

PATIENT NAVIGATION FOR INDIVIDUALS EXPERIENCING HOMELESSNESS

Course Director:

ENRH 159

Patti Pagels, MPAS, PA-C, Assistant Professor
Department of Family and Community Medicine

Student Liaisons:

Umaru Barrie, Thanos Rossopoulos, Nico Campalans, Alison Liu

Requirements:

Minimum participants: 12

Maximum participants: 32

Rationale:

Homelessness has long been associated with poor health outcomes. Living on the streets can exacerbate existing health problems and cause new ones, and the population faces large bureaucratic and systemic barriers to accessing health care. Understanding gaps, barriers, and limitations in this system is imperative in providing homeless populations with appropriate and efficient care. The aim of this curriculum is to introduce students to the unique resilience and challenges faced by individuals experiencing homelessness and to cover topics related to social determinants of health, healthcare access, and resources available to the homeless population. Guest speakers and topic discussions will enrich student understanding over the course of the semester, and students will partake in immersion experiences, sharing what they've learned through a comprehensive presentation. Students will learn directly from and bear witness to the experiences of those who are currently experiencing homelessness. This curriculum serves as a pre-requisite service-learning component that must be completed prior to joining the UT Southwestern Patient Navigator Program (PNP).

Objectives:

- Understand and analyze social determinants of health specific to individuals experiencing homelessness through one of the following **immersion experiences**:
 - Parkland Homeless Outreach Medical Services (HOMES),
 - The Bridge Homeless Recovery Center,
 - Veterans Affairs (VA) North Texas Health Care System, and
 - Projects for Assistance in Transition from Homelessness (PATH) at The Stewpot,

- **Appraise local community resources in DFW that support the health and wellbeing of homeless populations**, including homeless clinics, mobile clinics, outreach organizations, and governmental agencies.
- Review relevant literature regarding homelessness, healthcare delivery models, and service-oriented medicine, and participate in reflective sessions with preceptors and other team members.
- Understand the **components of patient navigation, and learn approaches to effective client communication**, including motivational interviewing, setting professional boundaries, and ethical decision making.

Format:

This elective is designed as a Preclinical Enrichment Elective course for medical students and graduate students in the School of Health Professions. The course is open to all students at UT Southwestern.

Student Evaluation:

Grades will be pass/fail. Attendance is required to receive credit for the course. The class includes both a community immersion experience and class discussions with related topics of homeless care.

- *Immersion experience.* Each student will be placed in a group assigned to participate in an immersion experience involving patient/client interaction within a community organization to learn firsthand about homelessness and healthcare. The required dedicated time for projects will be a half day. Students will also have the opportunity to further engage with their community organizations at additional times throughout the month. Each student is expected to be flexible with their time, as the organizations providing the immersion experiences are volunteering their time to help students understand their careers, their work, and their patient population.
- *Presentation.* Each group will prepare and give a 10-minute presentation to share what they have learned about the resources available and the experiences they have had during their immersion experience.

Course Evaluation:

Grading will be pass/fail. To receive transcript acknowledgement,

- Students must attend 12 of the 14 class hours (6 of 7 sessions). The first, second, and last sessions are mandatory.
- Students must attend their assigned immersion experience outside of class time.
- Students must complete the online REDCap course evaluation form.

Schedule:

Classes will be held from 5:00-7:00 p.m. on Tuesdays.

Session	Date	Topic
1	8/25/2020	<i>Orientation:</i> Know your patient: "Who we are and how we got here." A conversation with individuals experiencing homelessness at Calvert Place. Students will be assigned to an immersion experience, and will meet their team members.
-	September 2020	<i>Immersion experiences:</i> Students will be completing independent group work at their assigned community organizations.
2	10/6/2020	<i>Group presentations</i>
3	October 2020	<i>Patient Navigation Program:</i> Patient navigation history and overview. Social determinants of health in homeless population.
4	October 2020	<i>Patient Navigation Program:</i> Patient resources and overview of PNP database use.
5	October	<i>Patient Navigation Program:</i> Professional boundaries. Ethical decision making. Patient communication strategies.
6	November	<i>Patient Navigation Program:</i> Patient compliance and managing chronic illness. Assessing patient readiness for change and motivational interviewing.
7	November 2020	<i>Conclusion:</i> Reflection and discussion for QI.