Integrated Service Delivery and Health-Related Quality of Life of Individuals in Permanent Supportive Housing Who Were Formerly Chronically Homeless

Integrated Primary & Behavioral Healthcare in PSH

SEARCH Homeless Services: Phoebe Wong, LCSW & Cathy Crouch, LCSW

Poll: Tell us who you are!

Go to www.menti.com. Enter code **5584 4971**.
Choose the description that best fits your role and click "Submit."

Poll Results: Tell us who you are!

Six Levels of Collaboration/ Integration

From the SAMHSA-HRSA Center for Integrated Health Solutions

COORDINATED KEY ELEMENT: COMMUNICATION		CO LOCATED KEY ELEMENT: PHYSICAL PROXIMITY		INTEGRATED KEY ELEMENT: PRACTICE CHANGE	
LEVEL 1 Minimal Collaboration	LEVEL 2 Basic Collaboration at a Distance	LEVEL 3 Basic Collaboration Onsite	LEVEL 4 Close Collaboration Onsite with Some System Integration	LEVEL 5 Close Collaboration Approaching an Integrated Practice	LEVEL 6 Full Collaboration in a Transformed/ Merged Integrated Practice
Behavioral health, primary care and other healthcare providers work:					
In separate facilities, where they:	In separate facilities, where they:	In same facility not necessarily same offices, where they:	In same space within the same facility, where they:	In same space within the same facility (some shared space), where they:	In same space within the same facility, sharing all practice space, where they:
▸▸ Have separate systems ▸▸ Communicate about cases only rarely and under compelling circumstances ▸▸ Communicate, driven by provider need ▸▸ May never meet in person ▸▸ Have limited understanding of each other's roles	▸▸ Have separate systems ▸▸ Communicate periodically about shared patients ▸▸ Communicate, driven by specific patient issues ▸▸ May meet as part of larger community ▸▸ Appreciate each other's roles as resources	▸▸ Have separate systems ▸▸ Communicate regularly about shared patients, by phone or e-mail ▸▸ Collaborate, driven by need for each other's services and more reliable referral ▸▸ Meet occasionally to discuss cases due to close proximity ▸▸ Feel part of a larger yet non-formal team	▸▸ Share some systems, like scheduling or medical records ▸▸ Communicate in person as needed ▸▸ Collaborate, driven by need for consultation and coordinated plans for difficult patients ▸▸ Have regular face-to-face interactions about some patients ▸▸ Have a basic understanding of roles	▸▸ Actively seek system solutions together or develop work-a-rounds ▸▸ Communicate frequently in person ▸▸ Collaborate, driven by desire to be a member of the care team ▸▸ Have regular team meetings to discuss overall patient care and specific patient issues ▸▸ Have an in-depth understanding of roles and	▸▸ Have resolved most or all system issues, functioning as one integrated system ▸▸ Communicate consistently at the system, team and individual levels ▸▸ Collaborate, driven by shared concept of team care ▸▸ Have formal and informal meetings to support integrated model of care ▸▸ Have roles and cultures that blur or blend

Poll: How integrated are you?

Go to www.menti.com. Enter code **2774 5056**.
Choose your response and click "Submit."

Poll Results: How integrated are you?

New Hope Housing Sites

1115 Medicaid Waiver

- High utilizers of emergency department who were living on the streets
- Randomized between 2 Federally Qualified Health Centers (FQHCs)
  - Healthcare for the Homeless – Houston partnered with SEARCH
  - Avenue 360 was already providing housing services into PSH

Context

Building Institutional Knowledge & Skill

- Partnership with Baylor College of Medicine since SEARCH opened our doors in 1988
- Background in randomized clinical trials in medical school settings
- Comfortable using standardized assessments
- Clinical backgrounds
- Use of evidence-based practices beginning in 1996
- At the same time began relationships with academic researchers
- Full-time data analyst on staff since the late 90s
- Able to find $$ for these kind of projects
- Location, location, location

Program Design

Integrated Service Delivery

- Project Staff
  - SEARCH
    - Executive VP (clinician)
    - Case managers
    - Clinical case managers
  - Healthcare for the Homeless – Houston
    - CEO (clinician)
    - RNs
    - Community Health Workers
    - Behavioral Health clinicians (located at HHH clinic)
- University of Texas Houston School of Public Health
    - evaluator

Program Model

- Integration of Clinical Case Management with Primary Care and Behavioral Health
  - All staff officed onsite at the various housing locations
  - A nurse, community health worker and case manager assigned to each site
  - Total number of residents at any point in time was 100?
  - Weekly clinical staffing involving the entire team
    - Senior leadership was almost always present to
      - promote adherence to the clinical models and approaches
      - Ensure that neither PSH nor med/psych views were ignored
  - Periodic review of data
  - On-going reference to recent scores:
    - A1C
    - Depression scores using the PHQ-9
    - SF-36 decline

SF-36 (shorter version from the Medical Outcomes Study)

- Administered at enrollment (baseline) and every six months thereafter while housed
- Residents are provided a $10 cash incentive for every completion
- During interview, staff 1) assess Stage of Change for a client-identified behavior and 2) use motivational interviewing or behavioral therapy or CBT

PHQ-9

- Same frequency, but without the intervention. Referral to Behavioral Health Specialist.

A1C

- Baseline. Clinic visits and 8-session diabetes awareness education by COH Health Department

Data Analysis

- Site analysis run by data analyst semi-annually looking at change over time from baseline
- Program managers and line staff can run their own reports to see which of their individual clients are getting better, staying the same, or getting worse by dimension

Clinical Assessments

SF-36

Health-Related Quality of Life

The following questions are about activities you might do during a typical day. In the past 1-week does your health limit you in these activities? If so, how much?

(Please circle one number on each line)

	ACTIVITIES	Yes Limited A lot	Yes Limited A little	No, Not Limited At All
3a:	Vigorous activities, such as running, lifting heavy Objects, participating in strenuous sports	1	2	3
3b:	Moderate activities, such as moving a table, pushing a vacuum cleaner, bowling, or playing golf	1	2	3
3c:	Lifting or carrying groceries	1	2	3
3d:	Climbing several flights of stairs	1	2	3
3e:	Climbing one flight of stairs	1	2	3
3f:	Bending, kneeling, or stooping	1	2	3
3g:	Walking more than one kilometre	1	2	3
3h:	Walking half a kilometre	1	2	3
3i:	Walking 100 metres	1	2	3
3g ww:	Wheeling more than one kilometre	1	2	3
3h ww:	Wheeling half a kilometre	1	2	3
3i ww:	Wheeling 100 metres	1	2	3
3j:	Bathing or dressing yourself	1	2	3

[a] Modified from SF-36[1]: Items 3 (a to j) are the original SF-36 questions, while 3g ww to 3i ww (shaded area) comprise the supplementary SF-36ww modification.


Same or Better 1,109 (45%)
Below 423 (17%)
Well Below 927 (38%)
Same or Better 774 (31%)
Below 321 (13%)
Well Below 741 (30%)


Same or Better
Below
Well Below
Physical Component Summary
Same or Better
Below
Well Below
136
Members
38
Members
92
Members
36
Members
14
Members
61
Members
80
43
141

ails

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Age	Gender	Survey Date	PCS	PF	RP	BP	GH	MCS	VT	SF	RE	MH
31	F	05/19/2022	49.5	36.5	25.7	62	45.1	34.5	58.5	57.3	24.8	22.1
69	M	05/18/2022	58.6	57.5	57.2	62	50.8	48.7	52.6	47.3	49.2	56.1
59	M	02/11/2022	58.9	57.5	48.2	62	59.4	47.6	46.7	57.3	56.2	43
64	M	04/13/2022	34	28.8	32.5	38.6	38	41.9	52.6	32.3	35.3	37.8
59	M	03/22/2022	41.5	38.4	39.2	38.2	43.7	38.7	46.7	37.3	35.3	37.8
63	M	05/26/2022	35.2	32.7	39.2	34.6	35.6	41.1	43.7	37.3	35.3	40.4
	F	02/09/2022	31.8	30.7	23.5	26.5	33.2	23.1	34.8	17.2	21.4	24.7
71	M	05/23/2022	31.6	34.6	36.9	25.7	33.2	39.7	34.8	37.3	35.3	40.4
30	M	05/04/2021	54.4	49.9	57.2	62	57.9	62.7	64.5	57.3	56.2	63.9
64	M	02/18/2022	34	28.8	48.2	47.5	38	63.1	49.6	57.3	56.2	56.1
52	M	08/02/2021	57.4	55.6	48.2	55.5	43.7	33.3	46.7	42.3	35.3	37.8
67	M	05/18/2022	34.3	36.5	32.5	42.6	35.6	52.3	55.6	47.3	38.8	50.9
33	M	03/18/2022	66.3	57.5	57.2	43.5	49.9	8.7	40.7	17.2	24.8	14.2
45	M	01/25/2022	60.9	57.5	57.2	62	66.5	58.2	64.5	57.3	56.2	58.7
56	M	09/27/2021	49.6	53.7	48.2	42.2	38	39.1	49.6	42.3	45.7	35.2
59	M	06/02/2022	48.3	48	57.2	42.6	38	47.8	49.6	57.3	56.2	35.2
43	M	01/17/2022	36	26.9	30.2	38.6	41.3	30.6	37.7	27.3	24.8	32.6
52	F	10/19/2021	19.1	21.2	25.7	25.7	30.8	52.5	28.8	57.3	42.2	43
61	M	10/07/2021	50.6	57.5	48.2	25.7	65.1	45.9	55.6	42.3	45.7	45.6
51	M	01/13/2022	32.2	23.1	23.5	34.6	35.6	21.2	28.8	17.2	17.9	24.7

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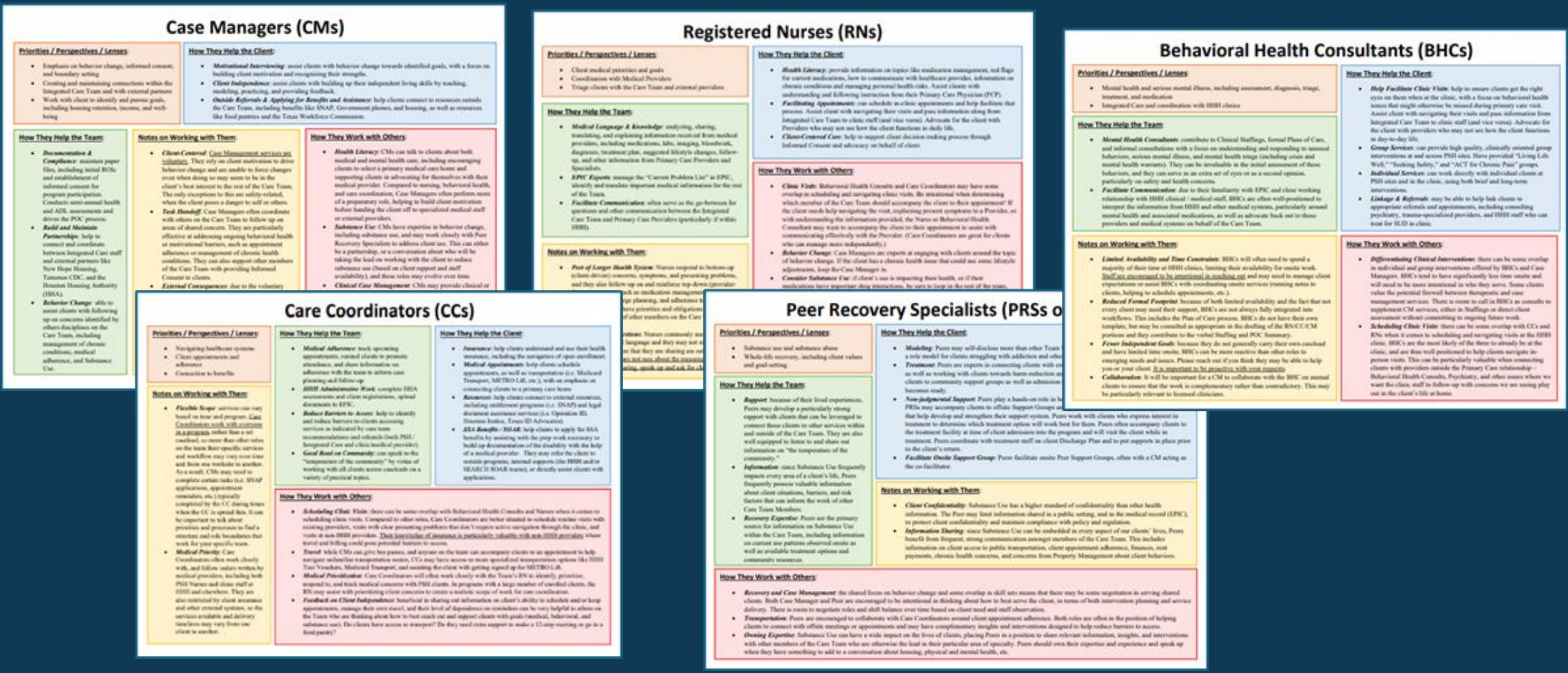
		N = 54	N = 49	N = 40	N = 34	N = 34		N = 29	N = 32	N = 27	N = 21			N = 21	N = 21	N = 19	N = 13	N = 5		N = 49	N = 45	N = 41	N = 30	N = 24		N = 59	N = 48	N = 36	N = 2		
	SEARCH/HHH - (1115)	18 months	24 months	30 months	36 months	42 months	UNDA VISTA / 1185	18 months	24 months	30 months	36 months	42 months	Temenos I	6 months	12 months	18 months	24 months	30 months	Temenos II	6 months	12 months	18 months	24 months	30 months	Villas at Eastwood	6 months	12 months	18 months	24 months	30 months	MID
VT		2.8	3.2	3.2	4.4	0.8		-1.8	-2.2	-1.8	-5.1			-1.1	0.7	0.6	0.5	3.6		-0.8	-1.8	1.7	2.7	0.0		-2.0	-0.8	-2.6	-10.4		2
PF		0.5	2.6	1.9	1.2	0.3		-0.8	-1.4	0.8	3.8			-2.5	-0.7	1.5	-0.4	-1.5		-1.1	-1.7	-1.0	-1.1	-1.4		-0.9	0.4	1.0	-7.7		3
BP		2.3	2.4	3.1	5.7	2.0		2.6	-0.5	-0.9	0.0			-3.4	-0.9	5.3	0.1	11.8		0.9	2.4	2.0	5.1	2.0		-0.9	1.4	-0.6	-5.8		3
GH		2.3	4.0	4.0	2.6	-0.8		-0.5	-1.4	1.1	1.6			2.2	4.2	4.5	1.9	3.0		0.9	0.4	1.6	2.3	3.0		-0.2	-1.2	-2.0	-1.9		2
RP		3.7	4.7	5.3	4.9	2.4		-0.5	-0.1	0.0	0.1			1.1	4.5	5.4	1.4	7.2		-0.8	0.6	1.8	1.9	1.8		0.0	-0.2	0.3	-10.1		3
RE		8.0	6.6	6.8	4.1	3.1		1.8	3.2	-1.4	-2.8			-1.8	0.8	2.4	1.6	5.6		0.4	-2.1	2.5	2.0	2.0		-1.6	3.5	2.0	-1.7		4
SF		6.3	5.6	6.4	5.6	3.4		1.9	3.0	4.8	1.2			1.0	1.2	2.1	-1.5	4.0		0.6	0.8	3.4	3.0	2.9		-0.5	0.1	-1.4	10.0		3
MH		5.3	5.1	6.3	4.5	3.8		-0.6	-1.1	1.3	-3.2			1.7	3.2	3.4	1.0	-3.1		0.1	-1.9	2.6	1.9	-0.4		-2.5	-2.7	-4.3	-1.3		3
PCS		0.2	2.2	2.0	3.0	0.0		-0.1	-1.5	0.2	3.2			-1.3	1.2	4.1	0.3	6.1		-0.4	1.2	0.2	1.6	1.1		0.1	0.1	0.3	-8.9		3.5
MCS		7.5	6.1	7.0	5.0	3.7		0.6	1.5	0.8	-4.6			0.8	2.1	1.8	0.8	1.1		0.5	-2.0	3.4	2.7	1.3		-2.2	-0.2	-2.3	2.5		3.5

		N = 24	N = 21	N = 24	N = 23	N = 20		N = 54	N = 48	N = 34	N = 25	N = 26		N = 12	N = 11	N = 8				N = 24	N = 15	N = 5				N = 85	N = 76	N = 63	N = 44	N = 41	
	Scattered Site I	18 months	24 months	30 months	36 months	42 months	Scattered Site II	12 months	18 months	24 months	30 months	36 months	Scattered Site III	6 months	12 months	18 months	24 months	30 months	Scattered Site IV	6 months	12 months	18 months	24 months	30 months	Harrisburg	6 months	12 months	18 months	24 months	30 months	MID
VT		-1.7	-1.0	0.4	1.6	2.5		-1.3	-2.2	-1.4	-0.1	-2.1		0.5	6.2	1.1				-0.5	-6.9	8.9				-0.7	-1.4	-0.8	-2.3	0.5	2
PF		-1.0	0.9	1.4	-0.6	-1.0		-2.1	-0.6	-2.6	-3.0	-2.9		-5.3	2.4	1.7				-2.2	-7.9	0.4				0.5	0.6	-1.2	-2.8	-1.3	3
BP		-0.9	3.8	3.2	2.2	3.2		-0.9	1.4	-0.9	-0.1	3.0		4.1	5.0	-2.9				-1.8	-7.2	-4.7				0.7	-1.7	-1.7	-3.1	-1.9	3
GH		-1.5	-1.2	-1.7	-1.8	1.2		-1.3	-2.5	-1.4	0.8	-1.5		-3.4	-1.4	0.8				0.0	-2.4	4.3				-1.3	-0.1	-3.2	-1.9	0.1	2
RP		-1.6	1.2	-0.4	-2.6	2.2		-2.2	2.1	-1.5	-0.5	-0.5		2.8	4.3	2.8				-0.1	-7.2	2.7				1.2	0.1	-1.9	-2.9	-0.9	3
RE		-1.9	-3.3	-4.9	-3.0	-0.2		-1.2	0.6	-4.4	-3.2	-2.8		-2.3	1.9	0.4				-1.9	-3.0	-3.5				0.4	-2.2	-3.3	-2.2	-1.4	4
SF		-0.8	0.0	5.0	2.8	4.5		0.5	-0.2	-2.5	0.8	1.7		2.5	5.5	7.5				-1.5	-3.7	1.0				0.4	-0.5	-1.9	-3.5	-1.7	3



Clarifying & Valuing Each Role