PATIENT NAVIGATION FOR INDIVIDUALS EXPERIENCING HOMELESSNESS

Course Director: ENRH 159

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Student Liaisons:

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Development team: Alison Liu, Arlen Suárez, Helena Zhang, Arlene Lee, Pooja Mallipaddi, Jawaher Azam, Umaru Barrie, Thanos Rossopoulos, Nico Campalans

Requirements:

Minimum participants: 12
Maximum participants: Open

Rationale:

Individuals experiencing homelessness demonstrate higher incidence of disease, limited access to healthcare, and overall poorer prognoses. Homelessness can exacerbate existing health problems or cause new ones, and the population faces large bureaucratic and systemic barriers to accessing health care. It is important that future healthcare providers understand the gaps, barriers, and limitations in this system, in order to provide this vulnerable population with appropriate care. The aim of this curriculum is to introduce students to the unique challenges faced by individuals experiencing homelessness, and to teach students how to assist these individuals in addressing these barriers. Guest speakers who are experts in their field will cover topics related to social determinants of health, healthcare access, and local resources available to the homeless population. Additionally, team leaders of the Patient Navigator Program (PNP) will educate students on PNP workflow, processes, and the resources database. Students will complete a group project, in which they will perform a key-informant interview with a community partner and develop a navigation tool to be used by future navigators. This curriculum serves as a pre-requisite service-learning component that must be completed prior to joining the Patient Navigator Program (PNP) at UT Southwestern.

Objectives:

- Understand and analyze social determinants of health specific to individuals experiencing homelessness through a group project designing a navigation tool that will be used by future student navigators.

- **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.
- Become familiar with the **processes and goals of the Patient Navigator Program** (PNP) at UT Southwestern, including how to write SMART goals, how to use the PNP database, and student burnout.

The course consists of two components: 1) an elective curriculum, taught by a range of speakers who are experts in their respective fields; and 2) a navigation system (NS) curriculum, taught by student leaders who designed the processes, protocols, and database specific to PNP at UT Southwestern.

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 group project and class discussions with related topics of healthcare for individuals experiencing homelessness.

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 and last sessions are mandatory.
- Students must complete their group project and presentation outside of class time.
- Students must complete the online REDCap course evaluation form.

Schedule:

Classes will be held from **6:00-8:00 p.m. on Tuesdays** over Zoom.

The course consists of two components: 1) an elective curriculum, taught by a range of speakers who are experts in their respective fields; and 2) a navigation system curriculum, taught by the students who designed the processes, protocols, and database, specific to PNP at UT Southwestern.

Session	Date	Topic
1	9/1/20	Orientation: A conversation with patients experiencing homelessness *Speaker*: Patti Pagels, MPAS, PA-C Medical Director of Union Gospel Mission free clinics Associate Professor in Family and Community Medicine **NS curriculum**: Introduction to PNP
2	9/15/20	Social determinants of health among homeless populations *Speaker:* Lara Johnson, MD Homeless Outreach Medical Services at Parkland **NS curriculum**: Health literacy and writing SMART goals
3	10/6/20	Common barriers and resources in DFW *Speaker*: Dedra Medford Peer Navigator at Parkland Memorial Hospital **NS curriculum**: PNP database and high-utility resources
4	10/20/20	Professional boundaries, client communication, and cultural sensitivity *Speaker*: Carl Falconer President/CEO of Metro Dallas Homeless Alliance **NS curriculum:** Client encounters (part 1)
5	10/27/20	Introduction to motivational interviewing (MI) *Speaker*: Cathy Crouch, LCSW Executive Vice President of SEARCH Homeless Services **NS curriculum**: Client encounters (part 2)
6	11/17/20	*Group presentations: Student-made Tools*
7	12/1/20	Self-care and avoiding burnout *Speaker*: Patti Pagels, MPAS, PA-C **NS curriculum:** Reflection