

Healthcare + Homelessness (H+H) Pilot Initiative



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A scenic view of a forest at sunset. The sun is low on the horizon, creating a bright glow and lens flare. Tall evergreen trees are in the foreground, and a mountain peak is visible in the distance under a clear sky.

Washington County Healthcare + Homelessness (H+H) Pilot Aim

Collaboration between the County and health systems, including data sharing and coordination of resources/supports, to achieve a measurable reduction in chronic homelessness through coordinated interventions for people with unmet medical needs who are chronically homeless or at risk of becoming homeless.

Our focus narrowed to one project: Case Conferencing

- Improve care coordination for patients experiencing homelessness
- Started with winter shelter mini-pilot
- Kaiser Permanente and Providence will sign the County's HMIS agreement with a custom "health care addendum"
- Launch bimonthly case conferencing
- If successful, expand and scale



Caveats and clarifications

This is not Health Share's HRS pilot – but could connect in future (ex., medical respite)

Not a comprehensive health/housing data sharing agreement – YET

Not health systems making referrals into housing for our patients

Not based in ED or inpatient—starting with primary care/ambulatory

- ✓ To our knowledge, the first time in Oregon that health systems have signed onto a CoC/HMIS agreement to enable shared review of homeless system data
- ✓ Community-level, small scale
- ✓ Health systems collaborating to close care gaps identified by housing and service providers and by people experiencing homelessness

Winter Shelter Case Conferencing Mini-Pilot



Short-term pilot to test out model during winter shelter season, January-April 2022
Participants: County shelter and housing staff + health systems



Rapid (1-hour) case conferencing; quickly problem-solve issues and find points of connection
Feedback sessions: midway + end of pilot



Health system participants did pre-meeting chart review + updated chart afterward with notes, escalating if needed to care teams



Met 7 times; 13 individuals served

Provider voice: patient impact

“The case conferencing pilot has been so valuable to help us understand the actual situation of patients when they are going through severe challenges. It’s about right care at the right time.”

- Eunice Dunkoh,
Patient Navigator
Kaiser Permanente

“One of our winter shelter participants was an expecting single mother struggling with her mental health. Through case conferencing with health partners, we were able to connect her with appropriate prenatal care [and] collaborate to provide ongoing mental health support... during her time in shelter. I am proud to say that she is now stably housed and doing well.”

-Yesenia, Family Promise of Greater
Washington County



Key learnings from Winter Shelter Mini-Pilot

Many unhoused people do not know who their health provider is or what services are available to them

Shelter/housing staff are unfamiliar with healthcare systems, unsure how to access care for their clients

Our care teams lack a consistent pathway to connect with unhoused patients and the homeless response system

Case conferencing worked well to close care gaps – enabled referrals, info sharing, communication and rapid problem solving

In-home care, SUD and mental health services and support are critical needs

County-required individual release of information listing specific health system employees was time-consuming and inefficient

Launching next phase of case conferencing

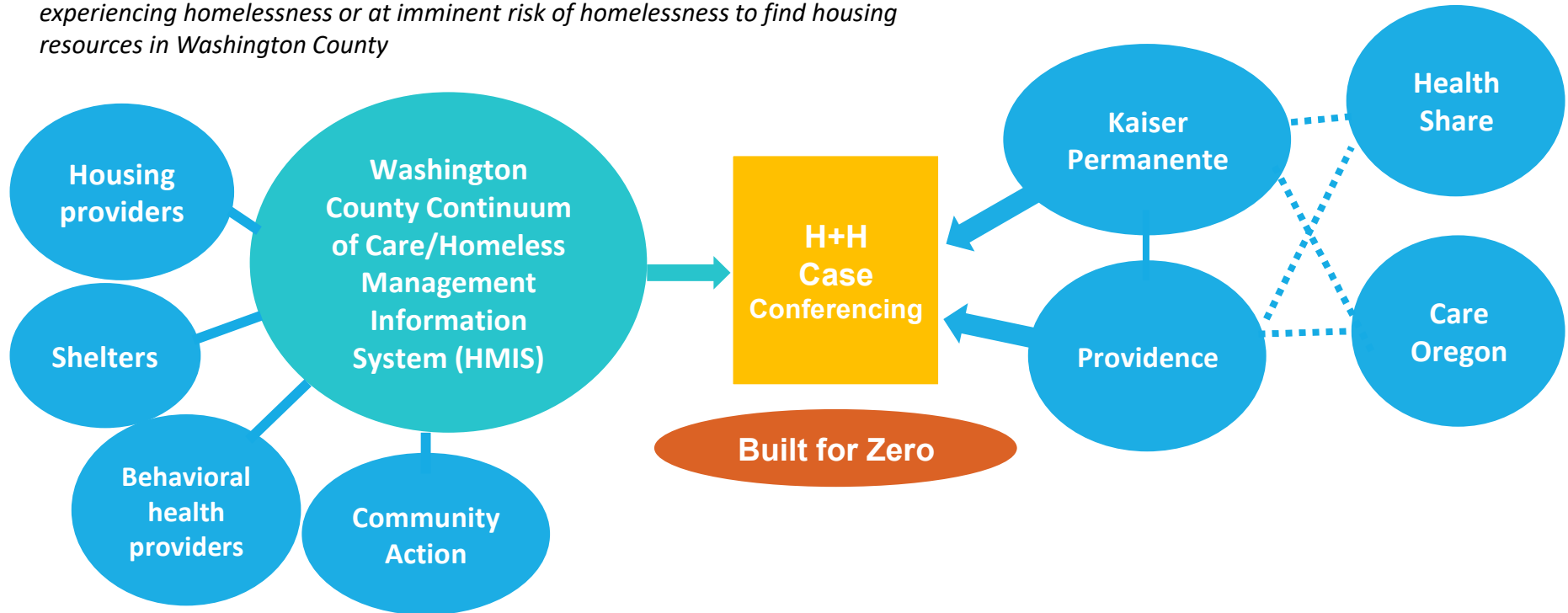
To enter this next stage of collaboration, KPNW and Providence will sign the County's Homeless Management Information System (HMIS) Partner Agreement

- Crafted a custom “health care addendum” to clarify limited role – no direct access to HMIS
- Will allow health systems to review HMIS lists and collaborate on case review for purposes of care coordination, in alignment with Built for Zero
- Start small with limited patient list, establish regular cadence and expand over time

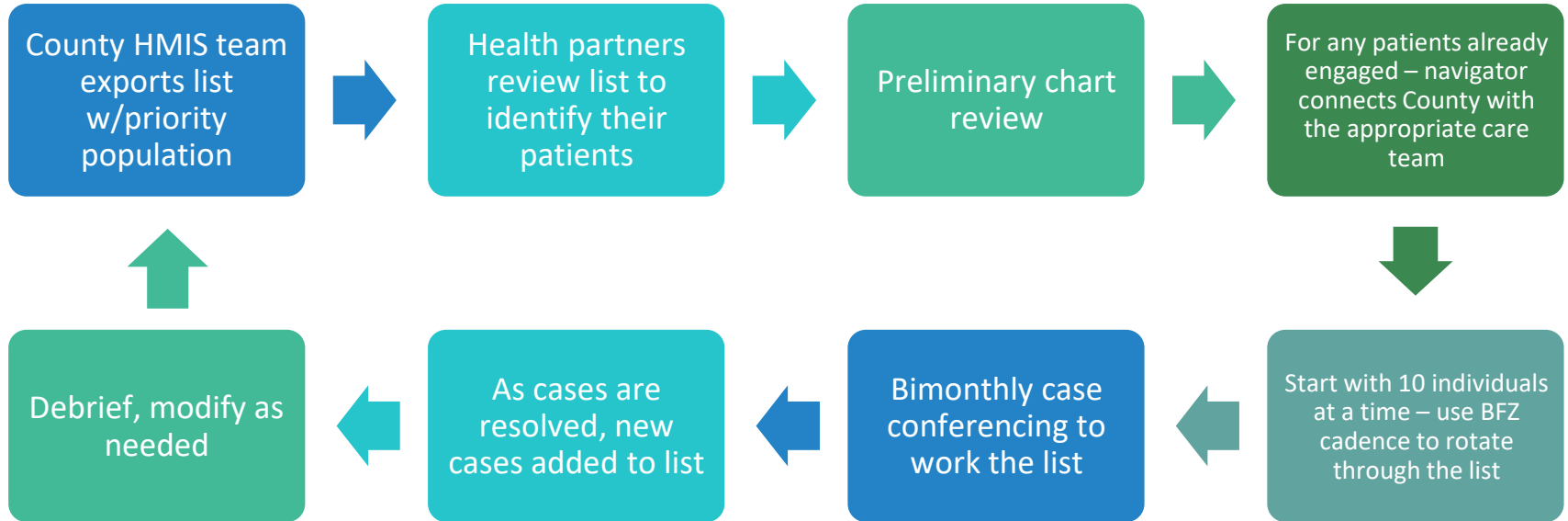


H+H Pilot within the health/housing ecosystem

COMMUNITY CONNECT is a coordinated entry system that helps people experiencing homelessness or at imminent risk of homelessness to find housing resources in Washington County



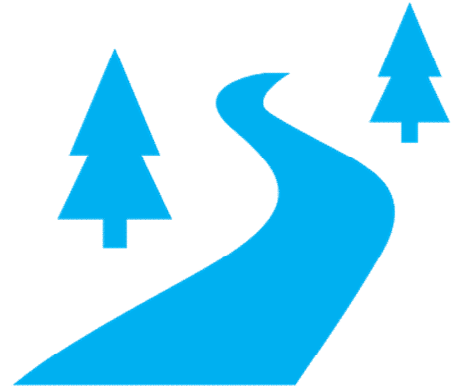
Case conferencing workflow



Opportunities for future expansion

If this next phase of case conferencing is successful, we hope to:

- Expand from primary care to hospital teams
- Leverage Connect Oregon (Unite Us) for referrals (one-way and/or bidirectional)
- Establish a “homeless flag” in Epic shared from HMIS to alert health systems on housing status
- Continue discussions with Multnomah/Portland Joint Office of Homeless Services, Clackamas County to explore tri-county regional approach



Questions?

Thank you!



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