\\_quezada@brown.edu](mailto:zoila_quezada@brown.edu)) is your contact person for the AHEC and PCPM funds. You will be reimbursed once you give Brenda (1) the receipt, and (2) the attendance list from the event. You will then receive either a check in your locker mailbox, or a direct deposit if you have set that up with WorkDay. She is located in Red Academy.

## **BMAA Grant**

This is from the “Brown Medical Alumni Association.” We were awarded **\$275** in 2016 for this grant. An important note is that **this money does NOT expire! (until used, of course)**. So it is best to use it as your emergency fund.

**Ruth Nolan** ([ruth\\_nolan@brown.edu](mailto:ruth_nolan@brown.edu)) is your contact person for the grant.

Our 2016 profile/application on the [website](#):

## **Rhode Island Medical Navigator Partnership**

- *Description of group:* Empowers students to act as healthcare navigators and medical advocates for chronically homeless clients. Using an interdisciplinary team-based structure consisting of medical students, nursing students, social work interns, case managers, and anchoring providers, we advocate for our clients’ needs, ensuring fair, non-judgmental and holistic treatment in and out of clinics and hospitals.
- *Intention for funds:* To rent U-Hauls to transport donated furniture and public transportation costs for clients. Also to support Project Dignity by donating adult hygiene products, and Stories of Strength where clients’ share their stories through the use of photography and documentary film.
- *Amount granted:* \$275

# Group status

In order to maintain official group status by the medical school, leaders may have to fill out an application each year. Here is the application that was written when Meredith, Alicia and Megal first applied:

\*\*\*Faiz and Hiba did not have to do this\*\*\*

## **Alpert Medical School Student Group Constitution Template Academic Year 2014-2015**

**Group Name (no abbreviations, please):** Rhode Island Medical Navigator Partnership

**Contact information:** meredith\_adamo@brown.edu, alicia\_lu@brown.edu, meghal\_shah@brown.edu, aliza\_grossberg@brown.edu

**Group President (2014-2015):** Meredith Adamo, Meghal Shah

**Treasurer (2014-2015):** Alicia Lu, Aliza Grossberg

**Faculty advisor (required!):** Dr. Craig Kaufmann (Psychiatry), Megan Smith

**Number of active members:** 17

### **Brief description of group purpose:**

The goal of the Rhode Island Medical Navigator Partnership is first and foremost to facilitate access to quality medical care for individuals who are homeless or marginally housed. Additionally, the Partnership seeks to teach medical students about the barriers faced by homeless individuals in accessing healthcare and, more broadly, about the social determinants of health. Finally, the Partnership is meant to benefit the anchoring doctor and case manager, as well as to provide an opportunity to give constructive feedback to patients' treatment providers about the quality of care provided to marginalized patients. These goals are achieved through collaboration within and among patient care teams comprising medical providers, medical students, and case managers, and via awareness-raising events as described below.

### **Brief description of group activities/events:**

- 1) Navigator pairs will interact independently with their clients throughout the year (including scheduling and attending appointments and coordinating follow-up treatment) and will regularly collaborate with the case manager and anchoring doctor to coordinate care.
- 2) Within our group, we will have monthly debriefing meetings for navigators to discuss barriers encountered with their clients, strategize difficult cases, examine outcomes, and brainstorm future directions for the partnership.
- 3) We will organize three open events (guest speakers, workshops, etc.) each semester for the entire medical school (undergrads, MSW students, etc. are welcome as well!) to demystify homelessness, increase awareness of systemic barriers faced by this population, and foster collaboration between different fields advocating for equitable treatment for homeless communities throughout Rhode Island.

### **Brief questions:**

**Do you plan to request funding from PACC or Senate (choose one)?** PACC

**Does your group have events both semesters of the year?** Yes

**Does your group have non-medical student membership?** Yes: undergraduates, MSW students, physicians, NPs.

**What percentage of your group is medical students?** 70%

**How many events per semester does your group organize?** 3 open events, and monthly meetings for navigators.

**Other comments:** Thank you for considering our application!

**Many thanks for taking the time to complete this form. Please submit this form electronically to**  
**ams.senatetreasury@gmail.com**

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# Winter clothing drive

During the month of December 2015, RIMNP leaders did a clothing drive at the medical school and undergraduate campus. One box was placed in the medical school (on the first floor, near the security desk), and another in the PLME office. Contacts for permission to place each box were Dean Tunkel (for the med school box) and Dean Ip (for the undergrad box).

An email was sent out to the medical school, undergraduate campus, community members, and personal contacts at the hospitals (doctoring mentors, etc.) to make them aware of the boxes and our drive.

Once a week, clothing was folded and sorted, and then put in bags or boxes to be taken to ACCESS in Pawtucket. Coordinate with Megan or Kate for this drop-off, and note that ACCESS is usually only open until 1pm.

Donations were logged and tracked on [this spreadsheet](#) (*Google Sheet - link no longer functional*)

In 2015, over 700 donations were collected!

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## Sample email

Hello everyone,

I hope you had a great Thanksgiving break!

You may have noticed that it is getting quite cold outside. For the homeless community, this presents a serious concern. They face the threat of hypothermia and the possibly deadly combination of rain, snow, ice and cold temperatures that claimed the lives of an estimated 700 individuals last year around the country.

Additionally, without proper layers of clothing, they suffer from frostbite and other cold related injuries. While there are emergency shelters, many of them do not open until temperatures drop far below the point at which hypothermia can set in.

### ~How you can help~

A few medical students have organized a clothing drive through which YOU can make a difference! **We are placing a donation box in the PLME office (91 Waterman St. 2nd floor) for winter clothing.** There is another donation box at the medical school (222 Richmond Street 1st floor). These will be there for **two weeks (till 12/16)**. If you or others you know have any of the following items, PLEASE donate--there is definitely someone out there with this basic need who'd greatly benefit!

Items that will be needed include but are not limited to:

- Coats

- Jackets
- Socks
- Gloves/scarves
- Base layers (long underwear, leggings, etc.)
- Hats/Beanies

**TLDR;**

**Clothing drive for homeless community**

**Now until 12/16 (the earlier the better!)**

**@ PLME office: 91 Waterman St. 2nd floor**

**@ Med school: 222 Richmond St. 1st Floor**

Thanks for your help! Feel free to contact us if you have any questions.

Alicia, Faiz, Alex, Meredith

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# Furniture drive

For future leadership: [Tips for a great furniture drive](#) (plus see details below)

Furniture drives are a very effective way of collecting furniture for a newly housed client. They can be overwhelming, but with good organization they are very manageable.

## Steps:

1. Send email with requests for furniture. See sample email below. Don't be afraid to spam far and wide, and as recipients to forward on to their networks.
2. Create spreadsheet to track donation offers and contacts. Note what the person is donating, where they are located, and if they will be available for your pick-up time. (*Google Sheet - sample donation spreadsheet not shown for privacy purposes*).
3. After a designated period of time, hold a meeting with other leaders to determine which furniture donations will be accepted. **VERY IMPORTANT:** If you are planning to store the furniture for later use, be sure that you have adequate storage space.
4. Designate pick-up teams and vehicles. If U-Haul is needed, it can be rented locally. (This expense can be written into your budget earlier in the year, and therefore, will be reimbursed. See budget section for more information). Make lists of who is going to which locations and what they will be picking up. Schedule **designated** volunteer time shifts if the collections will be very numerous and time-consuming.
5. Make a spreadsheet for each pick-up team with contact information of person donating, location, and items being donated. (*Google Sheet - sample pick-up spreadsheet not shown for privacy purposes*).
6. Look at Google maps to determine the best possible route of pick-up for each team. This will prevent unnecessary fuel costs and backtracking time.
7. On the day of the pick ups, call each person who is donating items about half an hour before you arrive at their home.
8. When collections are complete, deliver furniture to client's new apartment or the designated storage location.
9. Send a mass thank you email to everyone who donated or offered to donate (even if his/her donation was turned down for whatever reason). ***\*\*This is a great time to embed the website and/or include an update email to raise awareness for RIMNP!\*\****

## Tips:

- Unless you have a huge number of people helping and unlimited time, it is probably best to collect donations for just one or two clients at a time. Do not try to collect for the entire community. This becomes overwhelming and can backfire.
- Be respectful of volunteers' time, and honor the scheduled shifts that they signed up for.
- Make sure that volunteers eat! It is a good idea to set aside some money in the budget for a lunch or dinner during or after the pick-up day.

- Respond to every person who offers to donate. Even if they are offering something ludicrous or impossible to pick up, be sure to respond with a personalized email thanking them for their donation.
  - Good luck and have fun!
- 

## Sample emails

### Donation request email:

Hi everyone,

We wanted to pass along a furniture donation requests that we are organizing for the homeless community in Providence. Please feel free to share widely amongst your networks, and don't hesitate to contact me if you have any questions.

**We are looking for used furniture and/or home furnishings for two of our wonderful clients in the [Rhode Island Medical Navigator Partnership](#).** Both have been homeless for many years, and, due to their medical conditions, we have been increasingly concerned that either of them may not survive the winter outside this coming year. Fortunately, we received word today that **BOTH** of them were approved to move into an apartment next week!! We are so thrilled for them.

We are happy to take anything, but are especially in need of:

- 2 mattresses/beds
- Couches, chairs
- Table, desks, shelves, dresser, etc.
- TV
- Kitchen supplies, bathroom toiletries, sheets/blankets/pillows

If you can donate any furniture, we can pick it up. Please contact me at [meredith\\_adamo@brown.edu](mailto:meredith_adamo@brown.edu), with **1) phone number, 2) address, 3) items you want to donate, 4) preference for pick-up either Sunday 12/13 or Monday morning 12/14.**

Thank you in advance for your generosity! Happy holidays!

Alicia, Meredith, Aileen, Yao, Hiba, Faiz, and Alex

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### Donation response email:

Hi Pam,

Thank you so much for your generosity! We can pick up the TV this Sunday 12/12 or the morning of Monday 12/13. Which works best for you? What is your address, and the phone number that is best to reach you at?

Thank you again for such a generous offer! We feel so grateful to be part of such a compassionate community here at Brown.

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# Email address and website

## Email address

[rihomelesspartnership@gmail.com](mailto:rihomelesspartnership@gmail.com)

Password: *(not shown for privacy purposes)*

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## Website

[www.rimnp.wordpress.com](http://www.rimnp.wordpress.com)

Login: [rihomelesspartnership@gmail.com](mailto:rihomelesspartnership@gmail.com)

Password: *(not shown for privacy purposes)*

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## MailChimp

email: [rihomelesspartnership@gmail.com](mailto:rihomelesspartnership@gmail.com)

username: rimnp

password: *(not shown for privacy purposes)*

More soon! This is a [website](#) that is used for sending out updates to listservs.

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## Facebook

Meredith, Alicia, Hiba, and Faiz are all admins right now.

[www.facebook.com/rimnp](http://www.facebook.com/rimnp)

# Presentations, Research, and More

Go big! Dream big!

See [folder](#).

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## **International Street Medicine Symposium**

International Street Medicine Symposium  
San Jose, CA  
Oct 2015  
Meredith, Megan and Dr. Kaufmann

<http://streetmedicine.org/wordpress/>

[Folder](#) with abstract and poster presentation.

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## **AHEC and PCPM committee meetings**

Meredith presented at the AHEC committee meeting in October 2015, and Alicia and Meredith presented at the PCPM committee meeting in December 2015.

[Folder](#) with powerpoint presentations.

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## **Pilot paper + literature review**

The pilot paper was written by Megan in the spring of 2015 to document the creation of RIMNP. It is unfinished, but very thorough.

The literature review covers research on the value of programs like RIMNP for medical education (navigator models, work with underserved populations, interdisciplinary collaboration, outreach, etc.).

[Folder](#) with the documents are here.

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### **Helping Hands Grant**

We did not end up submitting this grant, but the proposal is a good reference for the future. It is unfinished.

[Folder](#) with grant is here.

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### **AMA Innovation Challenge**

Submitted in December 2015 by Alicia, Megan, Meredith, Meghal, and Chris.

[Folder](#) with proposal (by Megan) and [link to video](#) (by Alicia) is here.

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# Miscellaneous