

Ascending To Health Respite Care

Where Housing and Healthcare Meet

Why Respite Care?

- ❖ The average hospital stay for a homeless person in Colorado Springs can be up to 4.2 days longer than their housed counterparts.
- ❖ 50% will return to the hospital within 7 days of discharge, and 75% within 14 days of discharge (CMS).
- ❖ Accelerates the recovery period.
- ❖ Significant savings to Hospitals and the Community.

The Value of Respite Care in Colorado Springs

- ❖ Independent Epidemiological study supported the effectiveness of Respite Care for Medicaid Region 7.
- ❖ Limit the need to keep patients past discharge date.
- ❖ Would enhance the Discharge Planning process and help prevent hospital readmissions/ED recidivism. (30 Day Return Policy)
- ❖ Can cater services to Hospital discharging needs.
- ❖ ATH housing program target those with progressing morbidity.

The Respite Program

- ▶ Shelter Based (2 months ago)
- ▶ Recuperative Care Model
 - I. Start-up Onsite Medical Clinic.
 - II. Client Navigation with SA/MH Counseling.
 - III. 18 day average stay.
 - IV. Focus on Initiating Health and Social Benefits.
 - V. Interim Sheltering/ Transitional Care
 - VI. Not 24/7 (Moving toward 24 hour care)

Staffing Respite (Then)

- ▶ RN Program Manager
- ▶ Client Navigation Supervisor
- ▶ Client Navigator I (LCSW)
- ▶ EMT (Evenings)
- ▶ SOAR Administrator
- ▶ PT Medical Provider

The ATH Respite Program (Then)



BAM!

ATH Respite Now



ATH Respite Care Now



New Staffing Requirements (24/7)

Week Day Staffing

- ▶ RN Program Manager
- ▶ Client Navigation II Supervisor
- ▶ Client Navigator I (Days - LCSW)
- ▶ Client Navigation I (Evenings - EMT/MA)
- ▶ Client Navigation I (Night Staff X 2 - EMT/MA)

Security?

Weekend Staffing

- Client Navigation I (Days x 2 EMT/MA)
- Client Navigation I (Nights x2 EMT/MA)

24/7 Staffing Challenges

Considerations

- ▶ Right Mix of Staff (EMT/MA/LCSW/RN)
- ▶ Night Staff (EMT/Security?)
- ▶ Hours of Staffing (Traditional/Mixed)
- ▶ Meal Provisions
- ▶ Where to recruit
- ▶ How and Where to advertise
- ▶ Timeline from interview to hiring
- ▶ Budget

24/7 Staffing Challenges

Some Answers?

HOURS

- ▶ Layer the hours (8 am to 10 pm -10 pm- 8 am)
- ▶ Mixed support of staff overlay (Security)

HIRING

- ▶ Job Fairs (Health Career Oriented)
- ▶ Local Center for Non-Profit Excellence
- ▶ Local online job posting sites
- ▶ Local professional schools (EMT/MA/Nursing/etc.)
- ▶ Directly recruit

24/7 Staffing Challenges

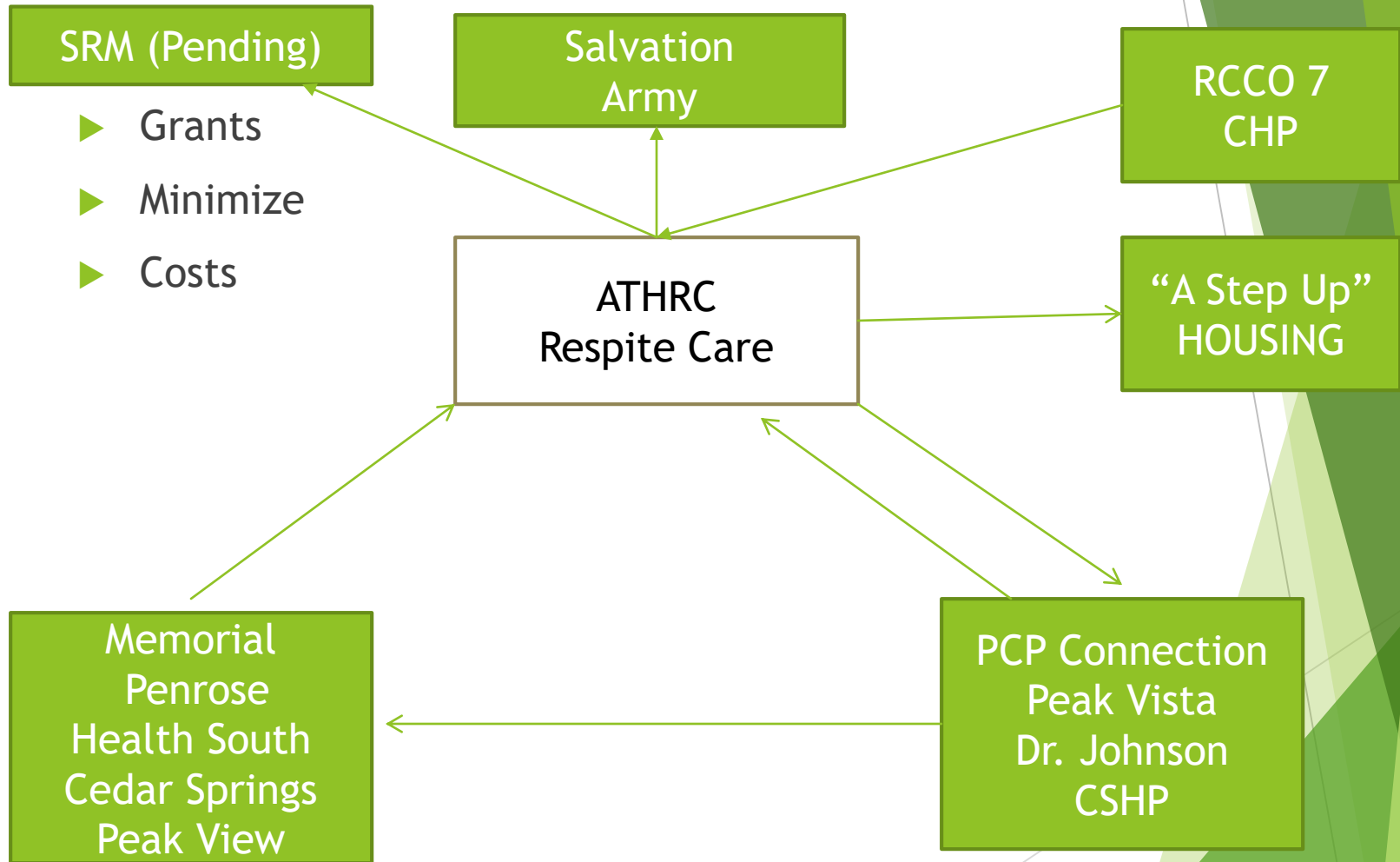
Outside The Box “ish”

- ▶ Staff Connections
- ▶ Word of mouth
- ▶ Temp Agencies
- ▶ Volunteers
- ▶ Non-traditional staff

Not So Secret? (Recruiting and Retaining)

- ▶ Let the mission speak for you!
- ▶ Training, Training, Training
- ▶ Employee involvement in all operational processes
- ▶ Promote self-care
- ▶ The right mix (The hardest!)
 - * Established a culture
 - * The right mix of experience

Relationships



Conducive for Recovery?



What About You?

- ❖ “Homelessness Is Evil and Should Be Destroyed”.
- ❖ Contact: Greg Morris
- ❖ 723 North Weber (Administration)
- ❖ Colorado Springs, CO 80903
- ❖ PH: 719-440-7872

- ❖ QUESTIONS?