

Exchanging Ideas for Follow-up Service Delivery: Insights from Street Medicine and Co-Response

Kim Hendrickson | City of Poulsbo (Moderator)

Professor Brett Feldman | Director and Co-Founder of Street
Medicine Institute at Keck School of Medicine, USC

Cecil Cromwell | Community Health Nurse, Renton FD CARES

Natasha Grossman | Program Manager, Bellevue Fire CARES



Street Medicine History and Scope

Brett J. Feldman, MSPAS, PA-C

Director, Division of Street Medicine Keck School of
Medicine of **USC**

Past- Vice Chair Street Medicine Institute

USC Street Medicine



Street Medicine History and Scope

Brett J. Feldman, MSPAS, PA-C

Director, Division of Street Medicine Keck School of
Medicine of **USC**

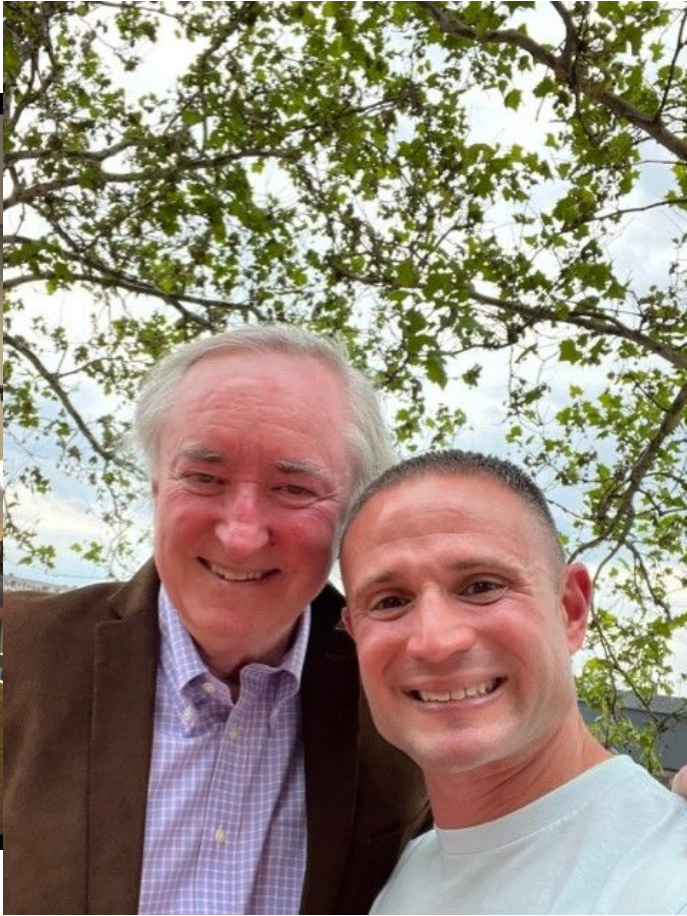
Past- Vice Chair Street Medicine Institute

USC Street Medicine



“When in doubt call to mind the face of the poorest or weakest person you’ve ever seen. Ask yourself if that policy will be of any use to him.”

Street Medicine Founders



Defining Street Medicine

Street Medicine includes health and social services developed specifically to address the unique needs and circumstances of the unsheltered homeless delivered directly to them in their own environment.



Street Medicine Defined: APL 22-023

2

BACKGROUND AND DEFINITION:

Street medicine refers to a set of health and social services developed specifically to

- ✓ Provided to an unsheltered individual in their **LIVED ENVIRONMENT**
- ✓ Services provided at shelters, mobile units, RV or other sites with a fixed, specified location **DOES NOT** qualify as street medicine
- ✓ If the mobile unit/RV goes **TO** the encampment and parks to see an individual, this is street medicine

27	Outreach Site/ Street	<p>A non-permanent location on the street or found environment, not described by any other POS code, where health professionals provide preventive, screening, diagnostic, and/or treatment services to unsheltered homeless individuals.</p> <p>(Effective October 1, 2023)</p>
----	-----------------------	------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

[https://urldefense.com/v3/__https://www.cms.gov/medicare/coding/place-of-service-codes/place_of_service_code_set__;!!JkGBRS3n8cDS!hziQQRPIEPD9_K-gD-UzUm6Md9BfjMgwfnc4PLrDMjkccn oYTE7M6OHgPCAQZB2Sem-Gei58F7iaLmdTHEKfB1zvjqKVVVjRxs\\$](https://urldefense.com/v3/__https://www.cms.gov/medicare/coding/place-of-service-codes/place_of_service_code_set__;!!JkGBRS3n8cDS!hziQQRPIEPD9_K-gD-UzUm6Md9BfjMgwfnc4PLrDMjkccn oYTE7M6OHgPCAQZB2Sem-Gei58F7iaLmdTHEKfB1zvjqKVVVjRxs$)

Continuum of Medical Outreach



Image from Street Medicine or Mobile Medical Unit? Considerations for Expanding Medical Outreach
National Health Care for the Homeless Council (nhchc.org)









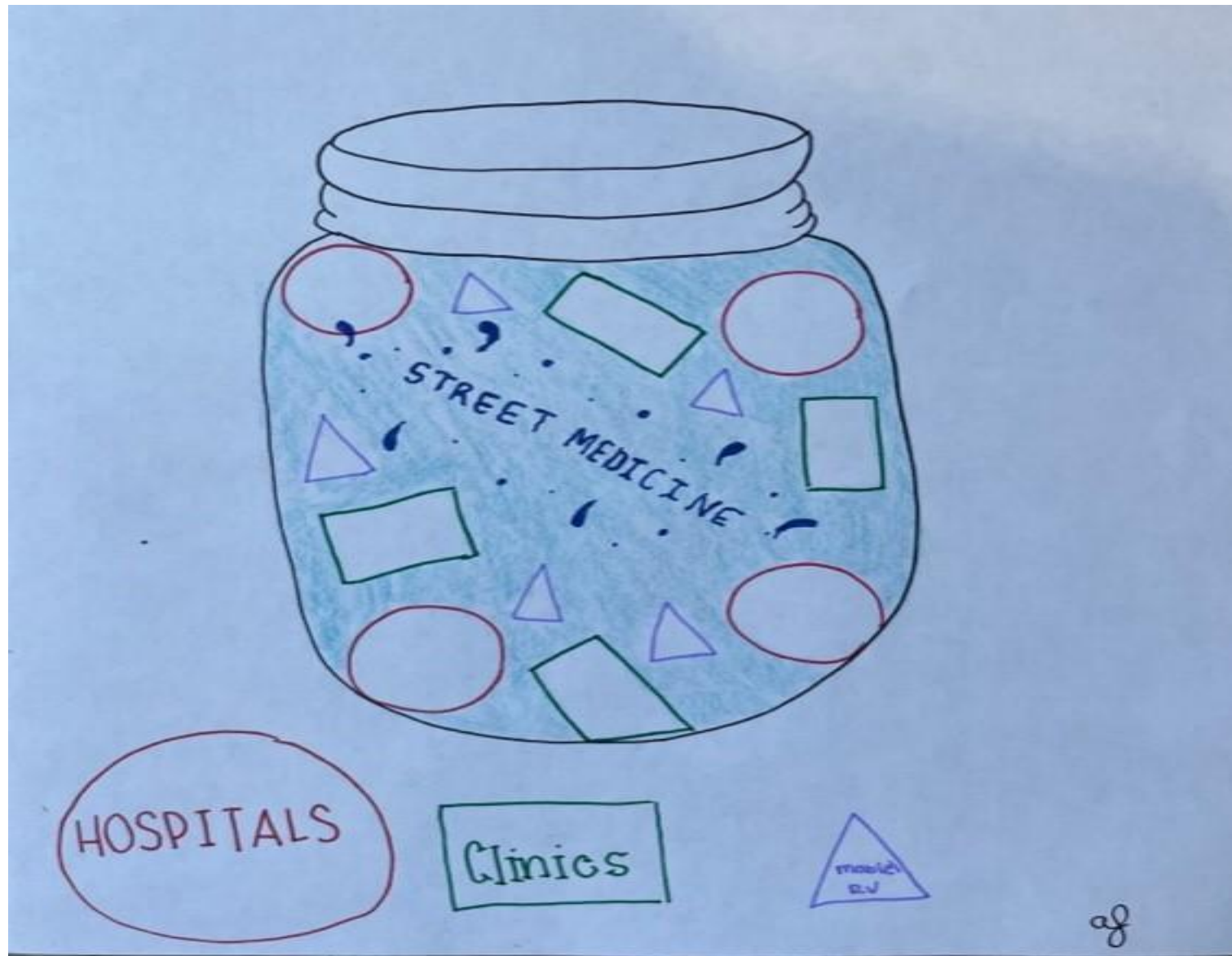




27% Traditional
VS
73% Street Medicine

Post-hospital PCP Follow-up

Feldman BJ, Kim JS, Mosqueda L, et al. From the hospital to the streets: Bringing care to the unsheltered homeless in Los Angeles. *Healthc (Amst)*. 2021 May 27;9(3):100557. doi: 10.1016/j.hjdsi.2021.100557. Epub ahead of print. PMID: 34052622.



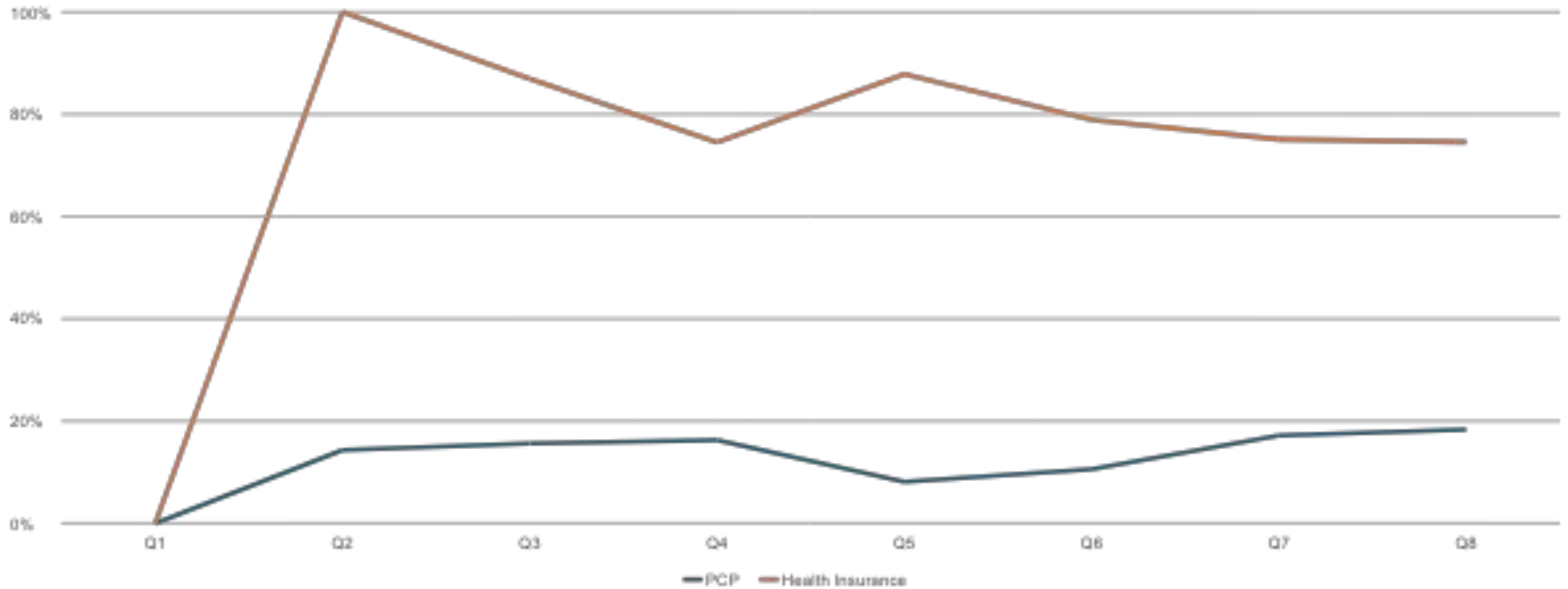
8%

Identified as having a PCP in NYC

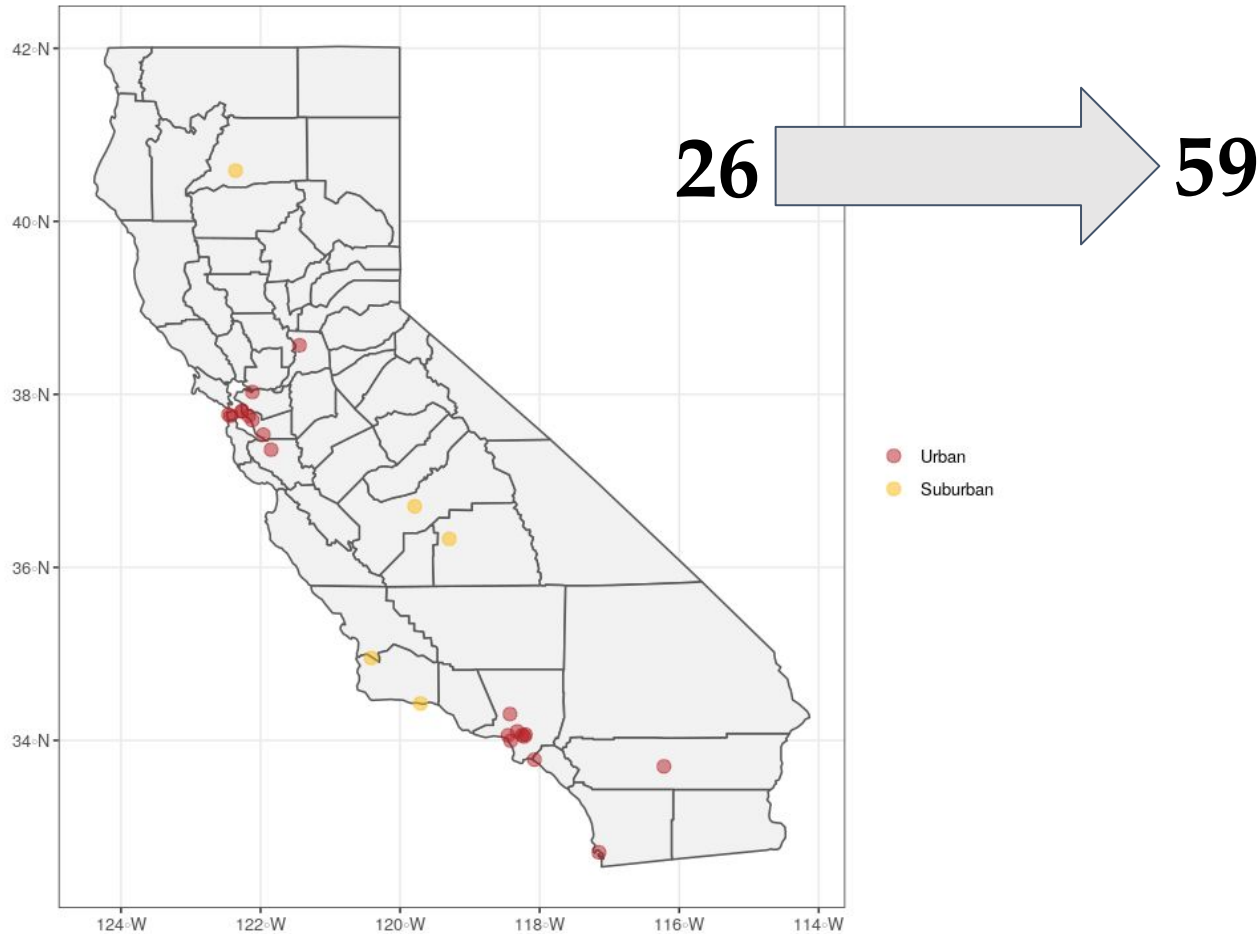
1. D'Amore J, Hung O, Chiang W, Goldfrank L. The epidemiology of the urban population and its impact on an urban emergency department. *Acad Emerg Med.* 2001;8(11):1051-1055.

Insurance Access

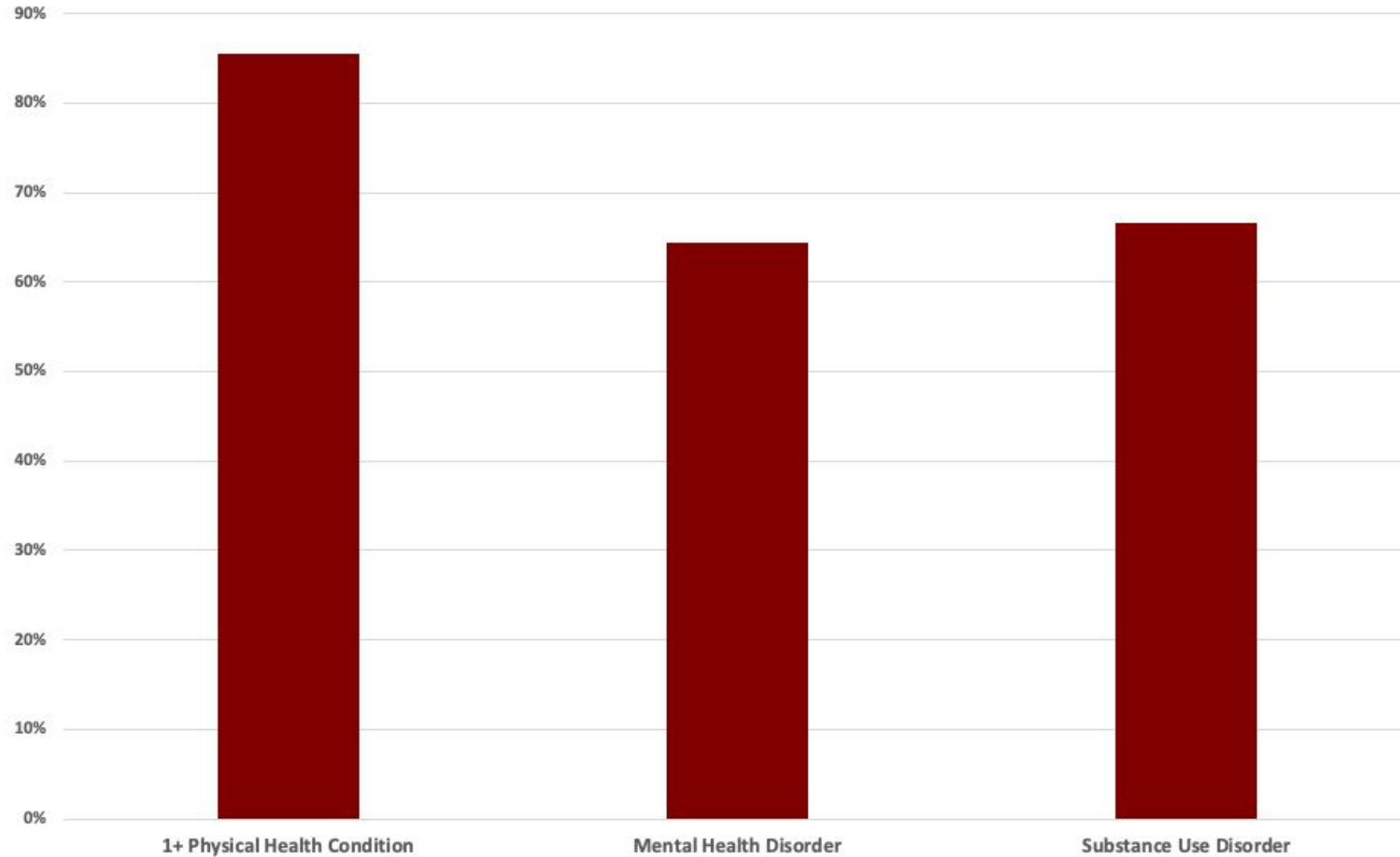
Percentage of Patients Who Have:
A PCP, Health Insurance



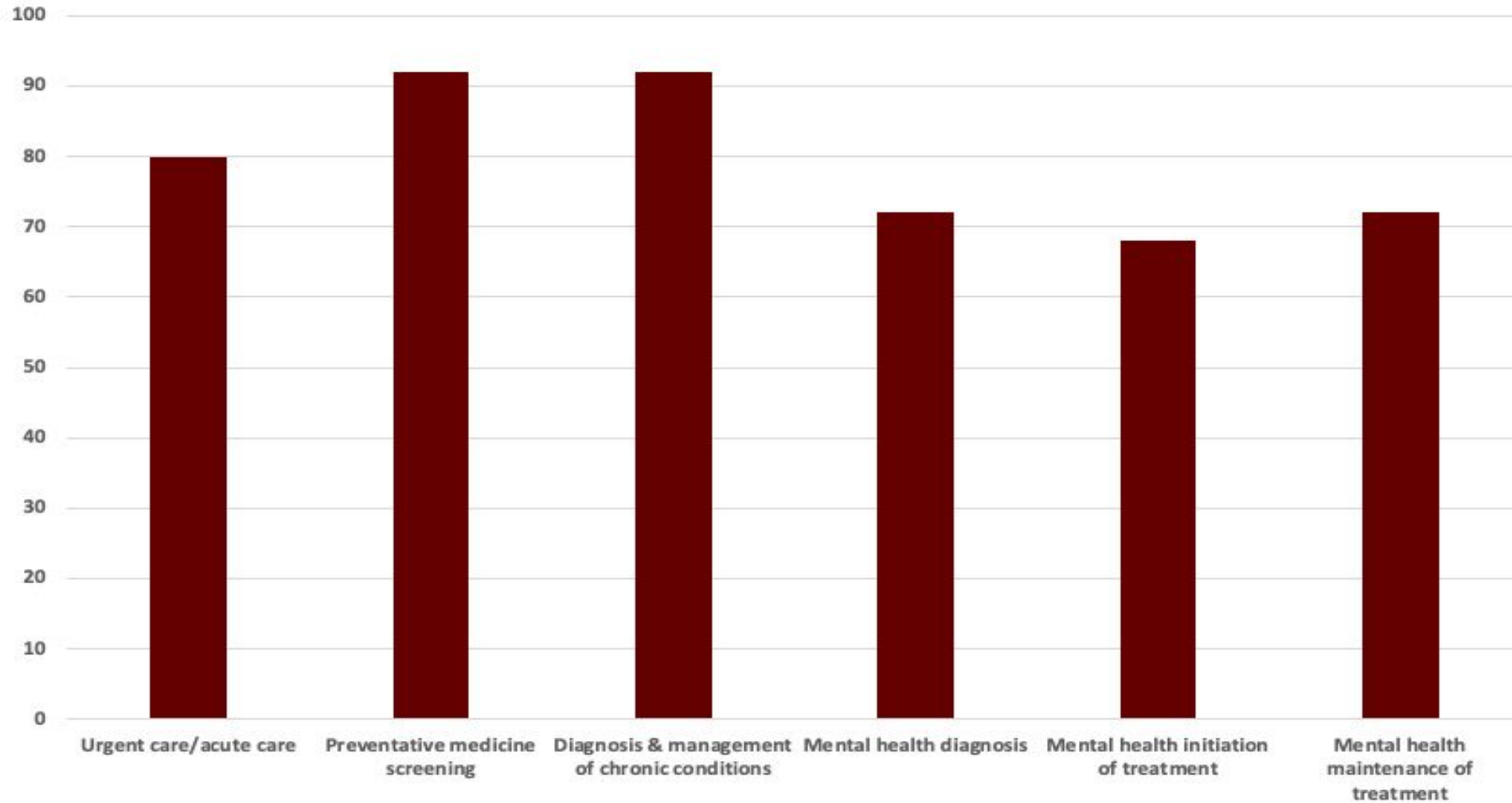
Growth of Street Medicine in California



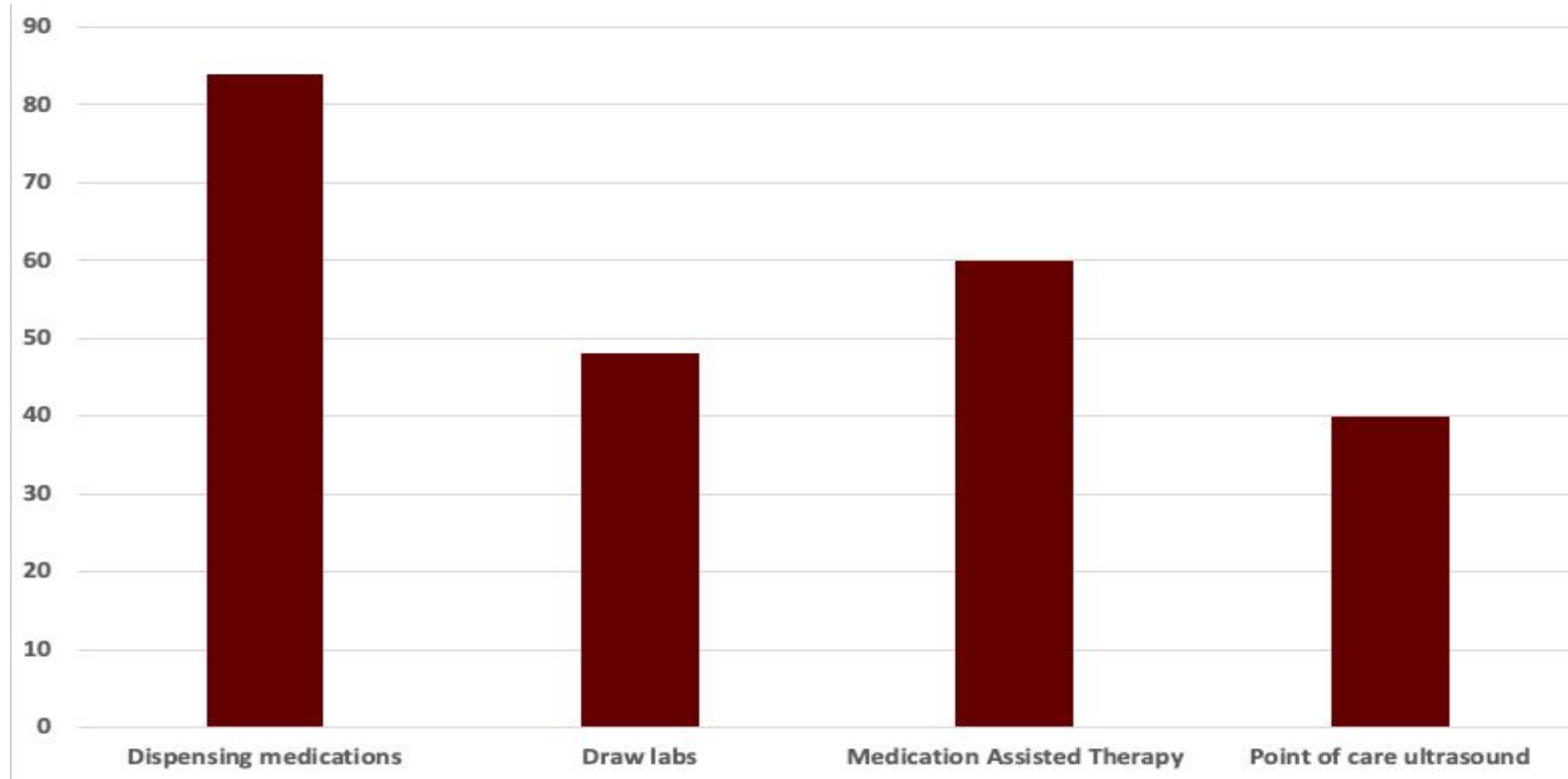
What are we finding? High levels of trimorbidity.



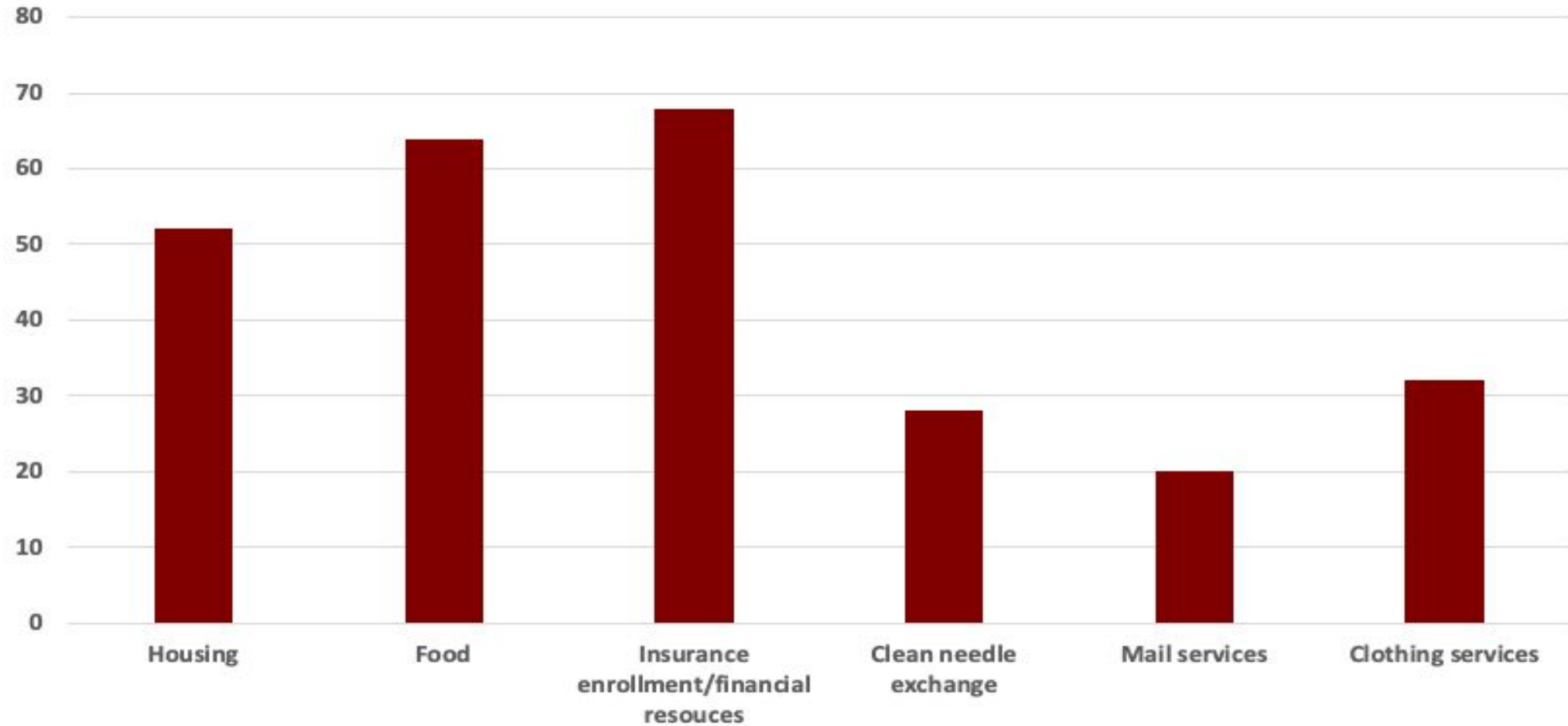
Wide Scope of Practice



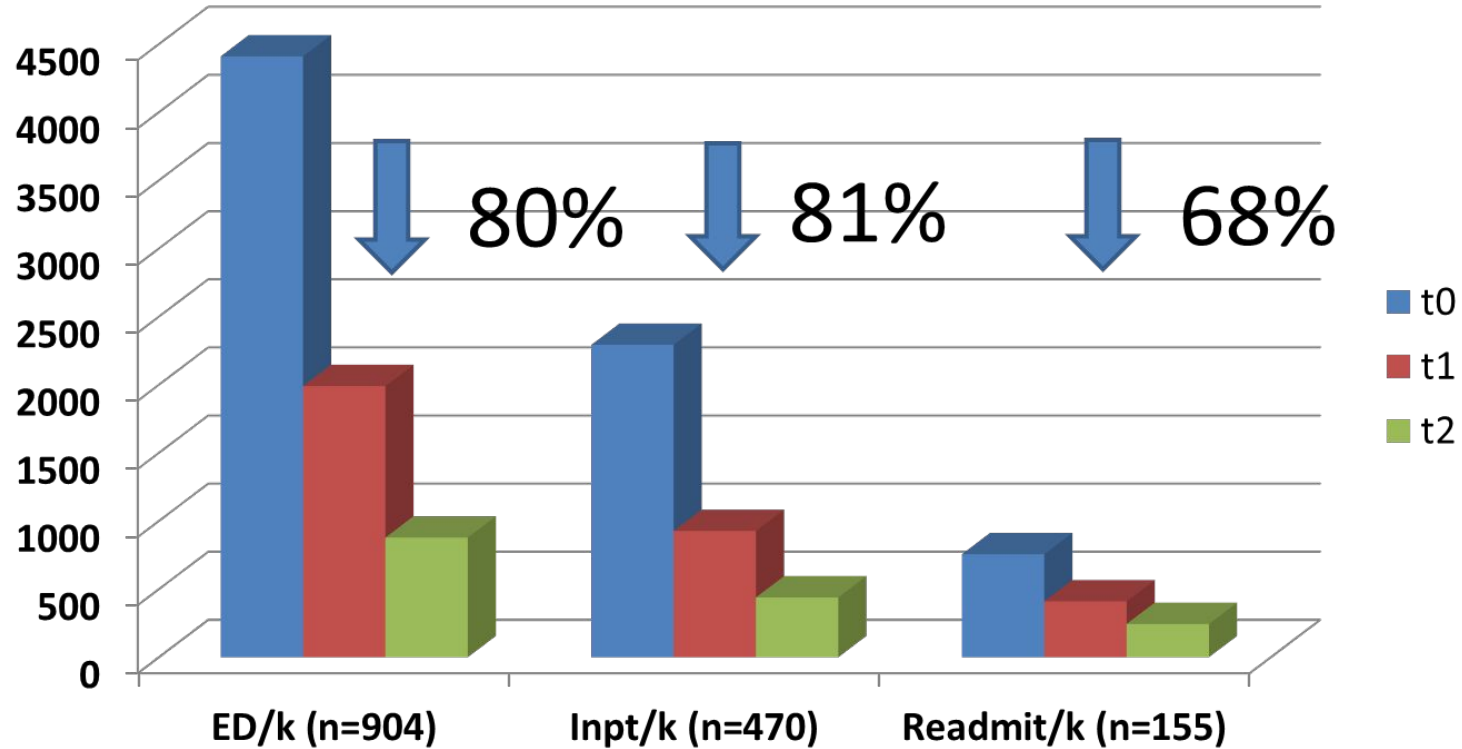
Robust Ancillary Services



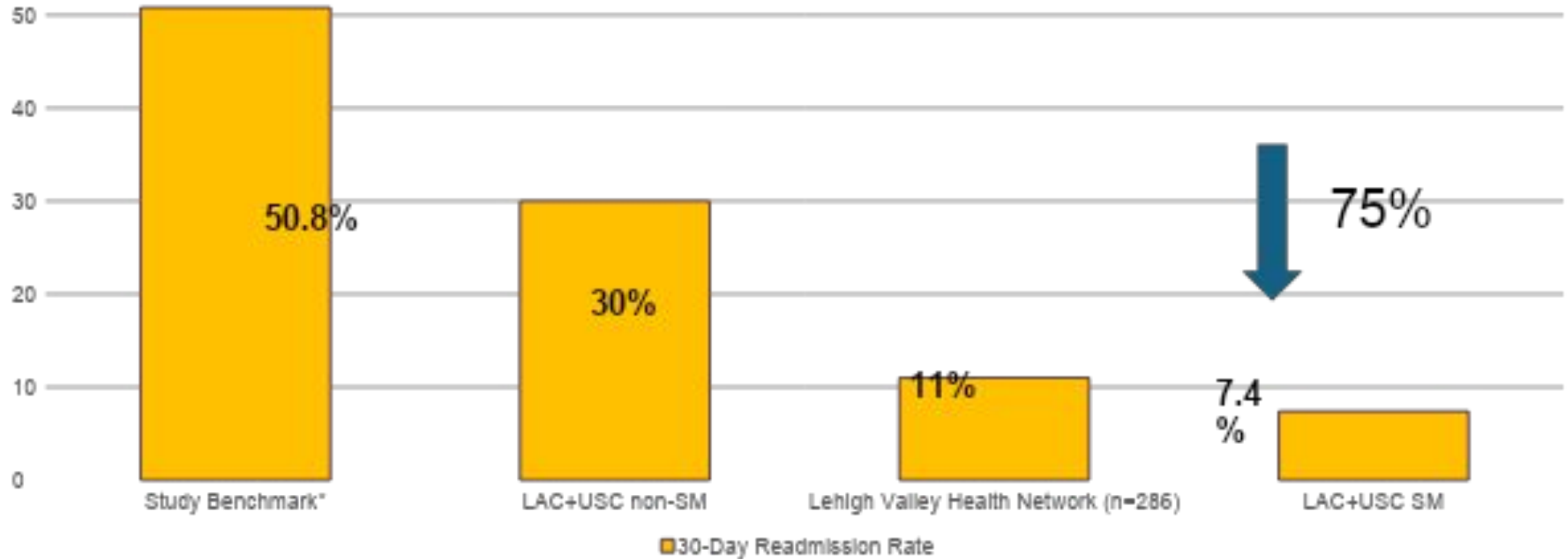
Holistic View of Health



Health Outcomes: Improved Healthcare Utilization (Consult Service) Longitudinal Analysis



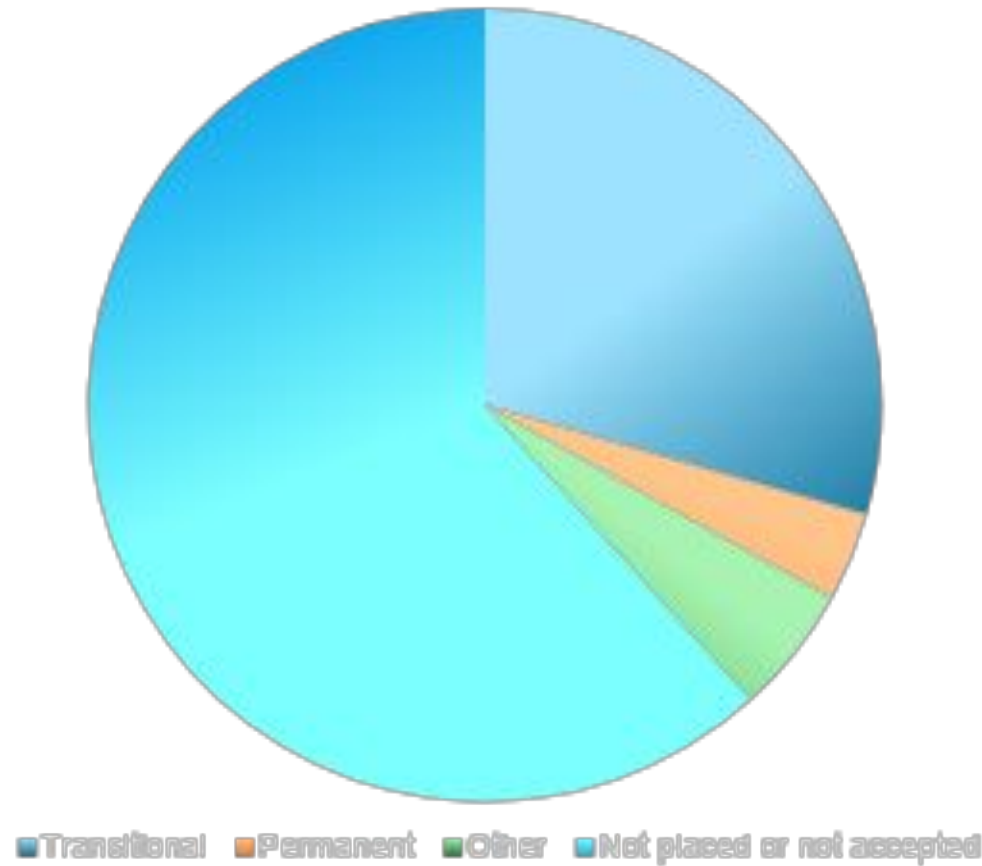
Impact of Street Medicine Primary Care on readmissions



*Medical Care. 51(9):767-773, SEP 2013

Catalyst for housing

Housing Placements



38%
housing
placement

Note: Transitional housing placements included by Project Room Key



San Diego- Father Joe's Village



Oakland- Life Long Health Center



Redding- Shasta Community
Clinic



Bakersfield- Clinica Sierra Vista

What makes a street medicine team?

- Most common team make-up
 - APP (PA/NP)
 - Street guide (CHW, peer, outreach worker)
 - Nurse
 - Physician
- Most staff shared with clinics
- Orgs most commonly spend <20 hours a week on street medicine



LA- MLKCH



Bakersfield- Clinica
Sierra Vista



San Diego- Father
Joe's Village



LA- USC Street
Medicine

Role in Crisis Management

- Current crisis response limited to crisis: no true continuum
- Street Medicine's role
 - Crisis prevention
 - Post-crisis management
- How is this funded?



Draft: Co-response and Street Medicine Comparison

Co-response

- All housing status'
- Born out of first response
- Relies on referrals for full-scope care
- Easy access through 911

Street Medicine

- Unsheltered homeless only
- Born out of primary care
- Provides full-scope care on site
- Relies on assertive engagement

Next Steps in Maturation

- Patient Identification/ Screening for Homelessness
 - What's the denominator?
- Define quality
- Determine equitable street medicine rates

- **FIGHT RETREAT FROM THE STREET**
- **FIGHT REGRESSION INTO THE SYSTEM**

- Fall in love

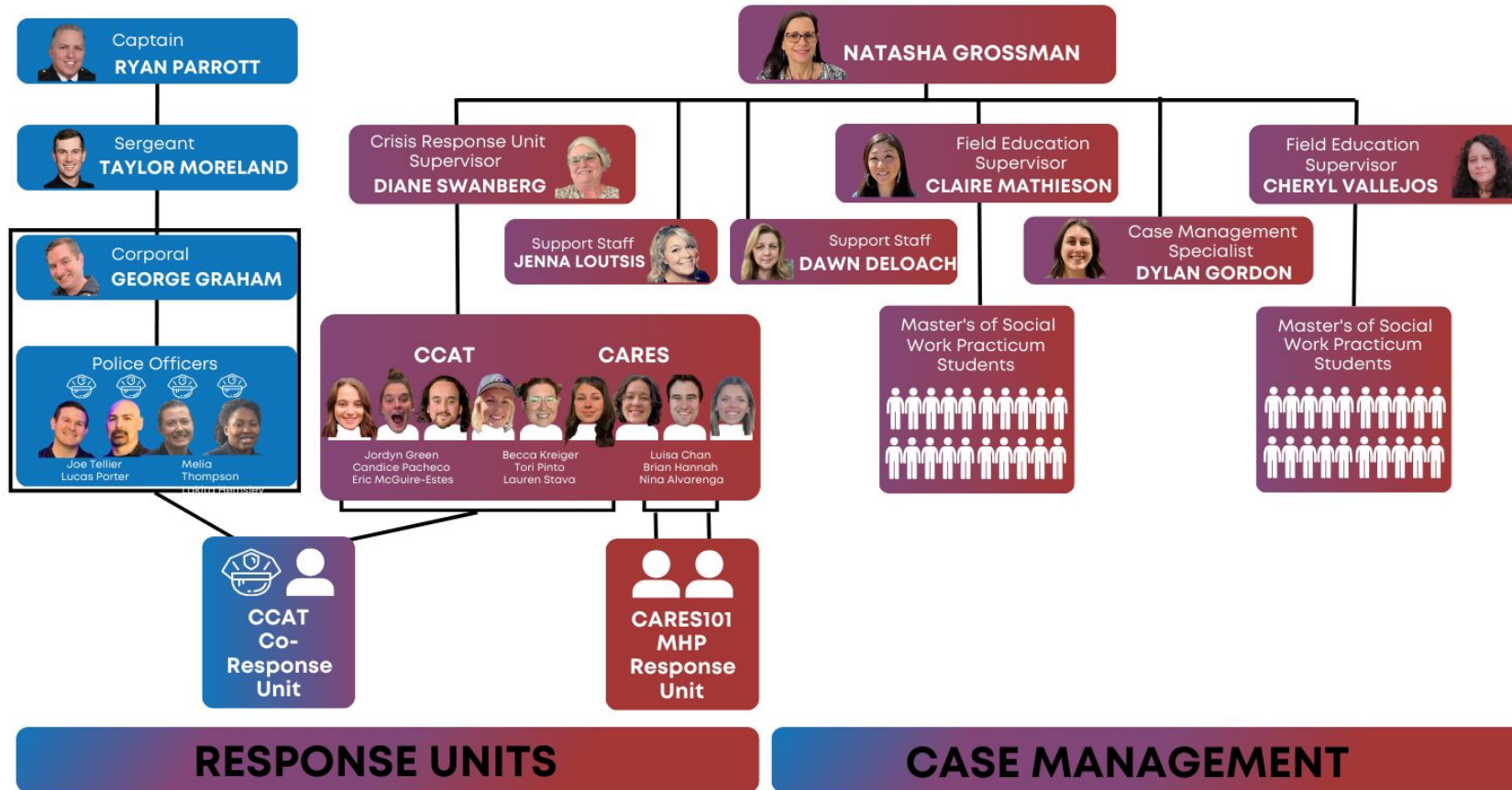
Brett J. Feldman, MSPAS, PA-C

Brett.Feldman@med.usc.edu



- Brett J. Feldman, MSPAS, PA-C
- Brett.Feldman@med.usc.edu

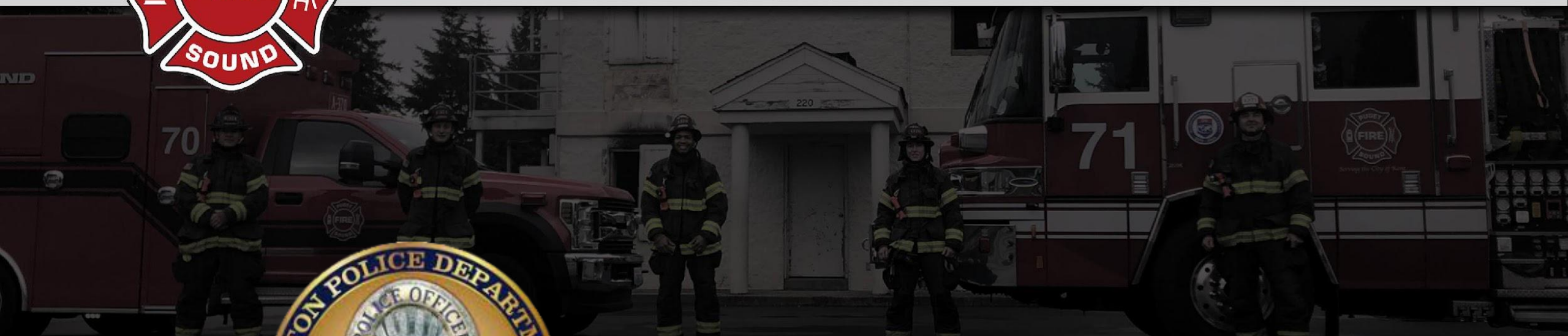
BELLEVUE COMMUNITY CRISIS RESPONSE PROGRAM





PUGET SOUND REGIONAL FIRE AUTHORITY

Professionally and compassionately helping people.



FD CARES

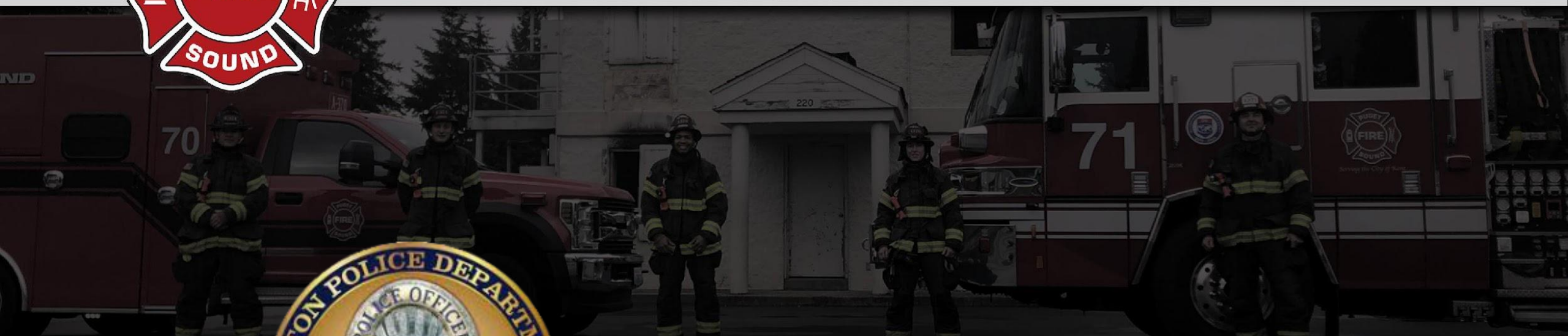
TRUSTED COMMUNITY HEALTHCARE

Renton PD – PSF Co-Response



PUGET SOUND REGIONAL FIRE AUTHORITY

Professionally and compassionately helping people.



FD CARES

TRUSTED COMMUNITY HEALTHCARE

Renton PD – PSF Co-Response

CARES Response background



- Launched CARES response unit – 10 years ago



- Started with 2 Firefighters on a Toyota Fj
 - Goal : “Don’t send them to the ED!”

- Thorough assessment of medical needs

- Verify patient data for accuracy



Current Staffing

- 9 Registered Nurses
- 9 Social Workers
- Administrative II – Intake coordinator
- CARES Captain



Current
CARES staff



Staffing

Minimum Staffing

When above minimum

Staffed Mon-Thurs, 0800-1800

- Minimum Staffing: 3 units in service daily
 - **CAR374 - Station 74 – East Hill Kent (Moving to Sta 77)**
 - **CAR346 - Station 46 – West Hill SeaTac**
 - **CAR312 - Station 12 – Renton/Skyway**
 - **CAR376 – Station 76 – Kent Valley**
 - **CAR352 – Station 52 – Tukwila (*Non-response – Admin Day Car)**
 - 8 total - RN and SW – Mon-Thurs
 - 6 total – RN and SW – Fri-Sun
- No Geo-fencing – units can respond across jurisdictions
 - *Similar to Medic One Model*

When requesting CARES for Co-Response, ask VCC to "add CARES unit for Co-Response" and specify reason for request.

Do not ask for a specific CARES unit.



Response Area

- CARES provides service for PSF, RRFA, Skyway and Enumclaw.
- Co-Responder program
 - CARES will respond with PD on Behavioral health, mental health, and social welfare calls (Non-EMS incidents), minor medical care (Non-EMS)
 - Calls that are NOT BLS in nature
 - If call requires EMS/BLS AND CARES Co-Response, both can be added.



Social Worker Scope of Practice

De-escalation

- Suicidal ideation
- Anxiety attacks
- Referral for substance abuse disorder
- Social service resources
 - Mental health support
 - Support groups
 - Senior care
 - APS/CPS/DSHS
 - Advocate for housing/basic life needs/employment



Registered Nurse Scope of Practice

Medical Assessment

Clinical Withdrawal Alcohol Assessments

Clinical Opiate Withdrawals Assessments

Non-EMS wound care

Medication education

Chronic illness management and education



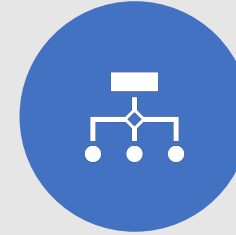
SW and RN Shared Skills



**MEDICAL INSURANCE
EDUCATION &
APPLICATION**



**TRANSPORTATION
ASSISTANCE**



**ASSISTING WITH
PROCESS FOR
DPOA/MPOA/POA**



**FALL PREVENTION
REFERRALS**

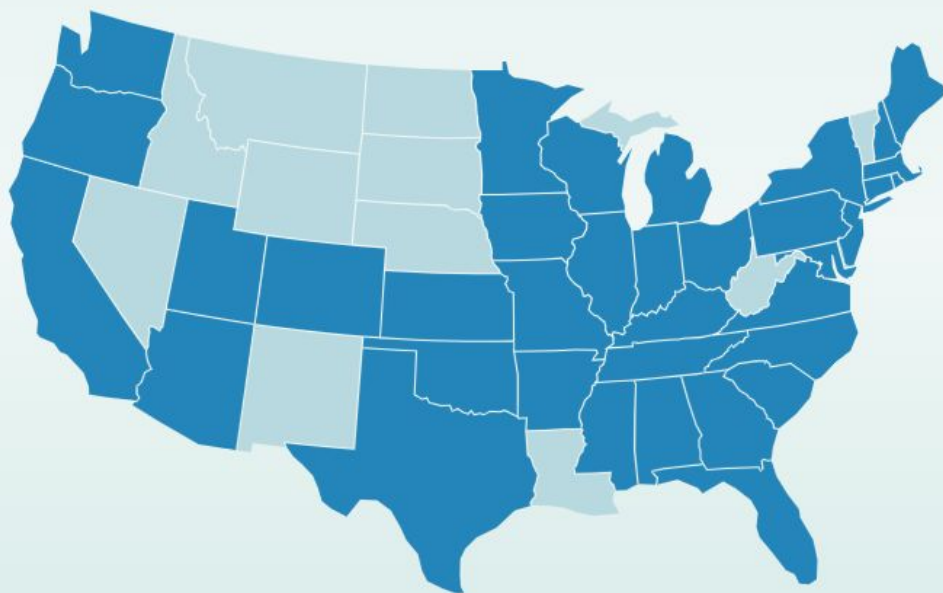


**EDUCATION ON
HOME-HEALTH AND
HOSPICE**



**HIGHER LEVEL OF
CARE ASSISTANCE**





House calls and video visits in 37 states.

Landmark partners with health plans to bring medical, behavioral health, and palliative care, along with social services, to patients in communities across the U.S. Our mobile providers visit patients in their homes through in-person house calls and telemedicine visits over video and phone.

[View Our Locations](#)

Thank You!

- Questions or comments
 - Please reach out to
 - Chief DeSmith
cdesmith@rentonrfa.org

Cecil Cromwell

- ccromwell@pugetsoundfire.org



Panel Discussion and Questions

