Welcome

Starting with a Strong Foundation: Council Resources for Training Your Staff in HCH Core Competencies

June 7, 2011

We will begin promptly @ 1PM EDT

Host

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This publication was supported by Grant/Cooperative Agreement Number U30CS09746-04-00 from the Health Resources and Services Administration, Bureau of Primary Health Care (HRSA/BPHC). Its contents are solely the responsibility of the authors and do not necessarily represent the official views of HRSA/BPHC.
Starting with a Strong Foundation

Council Resources for Training your Staff in HCH Core Competencies
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CORE COMPETENCIES

Developing a Competent Workforce
Homelessness is Everywhere
Core Competencies

- Competence is a multifaceted and dynamic concept that is more than knowledge. It includes the understanding of knowledge, clinical skills, interpersonal skills, problem solving, clinical judgment and technical skills.
Why Core Competency?

- Determined from the 2010 needs assessment as a priority issue for the Clinicians Network.
- Needed for workforce development, streamlining patient care, and dissemination to offset intrinsic differences present in HCH healthcare delivery.
- Defines what is expected in our specialty.
- Build a better patient-centered and special population (HCH) focused delivery of care.
Target Audience

- Clinicians new to the HCH setting as a guide to what is expected to perform high-quality care to homeless individuals.
- Administrators as an effective training tool in establishing a standard of care for the project.
- Anyone involved in integration of services to maintain a consistent standard of care across disciplines.
What we know

- Homeless patients face barriers in seeking healthcare services.
- Clinicians providing care to homeless patients also face barriers in assuring access to quality care.
- Developing treatments plans often require care teams with inter-professional input from disciplines not privy to HCH core competencies.
What we have done to date

- Organized a work group to develop and define the final product.
- The team consists of CN Steering Committee Members and CN Members at large, from multiple professional disciplines.
- Defined numerous key elements that define competency in the HCH setting.
- Discussed forms of delivery and dissemination.
What we have done to date (cont’d)

- Narrowed the key elements to 12 core competencies felt to be the basics needed to enter the field of HCH care.
- Each narrative includes a description of what each core competence should require.
- The base core competencies are currently being formatted and proofread for consistency.
THE 12 CORE COMPETENCIES

Performing in the HCH field
Key Elements (1)

- Knowledge of Health Care for the Homeless 101
  * Understanding of causes of Homelessness
  * Overcoming barriers to effective patient care
  * Improving the patient-clinician relationship
  * Accepting the clients perspective on care
Key Elements (1) (Cont’d)
Key Elements (2)

- High Priority Clinical Issues
  - Working with complex diagnoses
  - Knowledge of emerging and urgent clinical issues
  - How Housing and Healthcare are entwined
  - Adaptation of clinical guidelines to practice, in an effort to enhance the ability to provide quality care
  - Keep up-to-date with news in the HCH field
Key Elements (3)

- Managing SA, MH Disorders, and Cognitive Impairments
  - Prevalent in the population and provides challenges to care, patients often dually diagnosed
  - Each has an effect on health, employment, housing, and treatment adherence
  - Must be able to coordinate services
  - Utilize evidence-based engagement models
Key Elements (4)

- Providing Trauma Informed Care
  * Many have experienced trauma and continue to do so
  * Homelessness often associated with child abuse, IPV, TBI, and military service
  * Must have the skill to understand patient behavior, provide impartial care, and develop individual treatment plans
  * Core principles of Trauma Informed Culture
Managing Complex Multi-Morbidities

* Homeless patients have multiple chronic health issues, mental health issues, SA/EtOH issues, and are often found in the same patient
* Must have the skills to handle these multiple morbidity issues, while coordinating care and services to optimize good healthcare outcomes
* Coincides with another work group
Key Elements (6)

- Developing Treatment Plans – Relevant Patient Centered
  * Many HCH projects lack staff, finances, and services to develop treatment plans that meet the high level needs of the homeless patient
  * Must have the working knowledge of what sources are available, and adapt treatment plans to best provide the services needed
  * Patient-Centered Medical Home
Key Elements (7)

- Managing Medications – Non-healthcare Professionals
  - Working knowledge of medications used to treat homeless persons
  - Enhances assessment capabilities during outreach
  - How lack of compliance could affect the client
  - Ability to not assume
Key Elements (8)

- Conducting Outreach and Engaging Clients
  * Homeless persons are the most disenfranchised members of society; Detached and distrustful
  * Outreach is a skill necessary for clinicians to engage homeless patients, encourage follow-up, and facilitate the referral process
  * Often the point-man in breaking down barriers
Key Elements (8) (Cont’d)
Performing Motivational Interviewing

* Semi-directive, patient centered focus
* MI is a key skill that helps the homeless patient-provider relationship with focus on developing goals for themselves regarding healthcare; Fostering dialogue that results in a patient driven treatment plan
* Increases patient awareness of risk and consequences associated with behavior.
Key Elements (10)

- Care coordination
  - Listening skills
  - Negotiating skills
  - Ability to advocate to those providers outside the HCH network on behalf of the client
  - Optimizes a sound, feasible, and obtainable treatment plan for the client in keeping with healthcare standards
Key Elements (11)

- Practicing Self-care
  - Very difficult population to provide for emotionally
  - Burnout is very common among clinicians
  - Must know when to take time and eliminate stress, access support, and promote staff well-being in addition to their own
Key Elements (11) (Cont’d)
Mentoring-Coworkers

* Due to the high level of burn-out there is potential for frequent staff turnover.
* Positive new-employee mentoring could curb turnover rates and provide career longevity.
* Mentoring students could help with workforce development and retention.
What’s Next

- Finish formatting and content evaluation for consistency.
- Access HELP (Homeless Entry Level Proficiencies)
- Entrance available on the NHCHC Website
- Living document and need your feedback
- Develop and pre- and post-test
Administrative Tool

- Part of orientation process for new employees
- Reinforcement for those already in the field of HCH care
- Provides familiarity for administrators not providing direct homeless care
- Standardized assessment tool
- Ability to disseminate information on the culture of homeless care to those that offer ancillary support for homeless clients
Finito!
Web Access to Guide
Using the Guide

http://www.nhchc.org/resources/clinical/tools-and-support/core-competencies-for-the-hch-setting/
We’re still working on…

• Pre- and post tests for each core competency.

• Internal bookmarks for ease of navigation in the page.

• Additional resources and learning objectives for each subject.

• Changes based on your comments.
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Questions & Answers

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Thank you for your participation.

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