“Hang out on the street corner”
SPNS BUILDING A MEDICAL HOME
For Multiply Diagnosed HIV-Positive Homeless

Robert Betancourt, LCSW, LCDC   Project Coordinator
National Healthcare for the Homeless Conference
Portland, Oregon       ·       May 31, 2016
THE PROCESS

- Needs Assessment
- Identify Barriers
- Remove Barriers
- Educate

CHANGING PERSPECTIVES
CASE STUDY: "DAVID"

38 year old male

HIV+
Out of medical compliance >1yr
Glaucoma
Homeless
Mental Health - bipolar, previous SI
Polysubstance Abuse
Lack of Income
Legal Concerns
Dental
No Identification
NEEDS ASSESSMENT
What do people want?

What do they need?
Changing Perspectives

“Everyone has an ID.”

“Patients are usually on time for appointments.”

“Patients are usually pro-active in their healthcare.”

“Patients are generally pretty good at taking their medications as prescribed.”

Unfortunately, ID’s are often lost or stolen.

Not when you’re homeless.

When you’re homeless, priorities change.

Not when you don’t have a safe place to store them.
BARRIERS

• Identification
• Transportation
• Mental Health
• Eligibility
MENTAL HEALTH

Feeling overwhelmed, depressed, substance abuse
Feeling overwhelmed
Working through barriers
REMOVE BARRIERS

- Create partnerships
- Expand programs
- Be there to listen
PARTNER with Houston Police Department

- Temporary IDs can be issued in less than a week
EXPAND existing Healthcare for the Homeless Program to the clinic for homeless eligibility and mental health.
Develop Rapport
EDUCATION

Empathy > Compassion > Better Care
"There's a new field in brain science, social neuroscience. This studies the circuitry in two people's brains that activates while they interact. And the new thinking about compassion from social neuroscience is that our default wiring is to help."

Daniel Goleman
EDUCATE
Compassion comes from listening and understanding

EMPATHY

MODEL

SUPPORT
A compassionate difference
SUMMARY

CHANGING PERSPECTIVES

- Needs Assessment
- Identify Barriers
- Remove Barriers
- Educate
Patient-centered care
“The road to compassion starts with pure attention.”

Daniel Goleman
## Project Hi5 Staff

<table>
<thead>
<tr>
<th>Role</th>
<th>Names</th>
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<tbody>
<tr>
<td>Co-PIs/Medical Directors</td>
<td>Dr Tom Giordano (HIV Services)</td>
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<td></td>
<td>Dr. Yasmeen Quadri (HCHP)</td>
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<td>Co-Investigators/Evaluator</td>
<td>Dr Jessica Davilla (Baylor College of Medicine)</td>
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<td>Dr Charlene Flash (Baylor College of Medicine)</td>
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<td>Project Manager</td>
<td>Nancy Miertschin</td>
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<td>Data Coordinator</td>
<td>Siavash Pasalar</td>
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<td>Program Coordinator/Case Management</td>
<td>Robert Betancourt</td>
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<td>Supervisor</td>
<td>Kristina Kohn</td>
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<td></td>
<td>Shannon Terry</td>
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<td>Medical Case Managers</td>
<td>Janese Bustillos</td>
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<td>Petria Ellis</td>
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<td>Service Linkage Workers</td>
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