Quality Assurance and Risk Mitigation in Street Medicine

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Disclaimer

- This activity is made possible by the Health Resources and Services Administration, Bureau of Primary Health Care. Its contents are solely the responsibility of the presenters and do not necessarily represent the official views of HRSA.

Founding Principles

- Everybody Matters
- "Go to the People"- Street Medicine Institute
- Share in Suffering with Joy

Quality Assurance Program Concepts

- Effective: evidence base and results in improved outcomes based on need
- Efficient: maximized resource use and avoids waste
- Accessible: timely, in setting where skills and resources appropriate to need

World Health Organization. (2006). Quality of care : a process for making strategic choices in health systems. Geneva : World Health Organization.

Quality Assurance Program Concepts

- Acceptable (patient centered): patient preferences and aspirations
- Safe: minimizes risk and harm patients
- Equitable: care doesn't vary in quality because of personal characteristics such as gender, race, ethnicity, geographic location or socioeconomic status

Role and Scope of Practice

- Will inform all other QA decisions
- Services provided must match outcomes desired
- Organizational Capacity
- Community Partners
- Knowledge of Compliance and Risk Management issues
- Policy and Procedure Manual

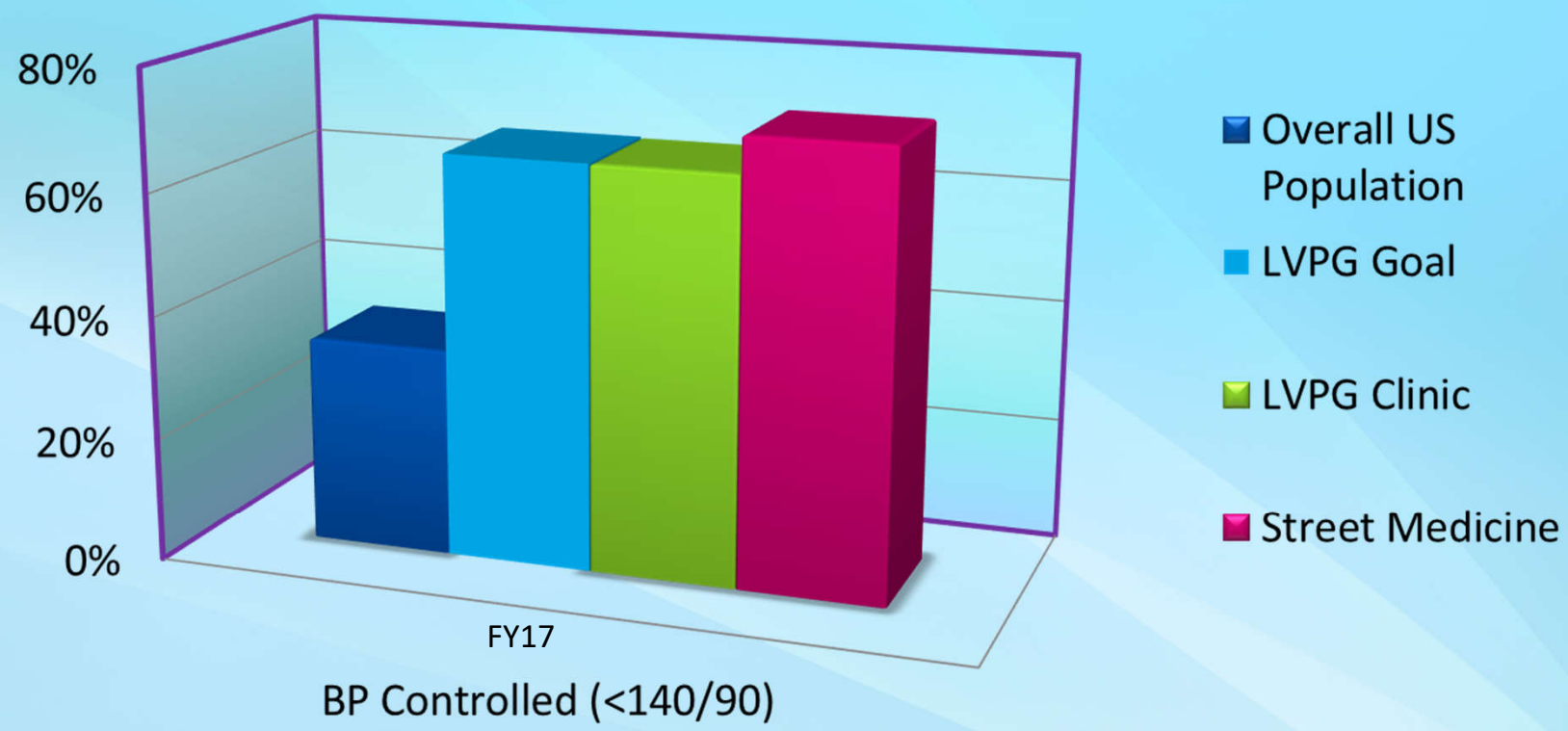
Medical Malpractice

- If program belongs to Institution, Institution should cover
- HRSA Free and Charitable Clinic Designation (https://www.bphc.hrsa.gov/ftca/freeclinics/)
- Caution with Good Samaritan Law
- ALWAYS consult with Risk Management and Compliance for Institutional Direction

QA Concept: Effective

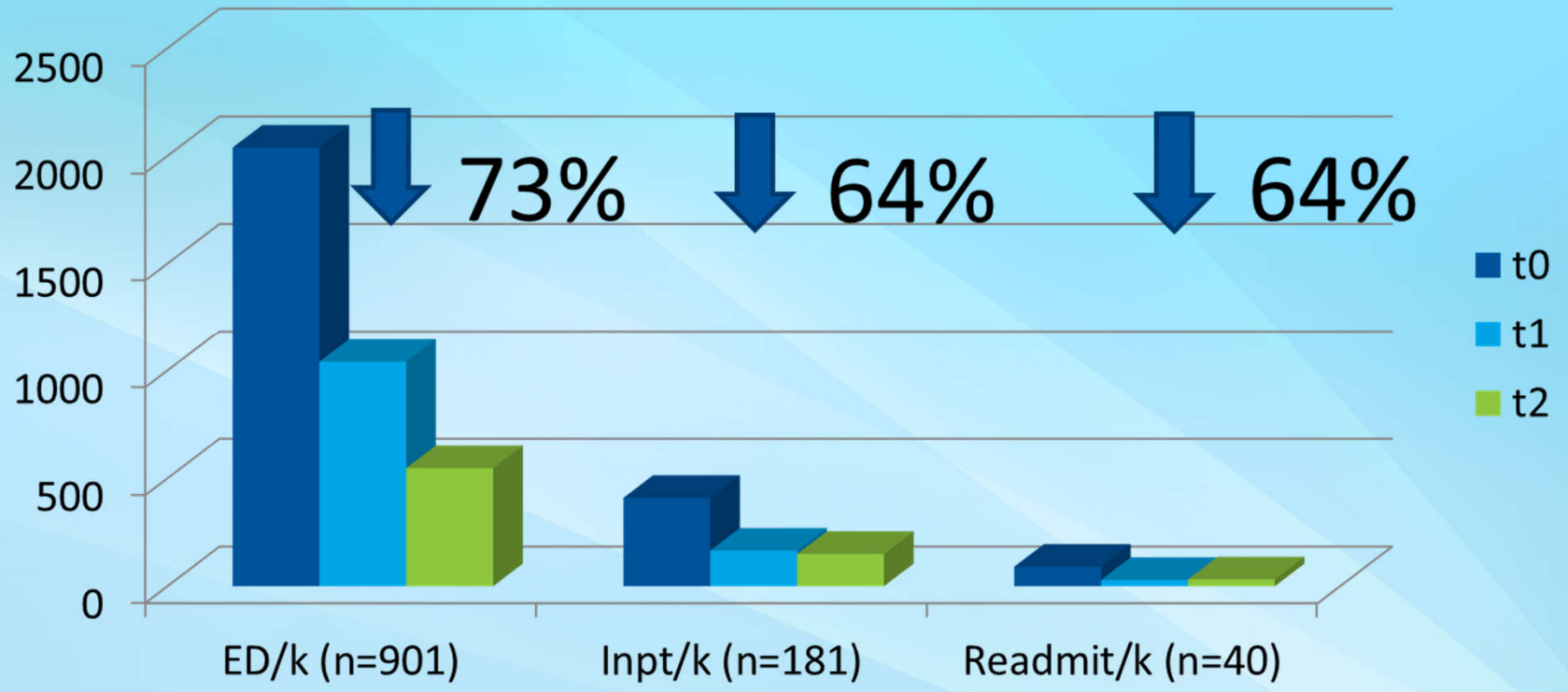
- Value vs. Patient Value based care
- Tracking Quality Metrics
  - Utilization (ED visits, 30-day readmission rates, hospitalizations)
  - Clinical Outcomes (HTN, DM control)
- Non-traditional Healthcare Metrics
  - Patient goal driven
  - Quality of Life

Health Outcomes: Hypertensive Management



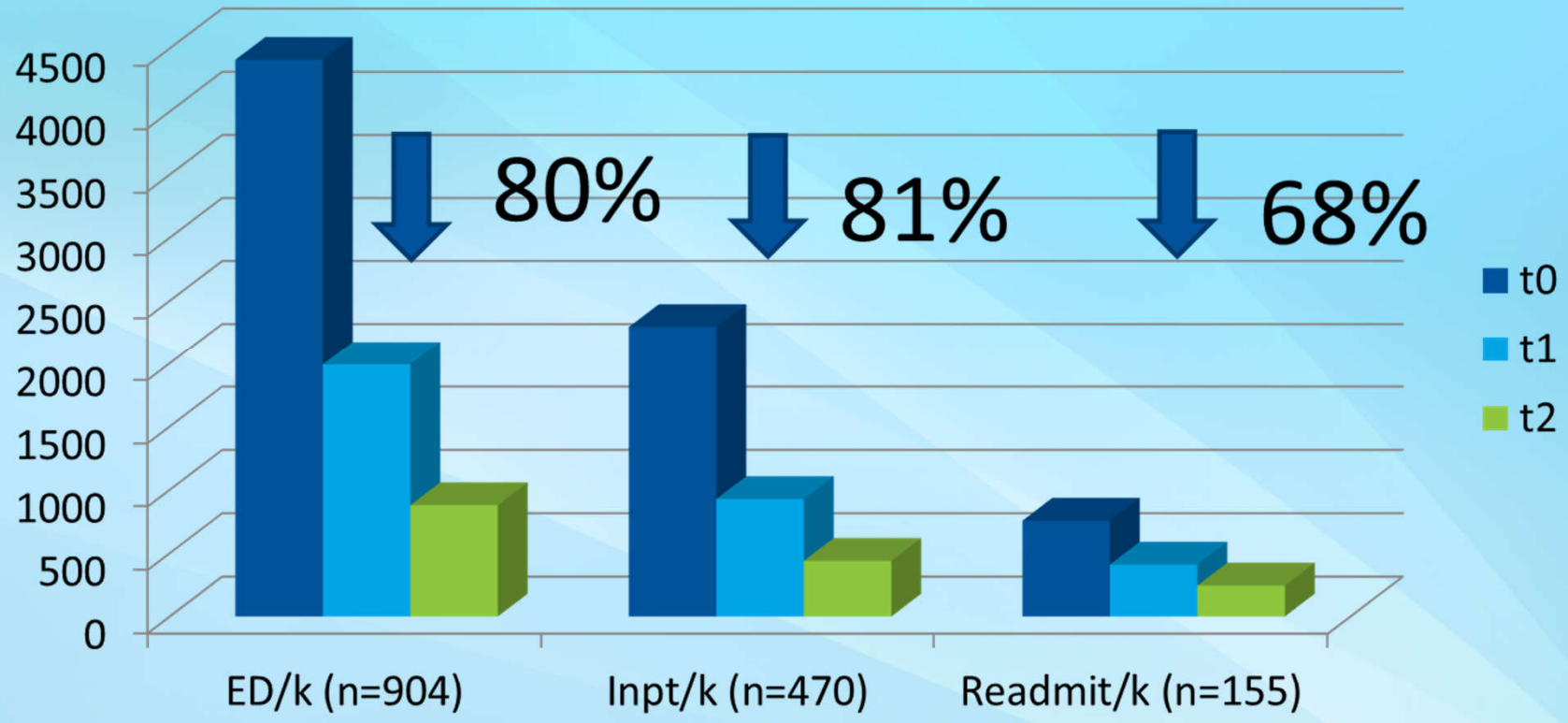
Health Outcomes: Improved Healthcare Utilization (Street/ Clinic Service)

Longitudinal Analysis



Health Outcomes: Improved Healthcare Utilization (Consult Service)

Longitudinal Analysis

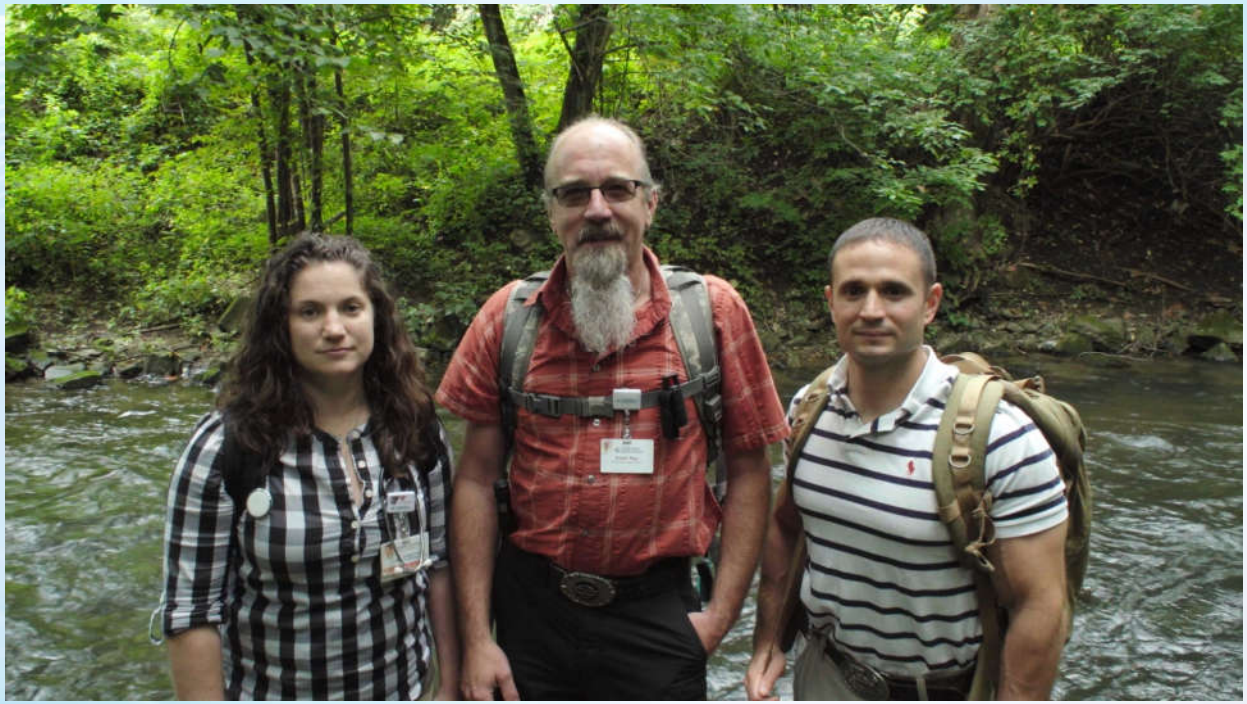


QA Concept: Efficient

- Goals of Care based on patients' quality metrics
  - Most important member is patient
  - Second most important is team member patient identifies with
- Transdisciplinary
- Flat hierarchical infrastructure

QA Concept: Efficient

- Core Team: Street Guide, Medical Provider
  - Social work, Behavioral Health, D/A Counsellor, Nurse, learners and anyone who cares



Creation of a Homeless-Centered Medical Home

LVHN Street Medicine Program

- Coverage area Lehigh and Northampton Counties
- 725 square miles
- Population 660,000
- Serves 1300 unique patients yearly

Special Offerings:

- 4 bed respite
- Tele-medicine
- Connection to Medical Legal Partnership
- Care transition to traditional practice

Shelters and Soup Kitchens

-8 Clinic sites

-includes youth and sex trafficking specialty care

Street Team

Hospital Consult Service

- Covers 3 hospital locations
- 286 Consults FY 2017

Keck School of Medicine of USC Street Medicine

- Est. April 1, 2018
- Complex Care management for rough sleeping population
- Close collaboration with clinic providers and social service providers
- Current working through process with Interim Department Chair, Dr. Jehni Robinson

QA Concept: Accessible

"Go to the People"- Street Medicine Institute

Consistent Engagement

- Frequency of visits
- Continuity
- Predictable schedules

QA Concept: Accessible

Direct Care Delivery

- Medication Dispensing
- Laboratory Testing
- Point of Care Testing

Medication Dispensing

Prescribing vs. Dispensing

Prescribing: The ordering of the use of medicine

Dispensing: The preparation, packaging, labeling, record keeping, and transfer of a prescription drug to a patient or an intermediary, who is responsible for administration of the drug.

Administering: transferring medication for immediate use, not for future use

Medication Dispensing

Only Providers and Pharmacists can dispense what they are licensed to prescribe

Any medication given out to a patient must be done so by a prescriber

- Example: Tylenol vs Lisinopril

Medication – Prescribing Policy

No narcotics, benzodiazepines, or other controlled substances will be prescribed or refilled by Street Medicine or Volunteer Providers.

Street Medicine Employed Providers may prescribe psychotropic medications.

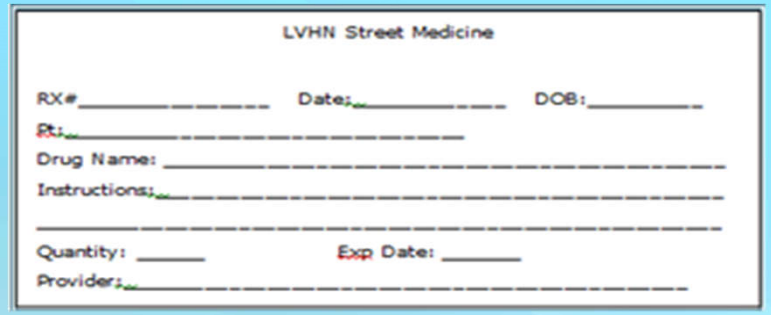
Volunteer providers cannot prescribe psychotropics.

Medication Prescribing

Medications that are not available on site will be called in or electronically (EMR) sent to a designated pharmacy

- Contracted Pharmacies
  - Health Spectrum Pharmacy
  - Family Prescription Center
- Fees and co-pays to be covered by Street Medicine when necessary.

Medication Dispensing


LVHN Street Medicine

RX#_____ Date:_____ DOB:_____

Pt:_____

Drug Name: _____

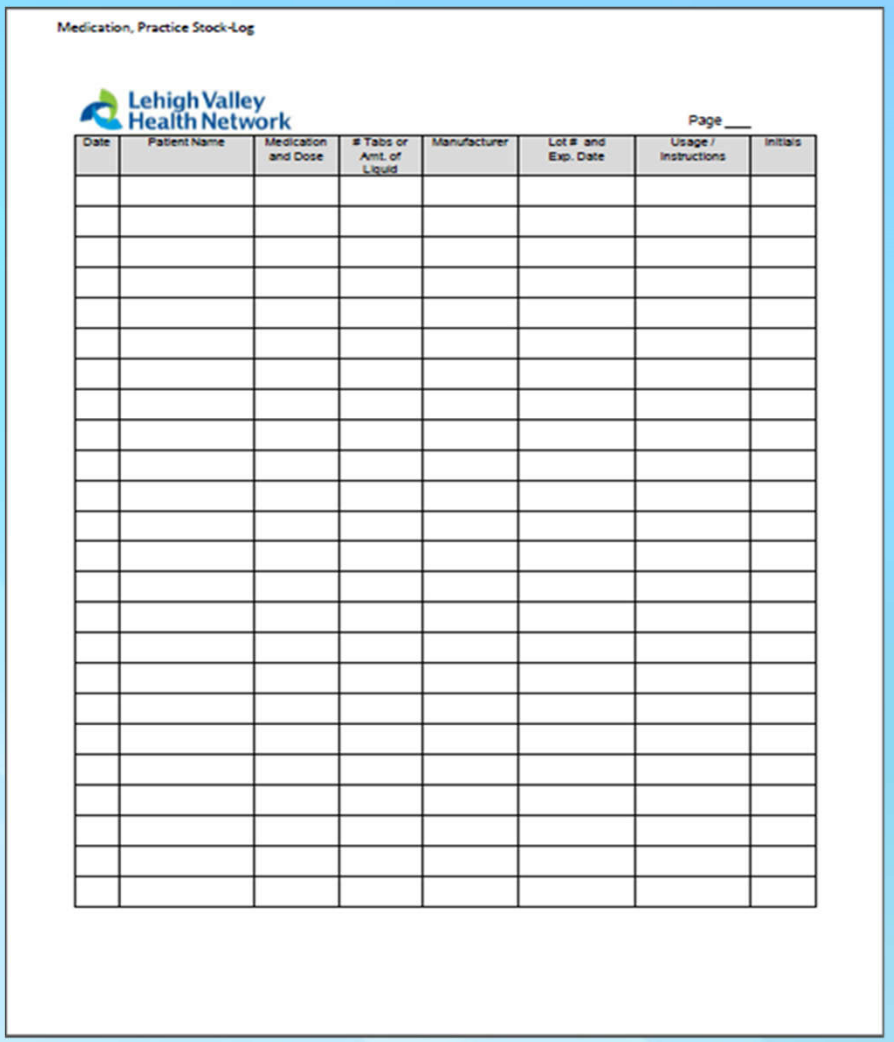
Instructions:_____

_____

Quantity: _____ Exp Date: _____

Provider:_____

a) Medication Label


Medication, Practice Stock-Log

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Date	Patient Name	Medication and Dose	# Tabs or Amt. of Liquid	Manufacturer	Lot # and Exp. Date	Usage / Instructions	Initials

b) Practice Stock-Log

All medications dispensed by Street Medicine are:

Dispensed with a label created and approved by an LVHN Pharmacist. Written on the LVHN Medication Practice Stock-Log

Medication – Storage Policy

Storage requires

- double locked system

Maintained at room temperature 68-77°F

- Backpack vs Truck bed

Medication – Storage Policy

Vaccines

- Influenza Vaccine is maintained in the refrigerator at 35-46°F per LVPG policy

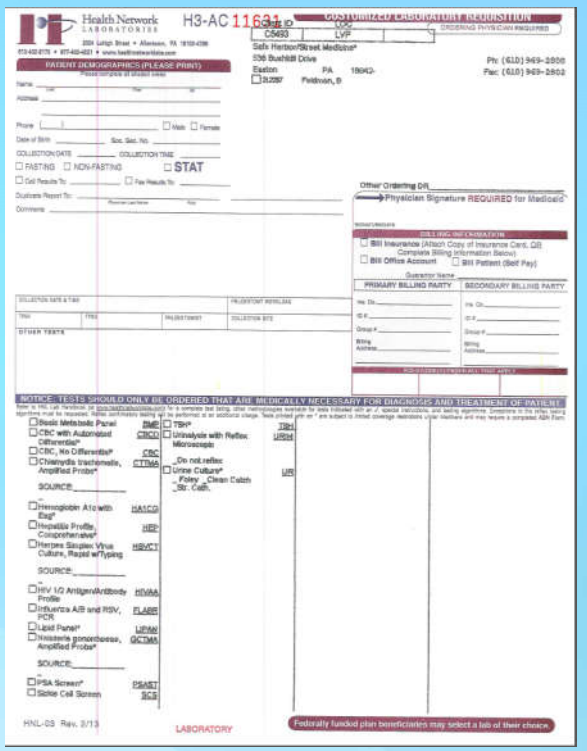
Laboratory Testing

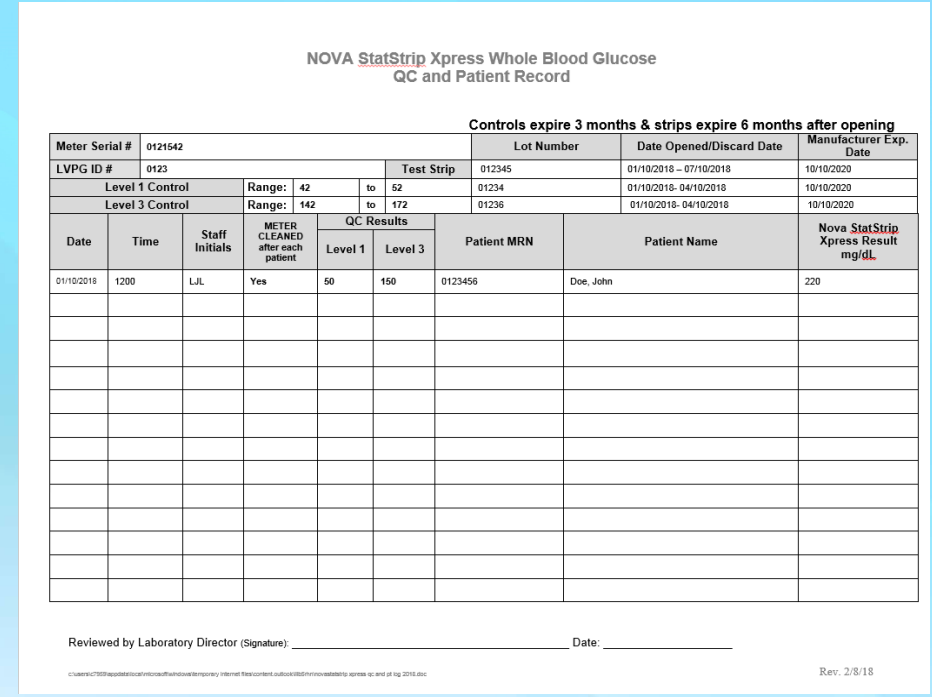
LVHN Street Medicine complies with LVHN Laboratory Standards

- Lab License
  - All tests including Point of Care Testing
    - Clinical Chemistry
      - » Glycohemoglobin (CLIA waived)
      - » Whole Blood Glucose (CLIA waived)
    - Virology
      - » Influenza A and/or B (CLIA waived)
  - Lab Director
- Lab Contract
  - Pick up & Drop Off agreements
- Quality Controls for Point of Care Testing (POCT)

Laboratory Specimens-

- Specimens collected at site of care gets a "Customized Laboratory Requisition" slip added to the approved Specimen Transport bag with blood work/specimen
  - Specimen then gets delivered to or picked up by the lab depending on location
  - Drop off & Delivery time requirements for specimens
- All lab work is ordered online in EMR, EPIC, for clinics that have access to the EMR.
  - If EMR is not available and Street Medicine is collecting specimen at the site of care, a paper prescription can be given to the patient.





NOVA StatStrip Xpress Whole Blood Glucose
QC and Patient Record

Controls expire 3 months & strips expire 6 months after opening

Meter Serial #	0121542					Lot Number	Date Opened/Discard Date	Manufacturer Exp. Date
LVPG ID #	0123				Test Strip	012345	01/10/2018 – 07/10/2018	10/10/2020
Level 1 Control		Range:	42	to	52	01234	01/10/2018- 04/10/2018	10/10/2020
Level 3 Control		Range:	142	to	172	01236	01/10/2018- 04/10/2018	10/10/2020

Date	Time	Staff Initials	METER CLEANED after each patient	QC Results		Patient MRN	Patient Name	Nova StatStrip Xpress Result mg/dL
				Level 1	Level 3			
01/10/2018	1200	LJL	Yes	50	150	0123456	Doe, John	220

Reviewed by Laboratory Director (Signature): _____ Date: _____

c:\users\c7559\appdata\local\microsoft\windows\temporary internet files\content.outlook\lib5rhn\novastatstrip xpress qc and pt log 2018.doc

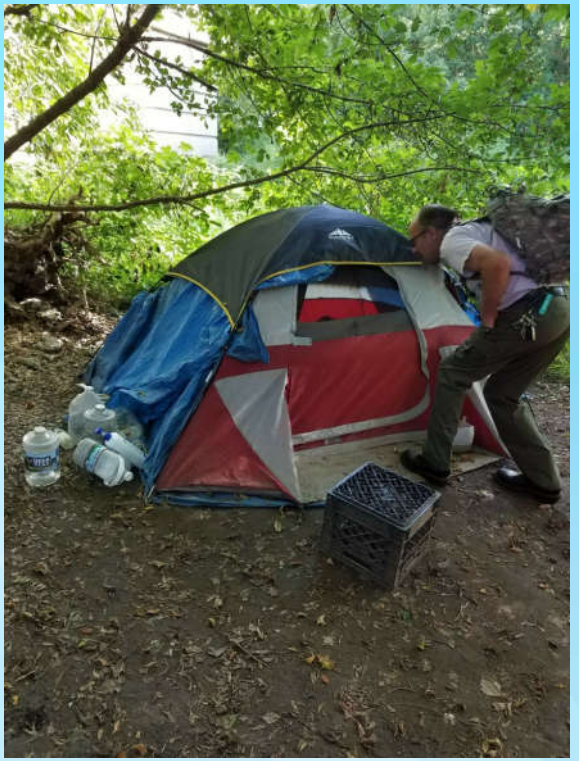
Rev. 2/8/18

Laboratory Testing- Point of Care Testing

- Each POCT device is checked at the time of purchase & annually to ensure it is in working order.
  - Each device is tagged with an ambulatory ID Number due the initial check.
- A Quality Control & Patient record is kept for each POCT device.

Let the Streets Build the Program

- "Go to the People"
  - Deliver healthcare on the streets, in soup kitchens, & in shelters
    - Deliver where people feel most comfortable
- Listen to the Needs of the People
  - Food vs. Blood pressure medication
  - Shoes to prevent foot wounds
  - Convenient locations of care
  - Insurance
  - Transportation
  - POCT
  - Housing
  - Identification

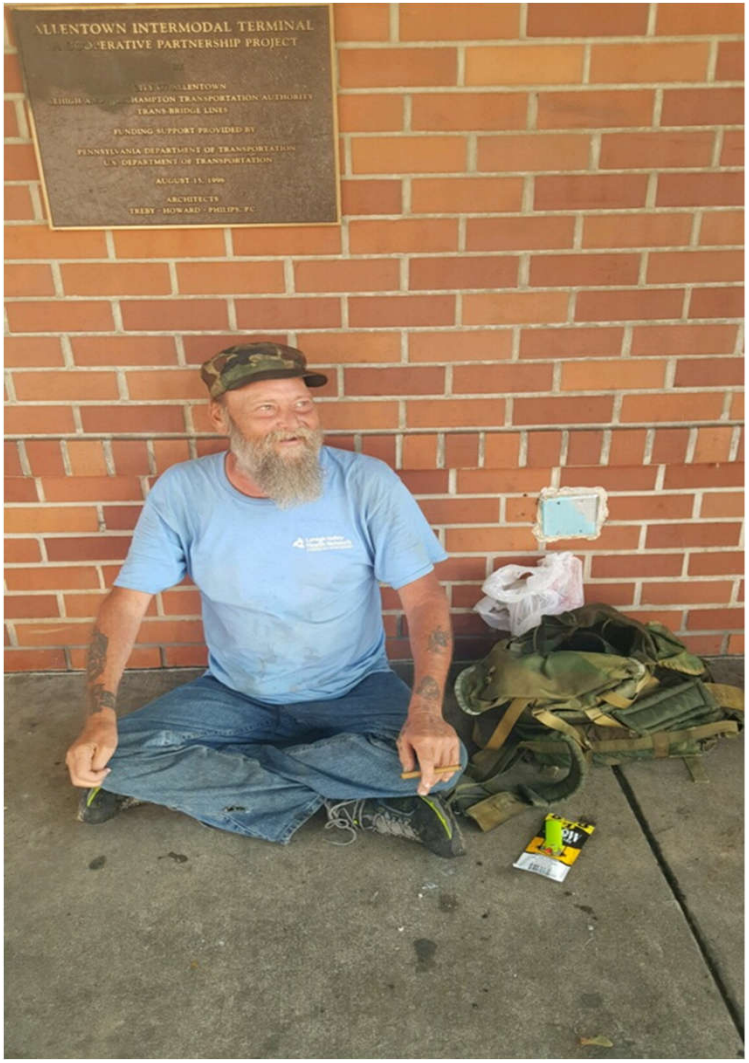


Cultural Cues & Code of Conduct

- Always announce self
- Be considerate
- Respect
- Ask approval
- Ask what they need
  - What are their goals
- Mind your manners
- Never commit unless you are certain you can deliver

QA Concept: Equitable

- Goal to deliver same quality on street as in clinic
- Patient defines the goals
- Reimagining definition of success


ALLENTOWN INTERMODAL TERMINAL
ERATIVE PARTNERSHIP PROJECT
FUNDING SUPPORT PROVIDED BY
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U.S. DEPARTMENT OF TRANSPORTATION

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