

Norfolk Homeless Consortium
Committee: Healthcare
Date: March 5, 2008

Attendees:

Yvonne Price, Park Place Med Ctr
Sue Baynes, Portsmouth CHC
Stacie Walls-Beegle, ACCESS
Julie Dixon, The Planning Council
Alicia Mathews, St. Columba
Edmond Rogers, Sentara Norfolk ACC
Barbara Willis, Portsmouth CHC

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
Tramaine Jones, Park Place Med Ctr

I. Agenda Items

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

II. Key Decisions/Action Items

- Sentara's Ambulatory Care Center (ACC) located across from the Public Health Dept has consistent referrals from PPMC for \$20.00. The patient cannot always pay this and it's possible that PPMC can pay for them but there needs to be communication between ACC and PPMC. There is an idea to create a voucher system to guarantee payment.
- PPMC would also like to better coordinate seeing homeless patients who present to Sentara's ACC or ER whenever possible. It was suggested that the placement of posters in the ER about the HCH program would be helpful. All homeless patients should also be referred to provider agencies for follow-up care / case management and Julie will send Edmond Rogers the list of homeless shelters and providers in Norfolk.
- PPMC will follow up with Pam Phillips about printing HCH laminated cards for homeless patients.
- PPMC began seeing its first patient in the 10:00 AM slot while also providing transportation to and from the Union Mission. This slot is always available for providers to call the day before and make appointments for patients that need urgent / acute care.

- ACCESS noted that some patients they pick up are not aware of why they are going to the clinic so some communication by the providers needs to happen before people are put on the van on Thursdays because the driver is not the appropriate person to answer their questions. Also, space is still available on the vans each week and PPMC can see 3 new (or established if necessary) patients each Thursday afternoon.
 - The HCH goals for seeing patients (including both Norfolk and Portsmouth clinics) include:
 - 57 NEW patients per month;
 - 1,368 total patient visits per year (114 per month)
- In **February 2008 19 / 24 NEW patients scheduled were seen and 28 / 52 ESTABLISHED patients scheduled were seen.** The No Show rate continues to be a problem.
- Yvonne Price and PPMC staff conducted agency visits and were at both ForKids and the Union Mission this month. At UM a total of 35 flu shots were given during two separate visits.
 - The February 28 Project Homeless Connect saw over 850 homeless persons. 277 of them received medical care (with 35 follow up appointments); 187 received vision screening (with 58 pairs of glasses distributed) and 56 HIV tests were conducted. The Dental section had 18 chairs and approximately 14 dentists and hygienists. 87 patients were provided dental care.
 - The Medication Assistance Program (MAP) at St. Columba had 49 referrals in January and 92 prescriptions were filled. Alicia is forecasting that program money will run out sometime in May if expenses remain the same. She is looking at coordinating with Wal-Mart to use the \$4 prescription plan and the group discussed how this could work to ensure the money is spent only on the medication prescription. Perhaps a prescription card for patients could be created.

III. Additional business

- Union Mission has a new Wellness Initiative program and will be invited to speak at the NHC meeting about it.
- Gosnold continues to have problems getting patients into Psychiatric care with follow-up. The lack of detox is a huge barrier, as well. Clara has not found the new CSB Crisis Stabilization program to resolve these problems. Julie will invite Shelby Gorham to come to the next committee meeting to better coordinate and clarify how to help these problems.

IV. Upcoming Meetings

- **April 2 – 10:00 am, Gosnold Apartments**
- **May 7 – 10:00 am, Gosnold Apartments**
- **June 4 – 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