

# Wasatch Homeless Health Care Capital Request Mobile Medical Clinic

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## Background: Needs Assessment

- Early 2015 a small group of homeless service providers started meeting to try and address gaps in access to health care
- Spring of 2015 Salt Lake County Collective Impact Survey indicated that access to health care was a high priority/need
- Existing group became the Collective Impact Health Care Subcommittee
- Health Care Subcommittee recommended: supporting Hub & Spoke model and FSC's application for a New Access Point grant application (Palmer Court and Mobile)
- 2016 HOME Initiative was a coordinated request for state funding to minimize homelessness in Salt Lake County
- 2016 Community Foundation of Utah launched a donor directed fund for homeless & health care



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## The "Hub" and Services

- Hub: 409 West 400 South
  - Current fixed site location
- Services:
  - General Medical Services
  - Lab Services
  - Pharmacy Service
  - Dental/Oral Health Services
  - Behavioral Health Services
  - Support Groups/Health Education



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## "Spokes" for Nurse Care Management: Pilot Program

### Phase One: July 2017

- ❖ YWCA, 322 Broadway
  - ❖ Women and Children; Domestic Violence
  - ❖ Transitional Housing and Shelter
  - ❖ 48 Transitional Housing Units and 181 Bed Shelter
- ❖ First Step House, 440 S 500 E
  - ❖ Substance Use Residential Treatment Facility
  - ❖ 32 Beds/Individuals/Male
- ❖ Salt Lake County Housing Authority
  - ❖ Grace Mary Manor, 19 Gregson Ave S
    - ❖ 84 Units/Individuals
    - ❖ Chronically Homeless Men/Women
  - ❖ Kelly Benson, 3120 S 3600 W
    - ❖ Seniors, Men/Women
    - ❖ 59 units, approximately 70 Individuals

### Phase Two: January - March 2018

- ❖ Volunteers of America
  - ❖ Detox, 252 Brooklyn Ave
    - ❖ Adult Men and Women
  - ❖ Youth Resource Center, 888 S 400 W
    - ❖ Male and Female Youth
    - ❖ Youth between 15 - 24 years

### Phase Three: June 2018

- ❖ The Road Home
  - ❖ Family Shelter, 529 9th Ave, Midvale
    - ❖ 300 Beds; Families
  - ❖ Palmer Court, 999 Main St
    - ❖ 201 Apartments; approx. 300 Individuals
    - ❖ Men, Women and Children
  - ❖ Main Shelter, 210 S Rio Grande
    - ❖ Men and Women



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## Additional “Spokes” for Nurse Care Management & Van

### New Resource Centers

- High/Paramount
  - 80% Men/20% Women
  - 200 Beds
- South Salt Lake
  - Men
  - 300 Beds
- Central City
  - Women
  - 200 Beds

### Current Medical Outreach

- Camps
- Asian American Association
- North Temple
- South State Street
- The Other Side Academy
- Motels



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## Program Objectives

- Increase Access
- Expand Footprint in the Community
- Reduce Barriers to Care
- Respond to the Community Needs & Improve Collaboration
- Improve Efficiency of Care
- Improve Appropriate Utilization of Health Care Resources



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## Scope of Service on Mobile Medical

- Primary Care
- Health Screenings
- Chronic Disease Care
- Urgent Care
- Small Procedures
- Labs
- Physicals
- Medication Management

*Mobile patients can also access resources at the Hub*



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## Lessons Learned Through Research

- Researched multiple programs in similar states, homeless, non-homeless, patient numbers and with nurse care manager programs
- Inquired about other programs' lessons learned & key factors for success
- Attended national conference on mobile medical programs
- Met with multiple manufacturers
- Vetted proposal with various business and program partners



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## Service Delivery Model

- Integration with Nurse Care Management Program
- Dedicated Space in Resource Centers
- Flexibility with Mobile Medical Unit (2-3 Exam Rooms)
- Medical Team
  - Two Providers
  - Medical Assistant



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## Elements for a Successful Program

- Strong Community Relationships & Partnerships
- Scheduled Visits with Flexibility
- Coordination with Nurse Care Manager
- Routine Vehicle Maintenance
- Good Relationship with Mobile Manufacturer
- Contingency Plans
  - Flex space at resource centers
  - Staff support & willingness to be cross trained



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## Metrics for Success

- Increased Access to Quality & Efficient Health Care Services
  - Increase Number of New & Returning Patients
  - Increase Number of Patients Enrolled in Health Insurance
  - Improved Health Measures
  
- Decrease Emergency Medical Services (EMS) at Spokes
  - Decrease Calls for EMS
  - Increase Patients Utilizing Mobile/Hub for Urgent Care



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## Anticipated Possible Challenges & Resolution

- |   |  |
|---|--|
| <ul style="list-style-type: none"> <li>➤ Mechanical Issues           <ul style="list-style-type: none"> <li>➤ Extended Warranties</li> <li>➤ Established Service Agreements</li> </ul> </li> <br/> <li>➤ Connectivity           <ul style="list-style-type: none"> <li>➤ System Designed &amp; Installed as part of the Build</li> <li>➤ Redundancy</li> <li>➤ Urban</li> </ul> </li> </ul> | <ul style="list-style-type: none"> <li>➤ Budget           <ul style="list-style-type: none"> <li>➤ Initial Funding</li> <li>➤ Donor Interest &amp; Encouragement</li> </ul> </li> <br/> <li>➤ Utilization of Services           <ul style="list-style-type: none"> <li>➤ Support from Community Partners</li> <li>➤ Current Positive Patient Feedback</li> <li>➤ Integration with Nurse Care Management Program</li> <li>➤ Outreach Efforts</li> </ul> </li> </ul> |
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## Capital & One Time Costs

Mobile Medical Unit:	\$683,748
Mobile Medical Equipment:	\$34,275
Medical Equipment at Recourse Centers:	\$150,141
<b><u>Subtotal:</u></b>	<b><u>\$868,164</u></b>
Contingency (10%):	\$86,816
<b><u>Total:</u></b>	<b><u>\$954,980</u></b>



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## Mobile Medical Unit Operational Costs

- Staffing & Benefits
  - Vehicle Maintenance & Fuel
  - Insurance
  - Supplies
  - Licenses & Compliance
  - IT System
  - Trainings
  - Office Supplies
  - Medications
  - Storage
  - 10% Contingency
- Total Annualized: \$509,500



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## Questions, Comments and/or Feedback



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