

Hard Core Advocacy

What Does Good Care Mean For Those Experiencing Homelessness

Health Care for the Homeless 2018

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AGENDA

01

INTRODUCTION

- Mehera Reiter, ASW
- Melissa Morelli LCSW
- Tom Waddell Urban Health Clinic

02

KEY ISSUES

- How do we reduce barriers systemic oppression & structural barriers
- What does good care look like?
- What does stability look like?

03

THE FRAMEWORK

- Harm Reduction
- Trauma Informed Care

04

CASE STUDY: MR.D

- collaborative end of life care

05

CASE STUDY: ORGANIZATIONAL CHANGE

- HERO study

06

DISCUSSION QUESTIONS

TOM WADDELL URBAN HEALTH CLINIC

NO
LOITERING
POLICE
ENFORCED



Tom Waddell
Urban Health Clinic

San Francisco Department of Public Health

WHO ARE WE?

230
WHO DO WE SERVE?

WHAT IS THE
COMMUNITY LIKE?

NO
SMOKING

Hours of Operation

NO
SMOKING



THE ISSUES

- **Structural oppression, systemic limitations and stigma create barriers to care.**
 - **Patient lives are chronically unstable, subject to violence, then criminalized and disregarded in our community.**
 - **How can behavioral health serve as a conduit between the oppressed and their system of care?**
-

HARM REDUCTION

"Harm reduction is a set of practical strategies and ideas aimed at reducing negative consequences associated with drug use. Harm Reduction is also a movement for social justice built on a belief in, and respect for, the rights of people who use drugs."

-The Harm Reduction Coalition



Harm Reduction is a principle that expands past drug use and fully sees an individual where they are in all aspects of their life regardless of our morals or values. Therefore, this framework can be applied to any person we work with in any setting. It is the ultimate form of respect.

THEORETICAL FRAMEWORK

TRAUMA INFORMED CARE

- **Attempts to understand why problems exists - Instead of whats wrong with you?**
- **How people act out their trauma**
- **Seeks to understand coping skills, both adaptive & manipulative , and how they affect their care.**
- **Normalizing reactions to trauma**
- **Compassion**
- **Meeting people where they are at**
- **Survival Strategies**
- **Helps to rebuild sense of strength & empowerment.**

1. Modern Community Mental Health: An Interdisciplinary Approach. Edited by Kenneth Yeager, David Cutler, Dale Svendsen, Grayce M. Sills

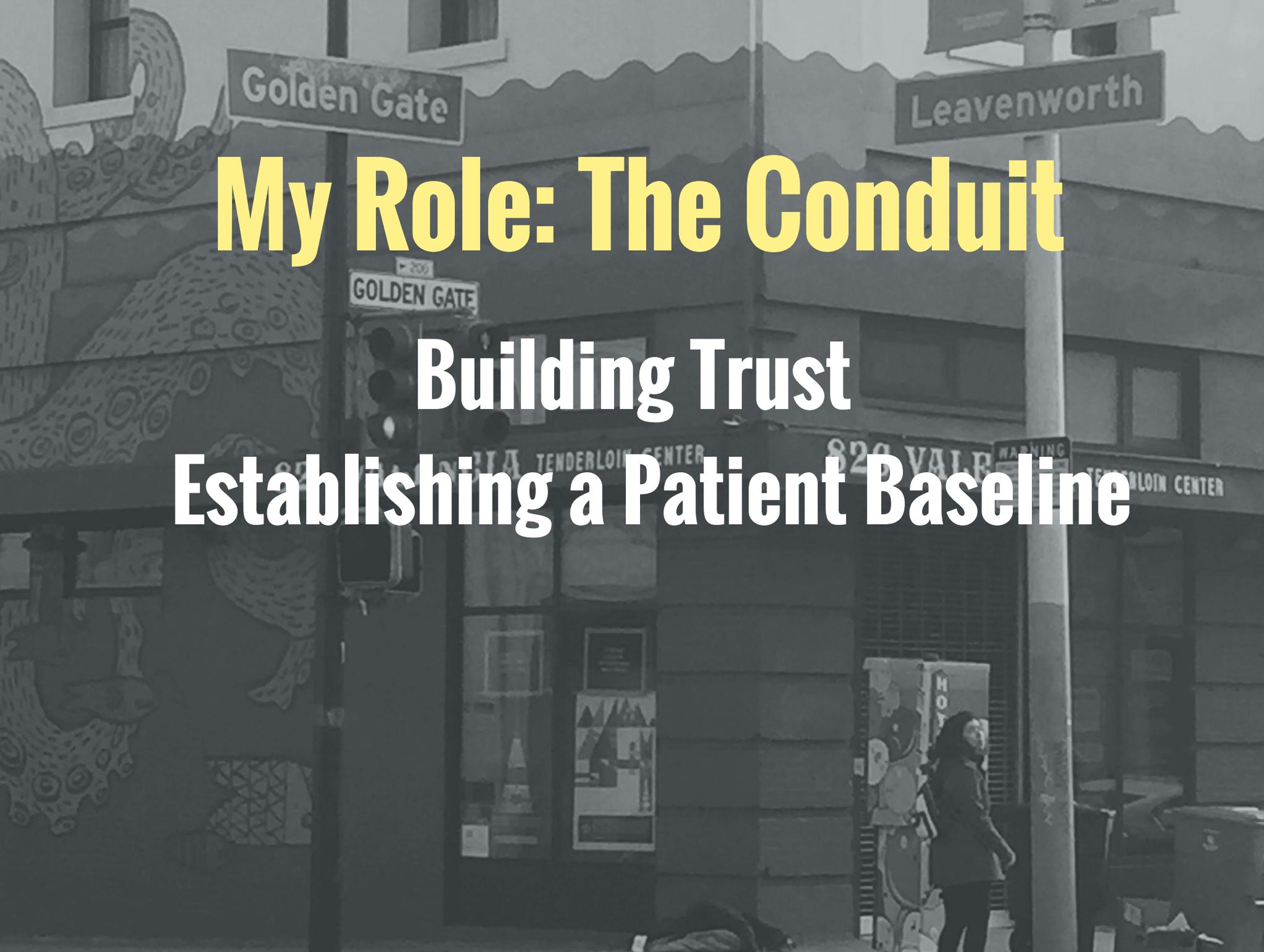
2. Gabor Mate

Mr. D

“I used to be a horse of a man.”



Grumpy 62 year old Caucasian male, chronically homeless & wheelchair bound; diagnosed with ends stage kidney and lung disease. In denial of medical issues; smokes cigarettes, crack cocaine, and injects heroin daily. Pt was malodorous, in a black hoodie, jeans & a black beanie. He was often denied care because he was a dying drug user. He has no income because he missed his appointments. He missed dialysis appointments & oxygen deliveries. He accessed dialysis treatment by calling 911. He was always able to make his daily methadone dose.



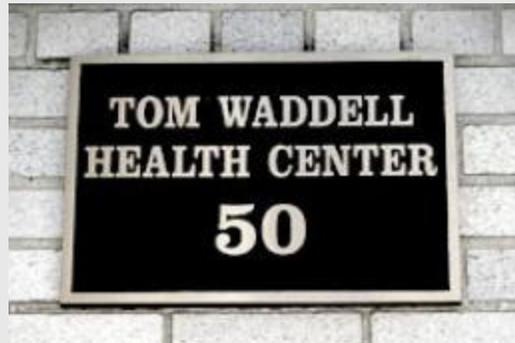
Golden Gate

Leavenworth

My Role: The Conduit

Building Trust

Establishing a Patient Baseline



STABILITY

Patient: Daily use of crack and heroin; have enough oxygen; access pain medication; wish to live; did not accept palliative care.

Care team: Reducing and stopping substance use; making appointments; complying with dialysis oxygen delivery; reducing inpatient and emergency services



BARRIERS TO CARE:

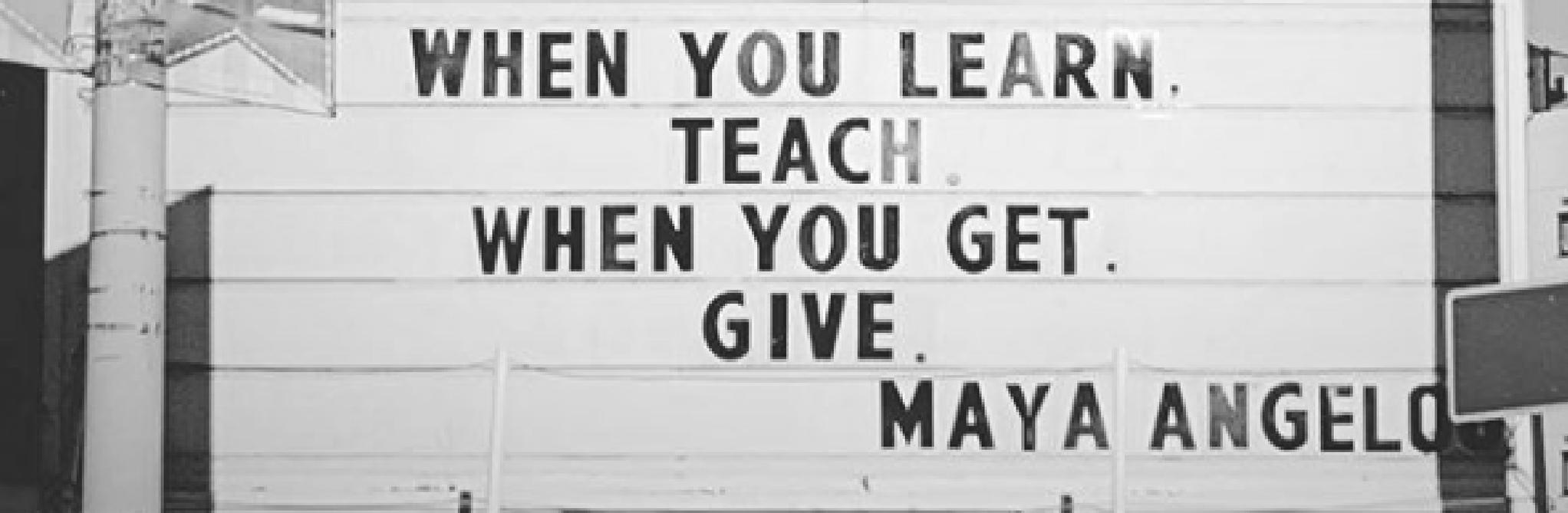
Systemic & Patient Driven

- **Provider
Judgement**
- **Stigma**
- **Substance Use**
- **Patient not
system
compliant**



**Effective Advocacy:
Let him do what makes him
comfortable, he's dying.**





WHEN YOU LEARN.
TEACH.
WHEN YOU GET.
GIVE.

MAYA ANGELO

SETTING THE STAGE: STIGMA & DRUG USE

Stigma impacts the recovery process, access to health care, the ways individuals are treated, and increases potentially dangerous choices that people who use drug make throughout their life. Combating stigma means dispelling the myths about addiction and having the ability to feel empathy for those who are struggling with substance use.

THE STUDY & HCV INFORMATION

THE STUDY

- HERO: Hepatitis C Real Options - studied medication adherence, setting, retention & reinfection.
- National study - 8 cities in US participated
- Hepatitis C tx is 12 weeks long.

HCV INFO

- Hepatitis C is the most common blood borne virus in the United states with 4.5 million currently affected. ¹
- In San Francisco 13,000 people are living with HCV - 70% are people who inject drugs (PWID). ²
- PWID have a higher rate of Hepatitis C than any other group of people. ³

1. Chen, Y.H., McFarland, W. Raymond, H.F. (2015). Estimated number of people who inject drugs in San Francisco, 2005-2012. AIDS and Behavior.

2. SF HCV Prevalence Estimate 2017

3. Harm Reduction Coalition



Hard Core Advocacy & Collaboration

- Who are the stakeholders?
- Why was the collaboration important to patient care?
 - EMPOWERING
 - CREATED COMMUNITY
 - HEALTH EQUITY
 - LOW THRESHOLD
 - REDUCED BARRIERS
- This was a model that didn't exist anywhere else
- Relationship we built with people created a safe place.

Behavioral Health As A Conduit

Advocated for:

Drop in SW hours. Drop in PCP hours. Flexibility when patients didn't have a PC home or health insurance . System change within the clinic.

Approach Used:

Harm reduction, case management, short term counseling, trauma informed care, psycho-education about overdose, HEP C & HIV infection.



STABILITY & COMMUNITY

- fostered a high sense of accountability in patients
- reduced the multiple barriers to health care, both medical & mental health
- built trust and increased stability within the pt.
- safe & welcoming



WE CURED **51** PEOPLE AT TOM WADDELL!!!



DISCUSSION QUESTIONS

- **What does good care look like for the chronically unstable?**
 - **What does stability look like for our patients?**
 - **How do our own values and judgment affect our ability provide good care?**
 - **What do you as providers struggle with the most?**
 - **What are some of the strategies that you use to work with difficult pt's that keep you engaged in their care?**
-

PLEASE
KEEP YOUR
VOICE DOWN
COUNSELING
(AND HEALING)
IN PROGRESS




**The
Tom Waddell
Urban Health
Clinic**

THANK YOU.



RESOURCES

BOOKS:

Chasing the Scream by Johann Hari
In the Realm of Hungry Ghost by Gabor Mate
The New Jim Crow by Michelle Alexander
High Price by Carl Hart
Unbroken Brain by Maia Szalavitz
Healing Trauma by Peter Levine

WEBSITES:

<http://harmreduction.org>
<http://endhepc.org>
<https://www.thefix.com>
<https://drgabormate.com>
<https://brenebrown.com>
<http://www.socialworker.com>