

**Norfolk Homeless Consortium**  
**Committee: Healthcare**  
**Date: February 6, 2008**

**Attendees:**

Yvonne Price, Park Place Med Ctr  
Sue Baynes, Portsmouth CHC  
Dr. Larry Ryan, Salvation Army  
Julie Dixon, The Planning Council  
Alicia Mathews, St. Columba  
Pam Phillips, Bon Secours Med Ctr

Clara Smith Gosnold Apartments  
Haisezetter Hines, Park Place Med Ctr  
Claudia Gooch, The Planning Council  
Dr. Subir Vij, Park Place Med Ctr  
Melanie Rivera, Forkids

**I. Agenda Items**

- Updates and changes in services at PPMC (appointments, hours, outreach, # patients seen vs scheduled, etc.)
- Meeting between Union Mission and PPMC
- Transportation Update / Scheduling
- Project Homeless Connect Planning
- Medication Assistance Update
- Other business

**II. Key Decisions/Action Items**

- Yvonne Price went to Union Mission and Salvation Army shelters to target single males. She reviewed the HCH criteria and documents. All forms are to be posted on the NHC website by March 1 for all providers to use.
- The PPMC has added 1 appointment per day for a NEW or ESTABLISHED homeless person at 10:00 am. Providers should call by 3:00 pm the day before and fax over referral documents. Transportation is also available through PPMC if the client needs to be picked up so just inform PPMC staff if this is the case.
- During a separate meeting between PPMC, Katie and Claudia, it was stated that access to care is still the biggest issue for acute patients. The new 10:00 slot for 1 new patient should help with this. If the slot is not filled by 3:00 pm then it may be used for a non-homeless client.
- The ACCESS van has only picked up one client for each Thursday throughout January, which means 2 slots are not being used by homeless clients per week.
- The HCH goals set by PPMC include:
  - Seeing 57 NEW patients per month;
  - Seeing 1,368 patient visits per year (114 per month)

In January 2008 25 / 44 NEW patients scheduled were seen and 31 / 56 ESTABLISHED patients scheduled were seen. The No Show rate continues to be a problem.

- Bon Secours should contact PPMC for help if discharging a homeless patient and they can help with transportation and scheduling an appointment.
- It was noted that some regular patients of PPMC have become homeless and so the reception desk is now asking all persons.
- Diagnoses most seen amongst the homeless patients at PPMC include:
  - diabetes
  - high blood pressure
  - Hepatitis C
  - asthma
  - bronchitis
  - urinary tract infections

Money for specialty referrals in the HCH program is very limited. PPMC can only pay for those deemed very necessary. An initiative with Access Partnership is working on a program to provide some services for free, such as radiology. Dr. Vij suggested conducting early morning screening at Salvation Army for diabetes and high blood pressure. Dr. Ryan said that Mondays through Fridays are all good.

- The February 28 Project Homeless Connect will have more providers than before, especially dentists, and Julie is working with the Health Dept to plan spacing for everyone.
- The Medication Assistance Program at St. Columba had 38 referrals in December and 81 prescriptions were filled in all. There is a real danger of money running out early for this program since medication costs per patient have risen. Since mid-2007 no less than \$3,000 per month has been spent and only \$5,000 remains through June. It's best if St. Columba fills the gap of medication costs and the patients get enrolled into the ongoing Pharmacy Access Program at PPMC. Wal-Mart and Target have plans for \$4; Kmart has one for \$15 for 3 months.

### **III. Additional business**

- Bon Secours DePaul Medical Center signed a contract with the STOP Organization to place life coaches in the Emergency Room beginning March 1. The program targets persons that present with no insurance but have one of 3 – 4 specified diagnoses. The life coaches will ask them to join the program, connect them with PPMC and track their medication usage, add resources, etc. Care management will be provided by the STOP life coach.
- The Portsmouth Community Health Center currently sees 30 homeless clients and Sue Baynes is conducting outreach with the various shelters. PCHC is also looking for a LPN / Case Manager to replace Linda Williams.
- PPMC has plenty of flu vaccines and Yvonne will set up a time to go to the Union Mission to give shots. St. Columba also requested this service at the day shelter, as well as Gosnold. Suggestions were made to also give flu shots at the NEST

shelter and at DHS during pick-up time for NEST in the evenings. Frances Tally at DHS would be the best contact to arrange this.

- Outreach to the Dept of Corrections, PACE program and to the ACC needs to be made so they can participate regularly at the health care meetings and coordinate homeless patients with PPMC. Julie and Claudia will follow up with all of them in February.
- A new Transgender Clinic will open at PPMC in April and is a collaborative program with ACCESS.
- Clara suggested new flyers advertising the HCH program would be helpful to attract clients and announce the hours available and process for referral. Bon Secours offered to help with printing and laminating costs.

#### **IV. Upcoming Meetings**

- **March 5 – 10:00 am, Gosnold Apartments**
- **April 2 – 10:00 am, Gosnold Apartments**
- **May 7 – 10:00 am, Gosnold Apartments**

\*Meetings are held on the first Wednesday of each month in the Boardroom of Gosnold Apartments: 2425 Gosnold Avenue, Norfolk