

A Medical Student-Run Inpatient Homeless Consult Service

UVA Health Disparities Conference
2.8.22
Jacqueline Carson, MD/MPH Candidate '22

Homelessness in Charlottesville



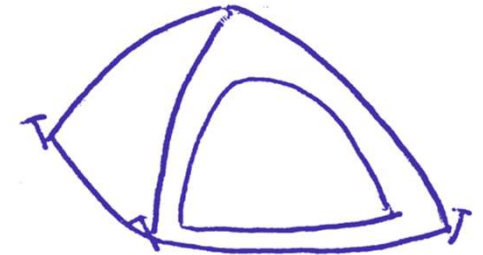
Emergency Shelter

135

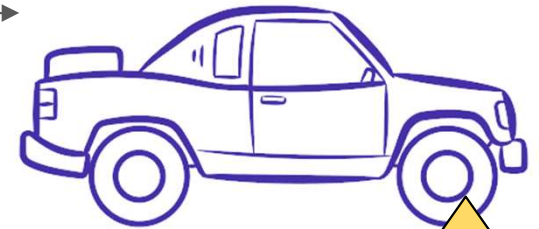
163

Individuals homeless
in Cville in Jan 2021

28



Rough Sleeping



Sleeping in Vehicle



The Haven
Day shelter

Overnight
Shelters:



Require
Referral

Homelessness in Charlottesville

PIT 2020 Total: 163 individuals
60 (37%) are chronically homeless



Emergency
Shelter

135



Rough
Sleeping

28



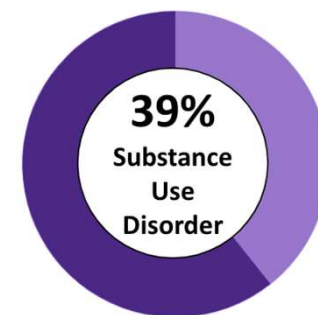
Sleeping in
Vehicle



Couch Surfing +
Doubled-up



Hotels + PSH



Insurmountable Barriers To Navigating Healthcare



Homeless Healthcare in Charlottesville, 2022



UVA Community Outreach Clinic at the Haven
Health Navigation Nights Barrier reduction @ shelter sites
Inpatient Homelessness Consult Service Discharge planning & resource connection @ hospital
Street Outreach Delivery supplies, connect to clinic @ streets, Rt 29
Street Sheet Community resource brochure
Vaccines & Tests With Health Dept @ shelter sites

Homeless Healthcare in Charlottesville



**UVA Community Outreach Clinic at
the Haven - est. May 2019**

Sites:
The Haven
Premier Circle

*Functions as
somewhere
between
primary &
urgent care*

**Health Navigation Nights
est. Oct. 2019**

Premier Circle
PACEM Congregate

*Medicaid apps, med delivery, triage of acute
concerns, appt scheduling, transport*

**Inpatient Homelessness
Consult Service - est. June 2021**

UVA

**Street & Shelter Medicine
Interest Group Outreach**

Downtown & Rt 29

**“Street Sheet” Community
Resource Guide**

**STD & COVID Testing
Flu & COVID Vaccines**

Haven
Premier Circle
PACEM
Salvation Army

Origin Story

- My background
- Street Medicine Institute 10/2019
- 3rd-year Medicine Rotation patient
- First consult on 6/23/21



Partnerships

- Medical Students - 54 Students trained!
- Hospitalists
- General Medicine/Family Medicine/General Surgery
- **Social Workers/Case Managers**
- HOME team program
- **Complex Care Physicians Group**
- UVA Health CEO
- **Population Health - Interactive Home Monitoring Teams**
- Haven
- Premier Circle
- Salvation Army
- SHE Shelter
- All Blessings Flow

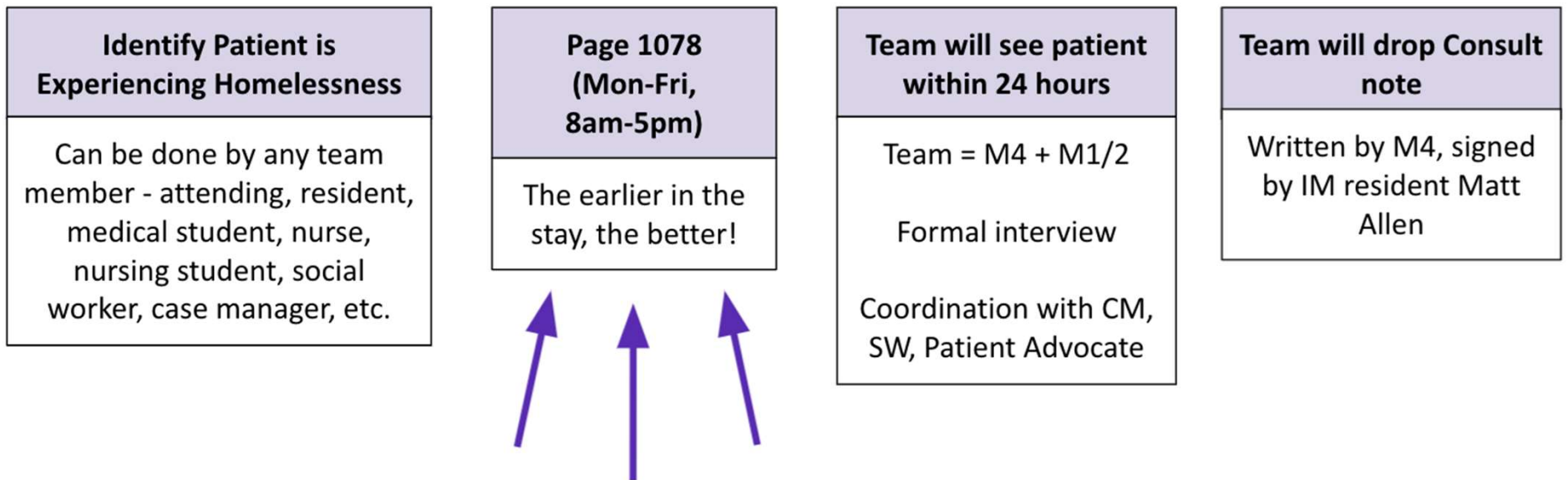


Interactive Home Monitoring Program (IHM)



How It Works

- Started as a pilot program on 3rd floor Medicine and Family Medicine Teams
 - Now hospital wide



Patient Interview

Goal of interview is to elicit:

- Shelter eligibility
- Resources
- Circumstances that may impact ability to follow care plan effectively at discharge

HOUSED BEDS, from Keck USC School of Medicine, used as interview framework



Sample Interview Questions:

- *Where do you sleep?*
- *How long have you been experiencing homelessness?*
- *Do you utilize the Haven?*

Summarize:

- Impression
- Identified barriers to discharge
- Recommendations
- Navigation of shelter entry system

What We Help With



Outpatient Follow up

Haven/ Premier Circle Clinic, UMA, PCC



Medicaid Apps



Rough Sleeping Supplies

Coats, backpacks, sleeping bags



Discharge Planning

Recommendations & Referrals to Shelters

APPLICATION FOR FINANCIAL ASSISTANCE 

PLEASE MAIL COMPLETED FORM TO:
ATTENTION VERIFICATION DEPARTMENT
BOX 800700
CHARLOTTESVILLE, VA 22908-0750
1-866-330-9659 (T) 1-804-924-9322 (F)
Email: Financialassistance@virginia.edu

STEP 1: COMPLETE INFORMATION BELOW:

PATIENT NAME:	SOCIAL SECURITY# (if applicable):
ADDRESS:	BIRTH DATE:
CITY, STATE, ZIP:	MEDICAL RECORD NO:

UVA Financial Screening



Cell Phone Applications



Medication Management

DME, insulin storage plan, recs re med schedules & sedatives



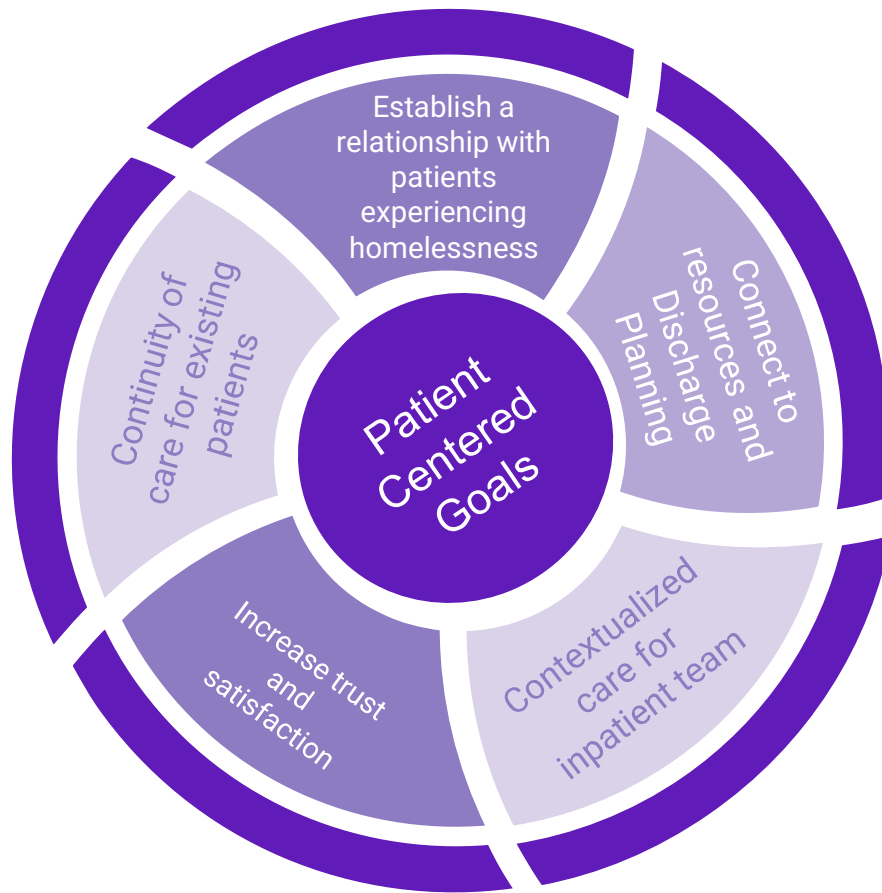
Transportation Plan

For follow-up appointments

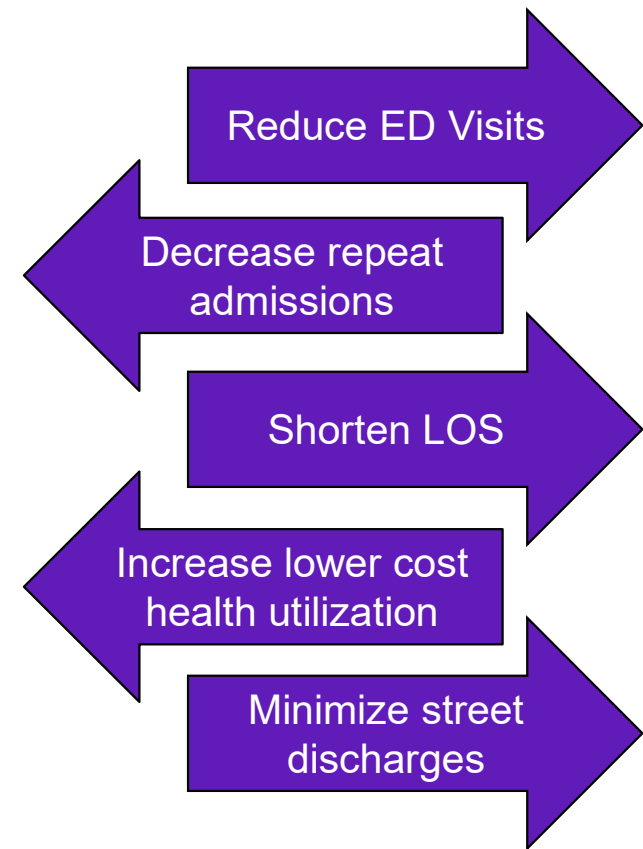


Durable Medical Equipment

Partnership with All Blessings Flow



Population-level Goals

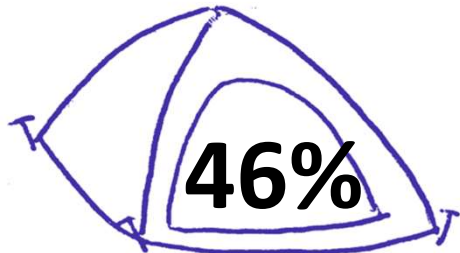


BONUS! Hands-on experience with SDOH for students

So Far...

107
Consults

86
Individuals



Rough Sleeping



Emergency Shelter



Couch Surfing +
Doubled-up

31%
Team knew

25 %
Not local

Discharges

Premier Circle	7 (6.5%)
Emergency Shelter	23 (21%)
SNF	14 (13%)
Hotel	9 (8%)
Rehab/Longer term stay facility	10 (9%)
Street	23 (22%)

Tasks Completed

Care Coordination with Community	41
Referral to Shelter Placed	37
Cell phone application	9
UVA financial Screening	10
Encouraged/Made Haven Clinic Appt.	29
Supplies Given	7

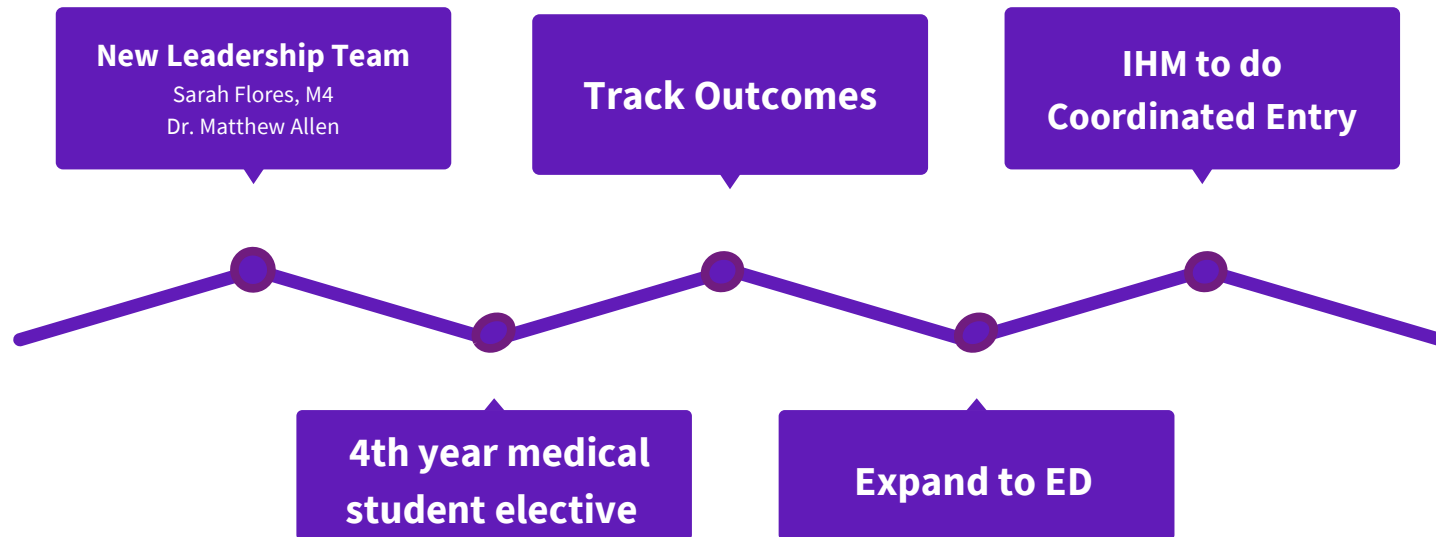
Average: 12 days
Length of stay:
Median: 7 days

39 (36.6%) Readmissions within 30 days

Limitations

- Small sample size
- COVID
- Does not include information from hospitals outside of Care Everywhere
- No ED coverage
- Student volunteers
 - 8AM -5PM on weekdays

Future/Sustainability Plans



Impressions 6 months out

Gratitude

Shelter access
is limited for
many

WE MUST ADVOCATE FOR:

Affordable
Housing

COVID Hotel-ing

Respite Care

Better data /
Homelessness
in EHR

Homeless Patient?

**Want to get
involved?**

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The earlier the better!!

Email me or Sarah Flores!

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sef2zn@hscmail.mcc.virginia.edu

THANK YOU!



Info Sheet:



Email Jacqueline Carson at jec2cb@virginia.edu if you have any questions or are interested in getting involved!

References

1. Feldman CT, Feldman BJ, Hunt JJ. HOUSED BEDS: A Clinical Tool for Taking a History on an Unsheltered Homeless Patient. DOI: 10.17605/OSF.IO/UCVE9
2. Thomas Jefferson Area Coalition for the Homeless (TJACH), 2021 Point-in-time count [unpublished data]