

# Delivering Healthcare to Homeless People: Lessons From Scandinavia and the USA



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**8<sup>th</sup> March 2018**

**URBAN VILLAGE  
MEDICAL PRACTICE**

**WINSTON  
CHURCHILL  
MEMORIAL  
TRUST**

# UVMP Homeless Healthcare Service

- **Established in 1992**
- **Aim of the service:** To reduce health inequalities for homeless people
- **What we offer:** Full GP registration, flexible and accessible registration and appointments, proactive engagement, an MDT approach with a range of services and providers and a hospital in-reach and discharge service at MRI

## Physical Health

**83%**

of the population reported having at least one physical health condition **10%** higher than the national homeless population.

**36%**

of these reported having more than one physical health condition, **70%** considered themselves to have a longstanding health condition that significantly affected their lives compared to **41%** of the national homeless population.

**37%**

of respondents reported that in the previous twelve months there had been at least on occasion where they needed examination or treatment for a medical condition but they had not received it.

### The top 3 reasons cited for not receiving treatment were:

- waiting list being too long
- couldn't get an appointment
- it was too far to travel.

## Mental Health



**57%**

reporting mental health issues said they used drugs or alcohol as a way of coping with their mental health issues.

**64%**

report being diagnosed with depression

**28%**

had been admitted to hospital due to a mental health problem

**73%**

reported a mental health problem

**51%**

report being diagnosed with anxiety

**62%**

reported needing more help with their mental health

**67%** of people receiving help advised the help they were receiving was in the form of medication and only **35%** from a specialist mental health worker.

## Drug & Alcohol use

**71%**

of respondents reported using illicit substances in the previous twelve months

**87%**

of respondents reported regularly smoking

**33%**

had used crack

**47%**

reported smoking cannabis

**30%**

had used heroin

**26%**

had used New Psychoactive Substances (previously known as legal highs)

**23%**

reported drinking almost daily

**16%**

compared to the national homeless average

## Access to services

**42%**

had used the ambulance service in the previous 12 months.

**57%**

had attended A&E in the last 12 months



**£216**

average cost per ambulance call out

**13%**

had done so more than 3 times

**13%**

had done so more than 3 times

**13%**

had done so more than 3 times

**£132**

A & E

average cost of an A&E attendance

**61%**

admitted to hospital at least once

**10%**

had been admitted more than 3 times

**10%**

had been admitted more than 3 times

**10%**

had been admitted more than 3 times

**63%**

of people admitted to hospital were discharged either to the streets or to unsuitable accommodation for their needs.

**H**

**£1565**

average cost of a non-elective admission to hospital

# Winston Churchill Memorial Trust Travelling Fellowship

***“Travel to learn... return to  
inspire”***

# Aims of research

Identify methods of providing healthcare to homeless people that:

- Engage homeless people with healthcare at the community level
- Reduce the pressure on acute and secondary services
- Promote partnership working between multi-disciplinary services to meet health and social care needs

# Models of healthcare delivery

- **Street Medicine:** Provision of healthcare directly to those living on the street
- **Low-threshold Clinics:** flexible and accessible appointments that make few demands on patient
- **Medical Respite:** Clinically supported intermediate care for homeless people in the community
- **Mobile Health Clinics:** Use of vehicles to extend care to homeless people

# Homeless health in Scandinavia

## Oslo

- Street hospital
- Field Clinics
- Nurse led mobile clinic



## Copenhagen

- SundhedsTeam
- Low-threshold clinics
- Supervised consumption room
- Medical respite
- Sociolancen





# Homeless Health in USA

## Pittsburgh

- Street Medicine Team
- H2O Service
- Mobile clinic

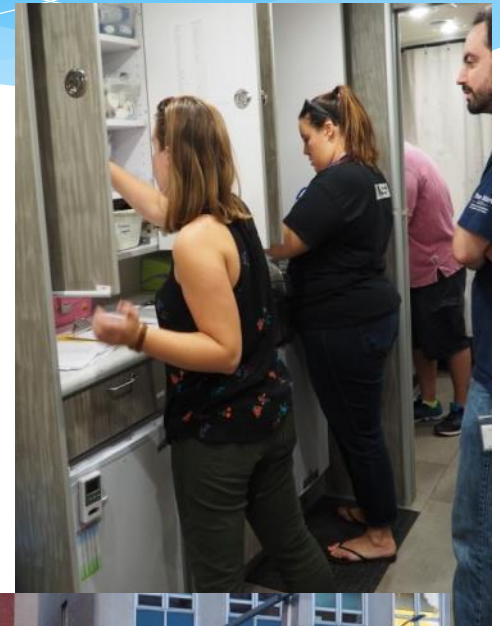


Image courtesy of Rebecca Mackenzie ©

## Lehigh Valley

- Street Medicine Team
- Shelter clinics
- Hospital consult service



# Medicine Where It Matters



## Hospital-based Clinics

BHCHP maintains strong ties to our local hospitals, including **Mass General Hospital** and **Boston Medical Center**, in the care of our patients. With onsite clinical space, our staff provides primary care, monitors our homeless patients who are hospitalized, and supports the follow up and discharge planning after a hospital stay.

## Family Team Sites

As the number of homeless families in and around Boston continues to grow, BHCHP works hard to meet the demand for quality health care in family shelters, such as **Crittenton Women's Union**, and motels across the region.

## Jean Yawkey Place

As BHCHP's integrated medical facility in the South End, **Jean Yawkey Place** unites medical care, behavioral health, and oral health services under one roof through our outpatient and dental clinics, pharmacy, and respite program known as the **Barbara McInnis House**.

## Shelter-based Clinics

In order to be easily accessible to homeless people, BHCHP provides care in shelters, day programs and other unique locations throughout greater Boston, including **Pine Street Inn** & **St. Francis House**.

## KEY

- Adult Shelter-Based
- Hospital-Based
- Family Team - Shelter
- Family Team - Motel
- Multidisciplinary Center

- 1 Boston Medical Center
- 2 Bridge Home
- 3 Bridge Over Troubled Waters
- 4 Cardinal Medeiros Center
- 5 Casa Esperanza Men's Program
- 6 Casa Esperanza Women's Program
- 7 Casa Nueva Vida
- 8 Charles River Hotel
- 9 Crittenton Women's Union
- 10 Crossroads Family Shelter
- 11 Days Hotel
- 12 Entre Familia
- 13 Families in Transition
- 14 Father Bill's Place
- 15 Friends of the Unborn
- 16 Hope House
- 17 Jean Yawkey Place
- 18 Kingston House
- 19 Kit Clark Adult Day Health
- 20 Lindemann Mental Health Center
- 21 Massachusetts General Hospital
- 22 Nazareth Residence
- 23 New England Center For Homeless Veterans
- 24 Pilgrim Shelter
- 25 Pine Street Inn at Shattuck
- 26 Pine Street Inn Men's Clinic
- 27 Pine Street Inn Women's Clinic
- 28 Portis Family House
- 29 Project Hope
- 30 ReVision House
- 31 Rosie's Place
- 32 Safe Harbor
- 33 Salvation Army
- 34 Shepherd House
- 35 SOAR
- 36 Sojourner House
- 37 Southampton Street Shelter
- 38 St. Ambrose
- 39 St. Francis House
- 40 St. Mary's Center for Women & Children
- 41 Temporary Home for Women and Children
- 42 The Eighth Pole at Suffolk Downs
- 43 The Night Center
- 44 Transitions
- 45 Women's Hope
- 46 Women's Lunch Place
- 47 Woods Mullen Shelter

## Not shown:

- Alleyways, park benches, under bridges
- Asian Task Force Against Domestic Violence (Boston)
- Colonial Traveler (Saugus)
- Finex House (undisclosed location)
- Holiday Inn (Brockton)
- Home Suites Inn (Waltham)
- New England Motor Court (Malden)
- Paul Sullivan Housing (varied)
- Super 8 Hotel (Brockton)
- Town Line Inn (Malden)

## Boston

- Over 50 shelter based clinics
- Multi-disciplinary Street Team
- 104 bed respite facility
- Day and night centre clinics
- Regular hospital based homeless clinics



Image courtesy of BHCHP ©



CARE FOR THE HOMELESS

## SERVING NEW YORK CITY

CARE FOR THE HOMELESS IS NOW IN 25 LOCATIONS IN BROOKLYN, THE BRONX, MANHATTAN AND QUEENS.

### OUR MISSION

Care for the Homeless fights homelessness by delivering high-quality and client-centered healthcare, human services and shelter to homeless individuals and families, and by advocating for policies to ameliorate, prevent and end homelessness.

### OUR PARTNERS

We meet homeless people where they are. Health Centers are co-located in homeless shelters, soup kitchens, SRDs and drop-in centers, collaborating with nonprofit partners city-wide.

### CORE SERVICES

#### WOMEN'S SHELTER

SUSAN'S PLACE

Our 200-bed shelter for homeless women, Susan's Place, is a one-stop shop for clients to get all of the help they need for a stable future.

#### PRIMARY CARE

All health centers offer primary care and case management by a medical team, including physicals, vaccinations, management of chronic diseases, referrals to specialty care such as podiatry and dental, counseling and non-emergency issues.

#### DENTAL CARE

Dental care is one of the biggest unmet needs for homeless New Yorkers. Our Dental Program treats the serious impact of poor oral hygiene and trauma.

#### PEDIATRICS

Homeless children are sick four times more often than those who are housed. We help keep kids healthy and in school.

#### HEALTH EDUCATION

Thousands of patients receive support through education and counseling on heart health, cancer screening, diabetes, HIV Awareness, smoking cessation, health insurance enrollment, and more.

#### MENTAL HEALTH & SUBSTANCE ABUSE

CFH's team of mental health professionals and substance abuse counselors provide holistic care and wellness programming with the goal of empowering the client through evaluations, therapy, treatment and group sessions.

#### MOBILE

The Mobile Health Center provides primary care and other health services to street homeless persons and to facilities where an on-site clinic is not available.



## New York

- Multiple shelter and drop in centre clinics
- Health promotion team
- Peer-to-Peer Outreach Program
- Nurse led health service for complex rough sleepers



# Recommendations

- Bring healthcare to the people
- Transition to mainstream services
- Increase involvement of medical students in healthcare delivery
- Provide medical respite services to improve health and social outcomes
- Use peers to engage with healthcare services
- Utilise the potential of electronic medical records

Thank you, any questions?

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