



# 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

Darlene Jenkins, Dr.PH

National HCH Council, Director of  
Research and Evaluation



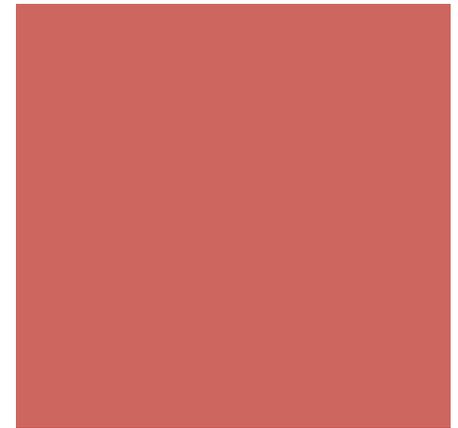
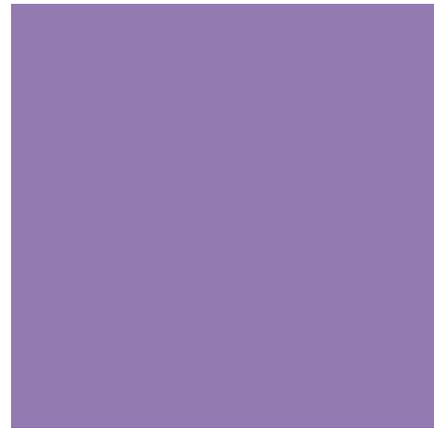
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HOMELESS  
COUNCIL



# Starting with a Strong Foundation

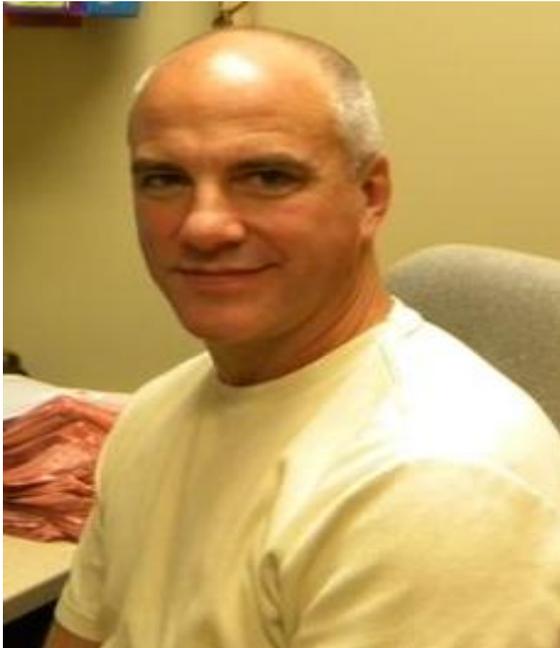
Council Resources for Training your Staff in HCH Core Competencies



Health Care & Housing Are Human Rights

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# Presenters



**Gregory Morris, PA-C**

- Program Director, Peak Vista Homeless Health Center
- Executive Director/  
Founder, Ascending to Health Respite Care, Inc.  
2011



**Victoria Raschke, MA**

- Director of Technical Assistance and Training, National Health Care for the Homeless Council

# CORE COMPETENCIES

Developing a Competent Workforce

# Homelessness is Everywhere



# Core Competencies

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- ❑ 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

# Key Elements (5)

- *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)



# Key Elements (9)

- 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)



# Key Elements (12)

## □ Mentoring-Coworkers

- \* Due to the high level of burn-out there is potential for frequent staff turn-over
- \* Positive new-employee mentoring could curb turn-over 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

## HOMELESS COUNCIL

*the links between poor health and homelessness*

ABOUT POLICY & ADVOCACY RESOURCES TRAINING & TECHNICAL ASSISTANCE CONTACT

General Information ▶

BHTalk Online Forum

Clinical ▶

Medical Respite ▶

Consumer ▶

Research ▶

Publications ▶

HCH Grantees ▶

Voter Registration

Media

Housing

HCH Clinicians' Network ▶

Adapted Clinical Guidelines

Diseases And Conditions ▶

Tools And Support ▶

Staff Training

Case Management

Cultural Competency

Work Environment

Workplace Safety

Models of Care

Shelter Health

Medical Ethics

*experiencing homelessness die at*

*lier than housed individuals*

ST NEWS

2012 Health Care for the Homeless

# Using the Guide

The screenshot shows a web browser window with the URL <http://www.nhchc.org/resources/clinical/tools-and-support/core-competencies-for-the-hch-setting/>. The page features a dark green header with the tagline "Breaking the links between poor health and homelessness" and a navigation menu with links for ABOUT, POLICY & ADVOCACY, RESOURCES, TRAINING & TECHNICAL ASSISTANCE, and CONTACT. The main content area is titled "Staff Training" and "Core Competencies in the HCH Setting: A Guide for Administrators". A note states: "Note: This guide is a work in progress and open for comments. If you have any questions, comments or suggestions, please email Victoria Raschke, Director of Technical Assistance and Training, at [vraschke@nhchc.org](mailto:vraschke@nhchc.org)." Below this is a "Table of Contents" with eight numbered items: 1. Health Care for the Homeless 101, 2. High Priority Clinical Issues, 3. Substance Abuse, Mental Health Disorders and Cognitive Impairments, 4. Trauma-Informed Care, 5. Complex Co-Morbidities, 6. Developing Relevant, Patient-Centered Treatment Plans, 7. Medication Awareness, and 8. Outreach. On the right side, there is a "Resources" sidebar with a tree view of links including General Information, BHTalk Online Forum, Clinical (with sub-links for HCH Clinicians' Network, Adapted Clinical Guidelines, Diseases And Conditions, and Tools And Support), Case Management, Cultural Competency, Work Environment, Workplace Safety, Models of Care, Shelter Health, Medical Ethics, Poverty & Health, Racial & Ethnic Bias, Children, Youth & Families, Elderly, Lesbian, Gay, Bisexual & Transgender Health, and Veterans.

<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.

# TA & Training

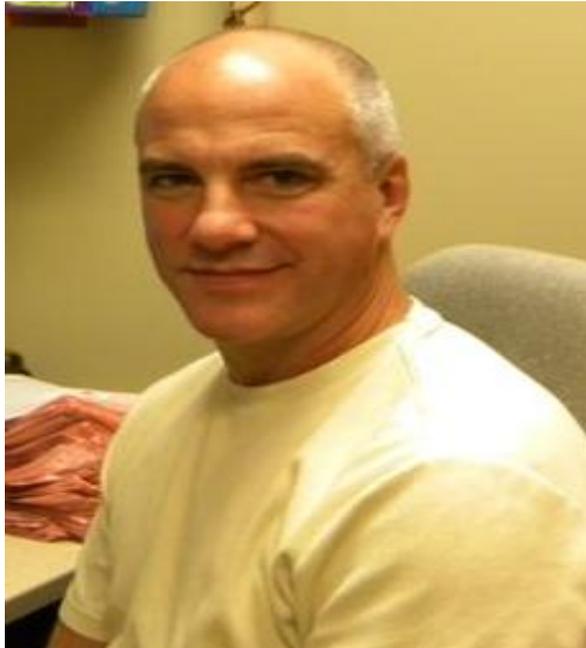


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Both by phone: 615.226.2292

# Questions & Answers



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- Executive Director/  
Founder, Ascending to Health Respite Care, Inc.  
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# Thank you for your participation.

Upon exiting you will be prompted to complete a short online survey. Please take a minute to complete the survey to evaluate this webinar production.

