

# Oversight & Operation of a Street Medicine Program for the Homeless Population

**Marc Ó Gríofa, MD PhD NRP FAWM FEWM FFSEM**  
**City of Las Vegas Street Medicine**



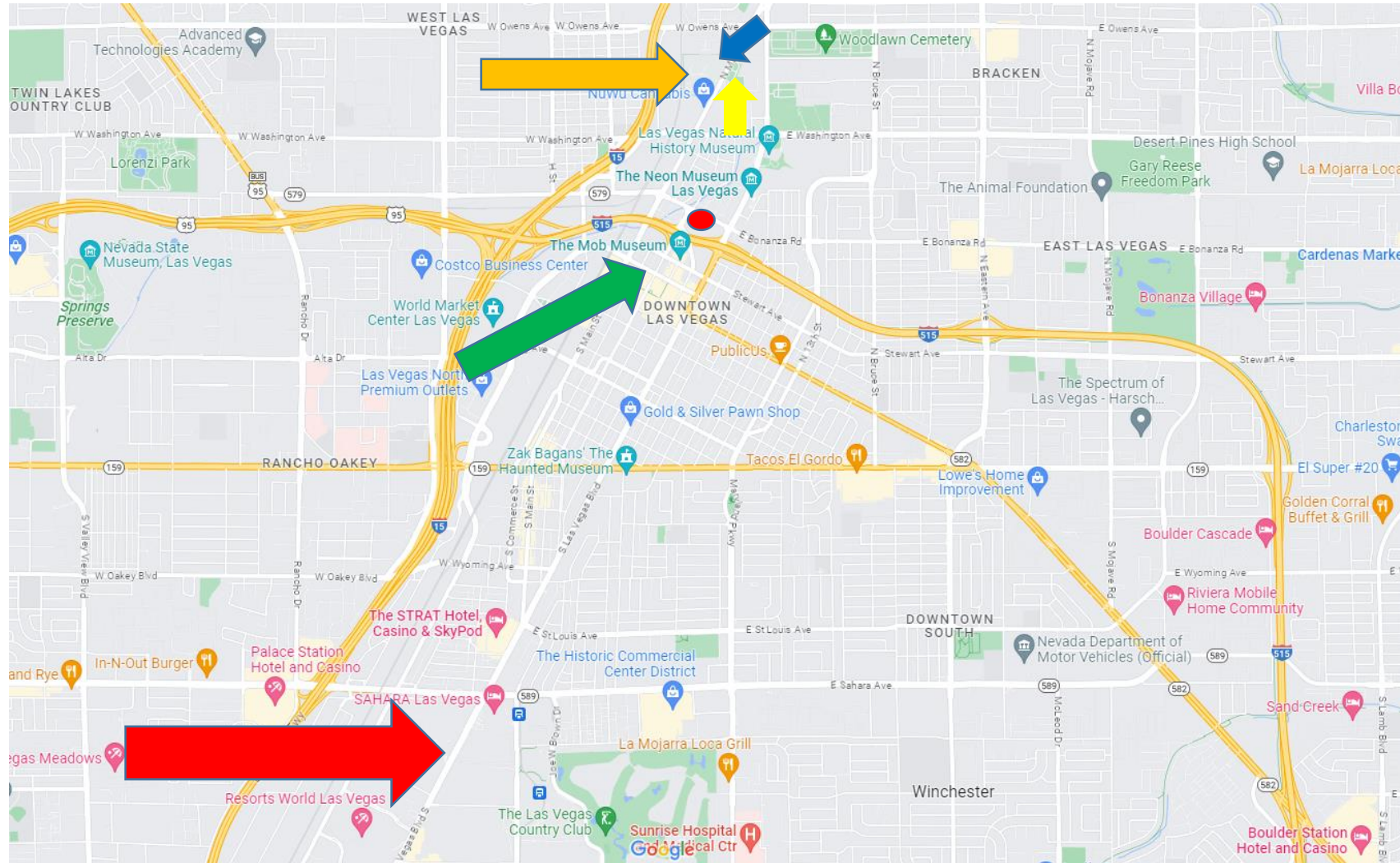
**Hope**  
Christian  
Health Center







# City Of Las Vegas

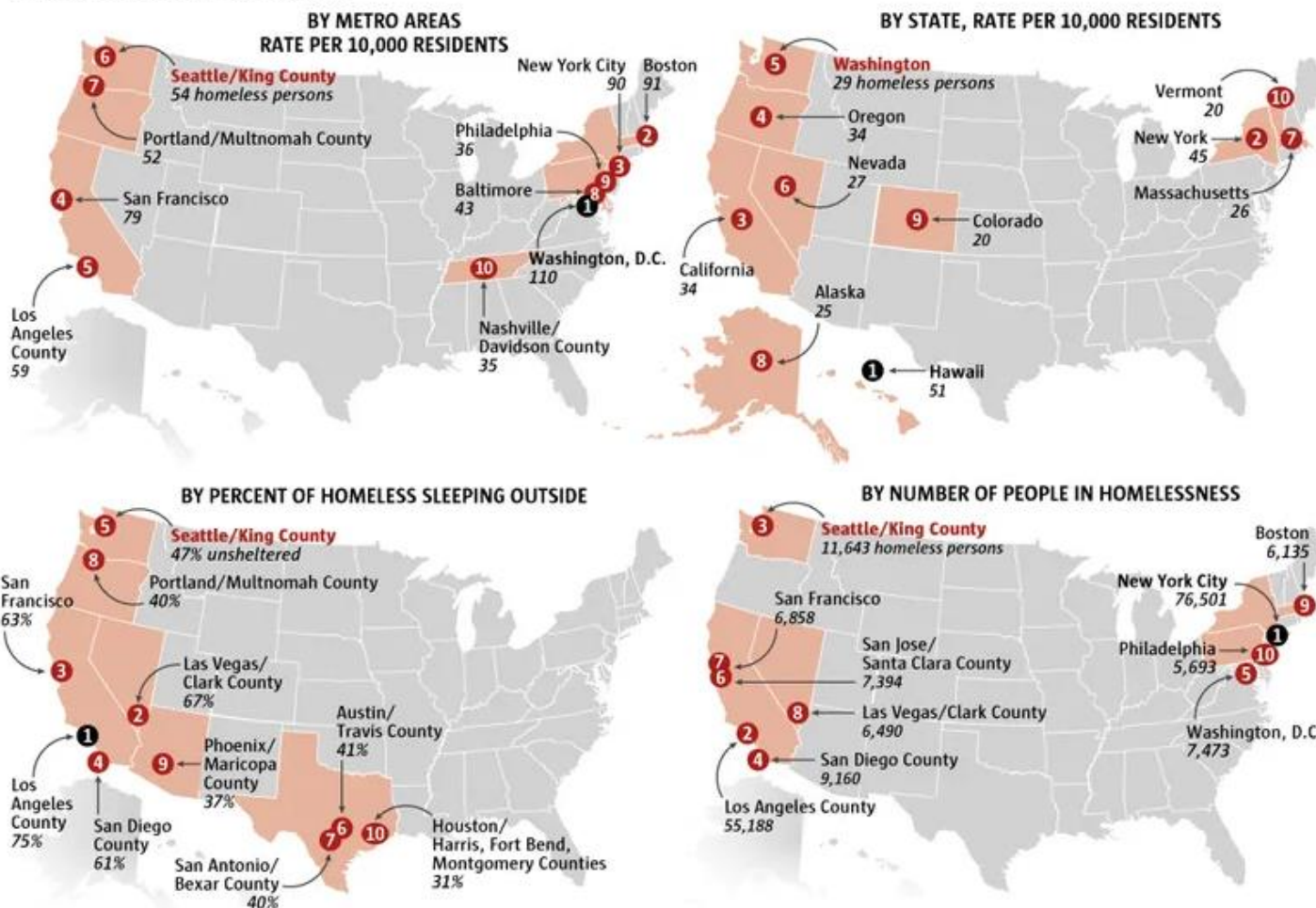




# Homelessness In Las Vegas vs Nationwide

## What city has the worst homelessness crisis?

It depends on how and what you count. Here are four different ways to look at homelessness in America's 30 largest cities with a population of more than 600,000.





# Homelessness In Southern Nevada



51%

Unsheltered

49%

Sheltered

13,972

will experience homelessness in our community at some point this year

## Subpopulations

90%

Single Adults

9%

Families with Children

6%

Unaccompanied Youth

10%

Veterans

\*These groups are not mutually exclusive





# Homelessness In Las Vegas

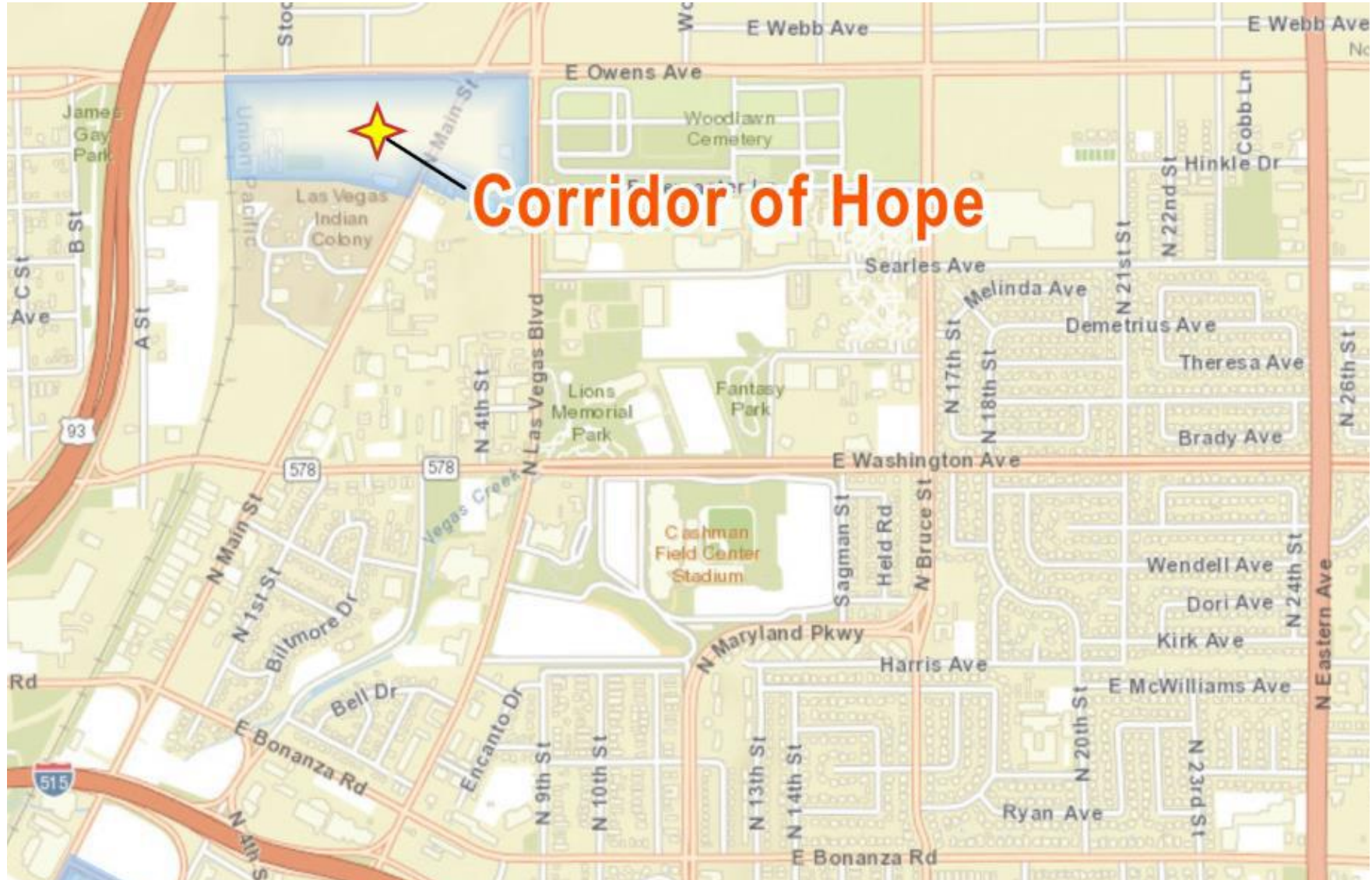


**STUDY: NEVADA HAS 9TH HIGHEST RATE OF HOMELESSNESS NATIONWIDE**





# Shelter Services







# Corridor Of Hope





# Program Introduction

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- City of Las Vegas Department of Neighborhood Services
  - Courtyard Homeless Resource Center
  - Recuperative Care Center
  - Second Chance Employment
  - The Arrow Shuttle
  - Flexible Housing
  - Prevention / Move-in & Rental Assistance Program
  - MORE Teams
  - Ticket-To-Home Program
- CLV Street Medicine Program





# Barriers In Shelter Medical Care

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- Shelter system not equipped for medical care
- Homeless shelters only provide a bed for the night
  - Guests are discharged to the streets at 0600; cannot stay on campus
  - Intake for the new night begins at 1600
- Shelter staff cannot provide medical care:
  - Cannot change bandages or dress wounds
  - Oxygen not permitted
  - Medication is often confiscated; no safe storage
- Shelter staff cannot assist guests with basic needs:
  - Feeding
  - Bathroom/Diapers
  - Moving around the facility or getting in/out of bed



# ISO-Q - Background

- COVID-19 Isolation/Quarantine Medical Facility







# Courtyard Homeless Resource Center







# Funding Sources

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- Currently funded 100% by the City of Las Vegas
  - ESG-CV
    - Emergency Solutions Grants – CARES Act
    - HUD funding “to prevent, prepare for, and respond to coronavirus, among individuals and families who are homeless or receiving homeless assistance and to support additional homeless assistance and homelessness prevention activities to mitigate the impacts created by coronavirus under the Emergency Solutions Grants program (42 U.S.C. 11371).”
  - CDBG
    - Community Development Block Grant Program
    - HUD funding to “providing annual grants on a formula basis to states, cities, and counties to develop viable urban communities by providing decent housing and a suitable living environment, and by expanding economic opportunities, principally for low- and moderate-income persons.”
    - Designed to reinforce principles of community development
- Exploring Medicaid reimbursement options





# Courtyard Homeless Resource Center

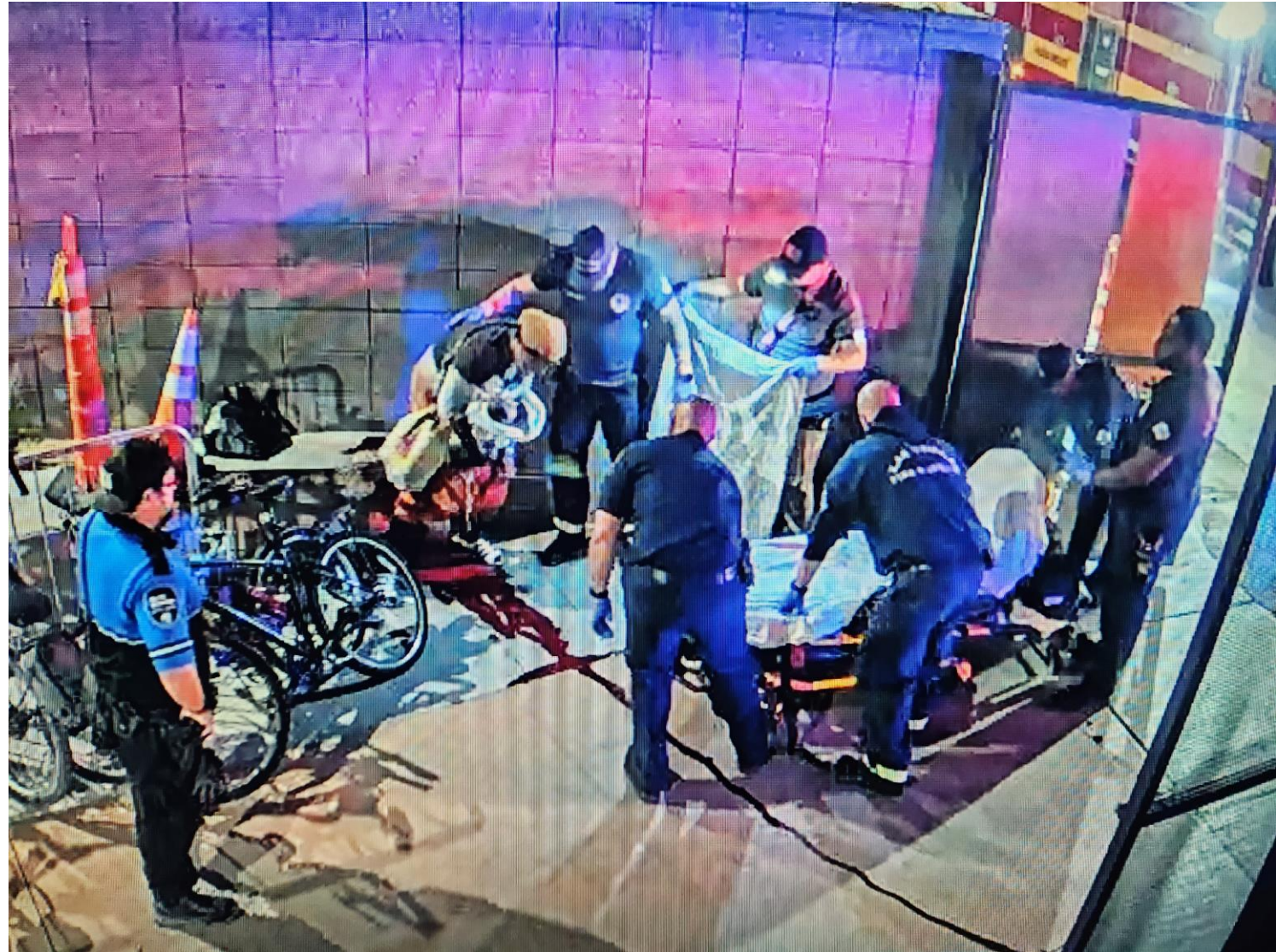






# Courtyard HRC Patient Population

- 400-500 people/day
- High acuity vs severe chronic medical conditions
- Low barrier to entry (including medical)
- Non-healing wounds, trauma, substance abuse & mental health
- Triage with MCI







# Hope Christian Health Center



**Hope**  
Christian  
Health Center

- Contracted operator of CLV Street Medicine Team
- Federally Qualified Health Center (FQHC), non-profit, faith-based family medicine health center
- Mission:
  - To glorify God as they demonstrate Christ's love to the Las Vegas community by providing excellent, affordable care to everyone regardless of their ability to pay.
- Statement of Faith:
  - Forms the bedrock of their Mission, Vision & Values as a non-denominational Christian non-profit organization
- Values:
  - Gospel motivation, Thankfulness, Prayer, Humility & Service



# Courtyard HRC Medical Team

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- Street Medicine Team Core Components
  - Primary Care Clinic (HCHC)
    - M-F 0800-1600
    - Overseen by Nurse Practitioner
    - Augmented by RN and MA with Admin support
- Core Metrics : # of unduplicated patients introduced to primary care
  - **~100 / month**
- Pharmacy support
  - ASP (HCHC)
  - Preferred Pharmacy (CLV)





# Courtyard HRC Medical Team

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- Street Medicine Team Core Components
  - Outreach Team
    - M-S 1000-2200 (x7 days/week)
    - RN (critical care/emergency/flight experience)
    - AEMT
    - LVFR Community Paramedic
- Core Metrics :
  - # of unduplicated patients seen by outreach team / month
    - **~300 / month**
  - # of patient touchpoints by outreach team / month
    - **~4000 / month**
  - # of 911/EMS calls & patients transported / week
    - **~15-20 / week**



# Information Management & Tracking



Username

Password



**SIGN IN**

[FORGOT PASSWORD?](#)



Welcome to Healthie Nevada







# Courtyard HRC Medical Forms



## City of Las Vegas Street Medicine Operations Referral

Name: \_\_\_\_\_

Date Referred: \_\_\_/\_\_\_/22

Referral Reason: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Bedrest/Priority Placement  Clothing Replacement

Bathroom Medical Priority  Shower Medical Priority

Referred By: \_\_\_\_\_

**\*No Appointment Needed\***

**When: Monday – Sunday; 8am – 8pm**

**Where: Courtyard HRC Services Building (Ask for Ops)**



## City of Las Vegas Street Medicine Primary Care Referral

Name: \_\_\_\_\_

Date Referred: \_\_\_/\_\_\_/22

Referral Reason: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Wound Care/Follow-Up  Specialist Referral

Medication Refill/Reconciliation  Primary Care Initiation

Referred By: \_\_\_\_\_

**\*You Must Make An Appointment\***

**When: Monday – Thursday; 8am – 12pm**

**Where: Courtyard HRC Services Building (Clinic is inside)**



## City of Las Vegas Street Medicine Case Management - Medical Referral

Name: \_\_\_\_\_

Date Referred: \_\_\_/\_\_\_/22

Referral Reason: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

URGENT  Routine

Medication Reconciliation/Refill  Hospital Discharge F/U

Medical Records/Letter  Medical Education

Referred By: \_\_\_\_\_

**\*Primary Care Clinic Appointment Requested\***

**When: Monday – Friday; 8am – 2pm**

**Where: Courtyard HRC Services Building (Medical is inside)**



# Medical Case Management

- Most medically/fragile vulnerable patients
- High priority to transition out of homelessness
- Housing assessments (CHAT)
  - Independent living vs assisted living vs group home vs skilled nursing
- Income – SSI/SSDI
- Identification
  - Birth certificate, driver's license, state ID
- Liaison with hospital case managers to assist with safer discharge
  - SAFER Project

The form is titled "City of Las Vegas Street Medicine Case Management/Social Referral" and features the city seal. It includes fields for Name, Date Referred (\_\_\_/\_\_\_/22), and Referral Reason, followed by several blank lines for notes. At the bottom, there are four checkboxes for "CHAT/Housing Assessment", "Partner Agency Referral", "Initial Assessment", and "Ticket-To-Home". A red oval highlights these four checkboxes. Below the checkboxes is a "Referred By:" field, followed by the text "\*No Appointment Needed\*", and then the operating hours "When: Monday – Friday; 8am – 3pm" and location "Where: Courtyard HRC Day Center Building (CM are inside)".







# Medication Storage Room



\*Haven for Hope



# Outreach Patient Tracking

 **City Of Las Vegas/HOPE Street Medicine** 

**Courtyard HRC Patient Encounter Form**

Encounter Date: \_\_\_\_/\_\_\_\_/23      Time: \_\_\_\_:\_\_\_\_

First Name: \_\_\_\_\_

Last Name: \_\_\_\_\_

DOB: \_\_\_\_/\_\_\_\_/\_\_\_\_

UI#: \_\_\_\_\_

**General Patient Encounter:**

- OTC Medication
- General Sick Person (inc. altered mental, septic, fever)
- Unconscious/Unresponsive/Fainting
- Ingestion/Intoxication/Overdose/Poisoning
- Environmental (inc. severe heat & cold related injuries)
- Severe Allergic Reaction (inc. anaphylaxis)
- Assault/Trauma/First Aid (inc. broken bones)
- Wound Care/Infection
- Counselling/Medical Advice/Social
- Other (Describe in note)

**Specific Medical Encounter (Indicate Dx if appropriate):**

- Psychiatric [Suicidal ideation, Voices, Racing thoughts]
- Cardiac [Chest pain, Hyper/Hypo-tension, Pacemaker]
- Respiratory [Dyspnea (SOB), Wheeziness, Coughing]
- Gastrointestinal [N/V, D/C, Abdominal pain, Hernia]
- Neurological [Seizures, Stroke, Headache]
- Endocrine [Diabetes (inc. High/low blood sugar)]
- ObGyn [Pregnancy, Rash, Burning, Women's health]
- Renal [Dialysis, UTI, Kidney stones, Bloody urine]
- Dermatological (inc. rashes)
- ENT/Dental/Maxillofacial

Note: \_\_\_\_\_ V2.1 (3.13)





# Street Medicine EMS Tracking

To Hospital



**City Of Las Vegas Street Medicine**  
 Ph: (702) 229-5297 E: ext\_mogriofa@lasvegasnevada.org  
**Courtyard HRC Medical Transfer**  
 Date: \_\_\_/\_\_\_/22 Time: \_\_\_:\_\_\_ 911  311

Patient Name: \_\_\_\_\_  
 DOB: \_\_\_/\_\_\_/\_\_\_  
 HR: \_\_\_\_\_ RR: \_\_\_\_\_ Temp: \_\_\_\_\_ F  
 BP: \_\_\_/\_\_\_ SpO2: \_\_\_\_\_% Other: \_\_\_\_\_  
 Last Hospital Visit: \_\_\_/\_\_\_/\_\_\_  
 P/C: \_\_\_\_\_  
 Hx P/C: \_\_\_\_\_  
 Pre Med/Surg Hx: \_\_\_\_\_  
 Meds: \_\_\_\_\_  
 Allergies: \_\_\_\_\_ NKDA   
 Tx On Site: \_\_\_\_\_  
 Notes: \_\_\_\_\_

Send discharge medication to **PREFERRED PHARMACY**  
 ADDRESS: 314 Foremaster Ln, Courtyard HRC, Las Vegas, NV 89101  
 Ph: (702) 384-3784 / Fax: (702) 384-3796  
 \*\*\*If patient requires medical respite/bedrest/inpatient  
 wound care refer to CLV Recuperative Care Center (RCC)\*\*\*  
 SEE REVERSE Referral Sheet - Ph: (702) 229-5160

**City Of Las Vegas Street Medicine**  
**Courtyard HRC Ambulance Log**  
 Date: \_\_\_/\_\_\_/22 Time: \_\_\_:\_\_\_

1. Picking Up  Dropping Off  Cancel   
 2. Courtyard HRC  Catholic Charities  Other   
 3. LVFR  AMR/MedicWest  Other   
 Unit #: \_\_\_\_\_ CRT

\*If multiple units responding to same event, log on 1 sheet\*

**Who called for the ambulance?**

- Courtyard HRC Medical Team   
 - Other Courtyard HRC Staff (inc. Security)   
 - Patient/Self/Other Person/Guest   
 - CLV Marshalls/Law Enforcement

Transport? Yes  No

UMC  Valley  North Vista  Other: \_\_\_\_\_

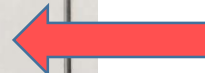
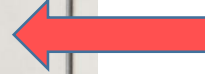
Patient Name: \_\_\_\_\_ UI#: \_\_\_\_\_

**Reason for ambulance call (Only if picking up from Courtyard):**

Cardiac (inc. chest pain & high blood pressure)   
 Respiratory (inc. shortness of breath & wheeziness)   
 Gastrointestinal (inc. nausea/vomiting & abdominal pain)   
 Neurological (inc. seizures & stroke)   
 Endocrine (inc. diabetes & high blood sugar)   
 General sick person (inc. altered mental, septic, fever)   
 Unconscious/Unresponsive/Fainting   
 Ingestion/Overdose/Poisoning   
 Environmental (inc. heat & cold related injuries)   
 Anaphylaxis (inc. allergic reaction)   
 Wounds/Assault/Trauma (inc. broken bones)   
 Psychiatric (inc. suicidal ideation/"I want to kill myself")   
 Other/Unknown (describe in note)

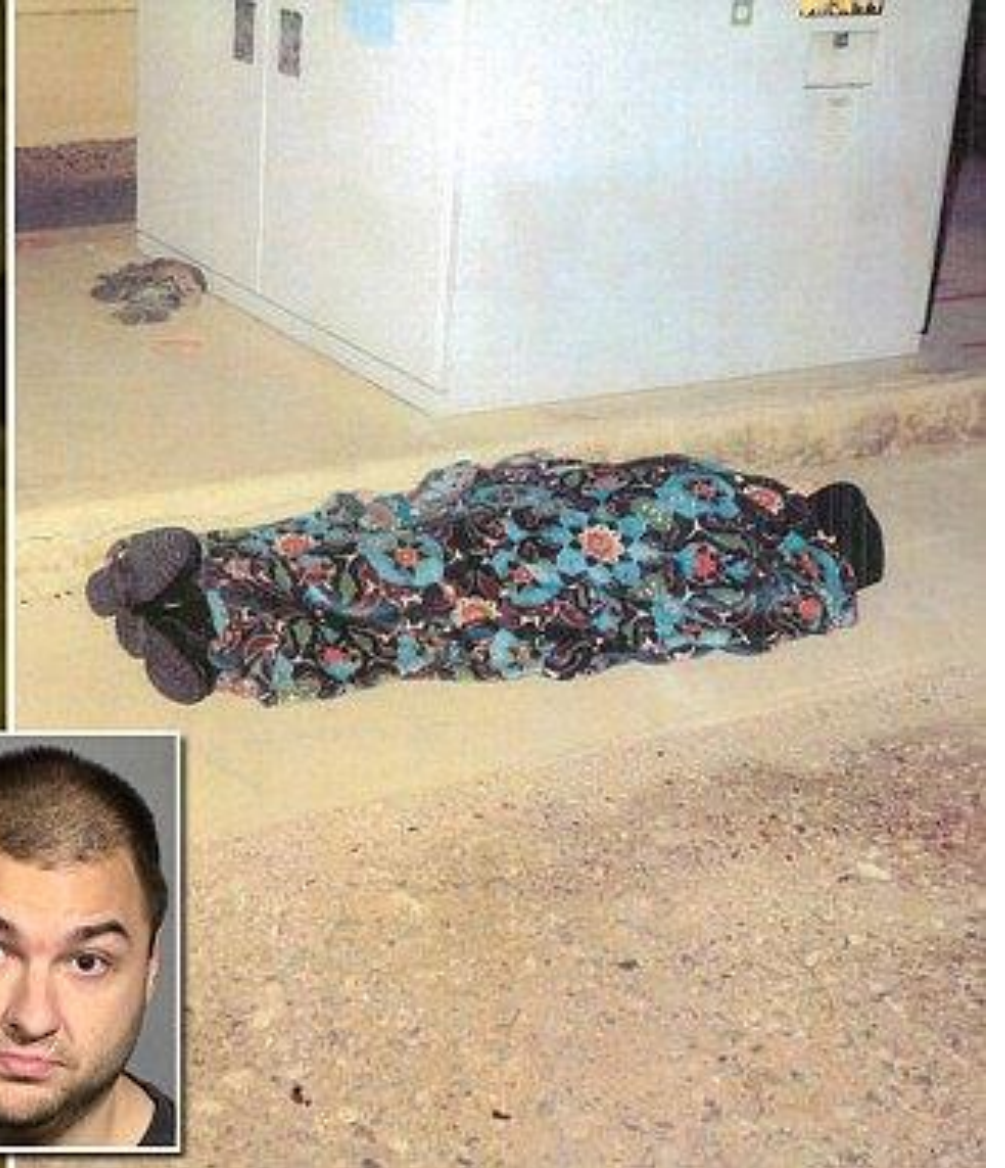
Note: \_\_\_\_\_

Internal





# Inappropriate Hospital Discharges







# Arrow Shuttle

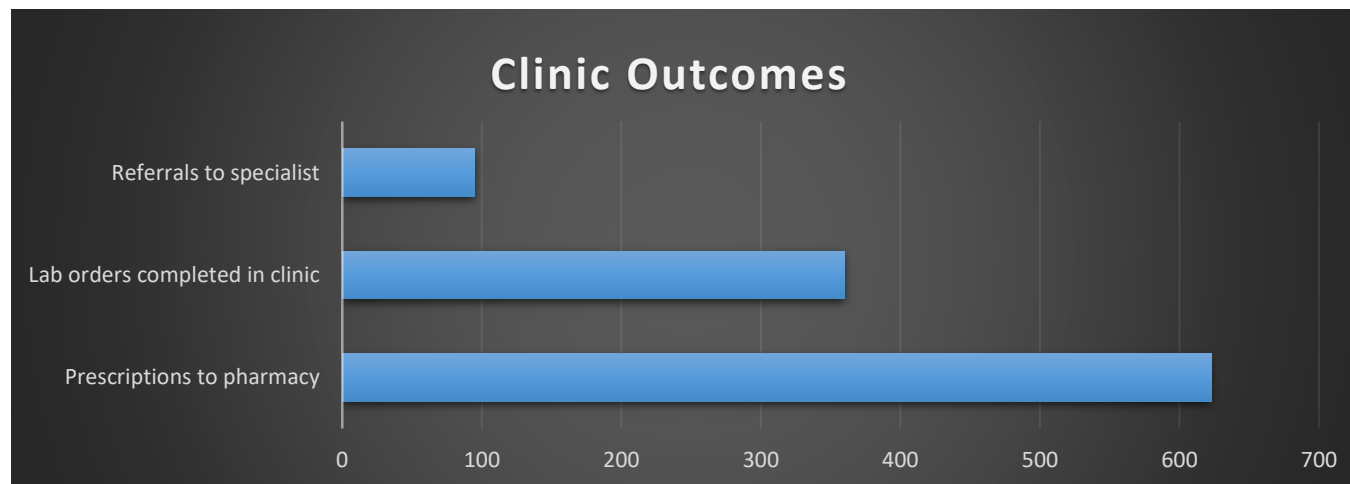
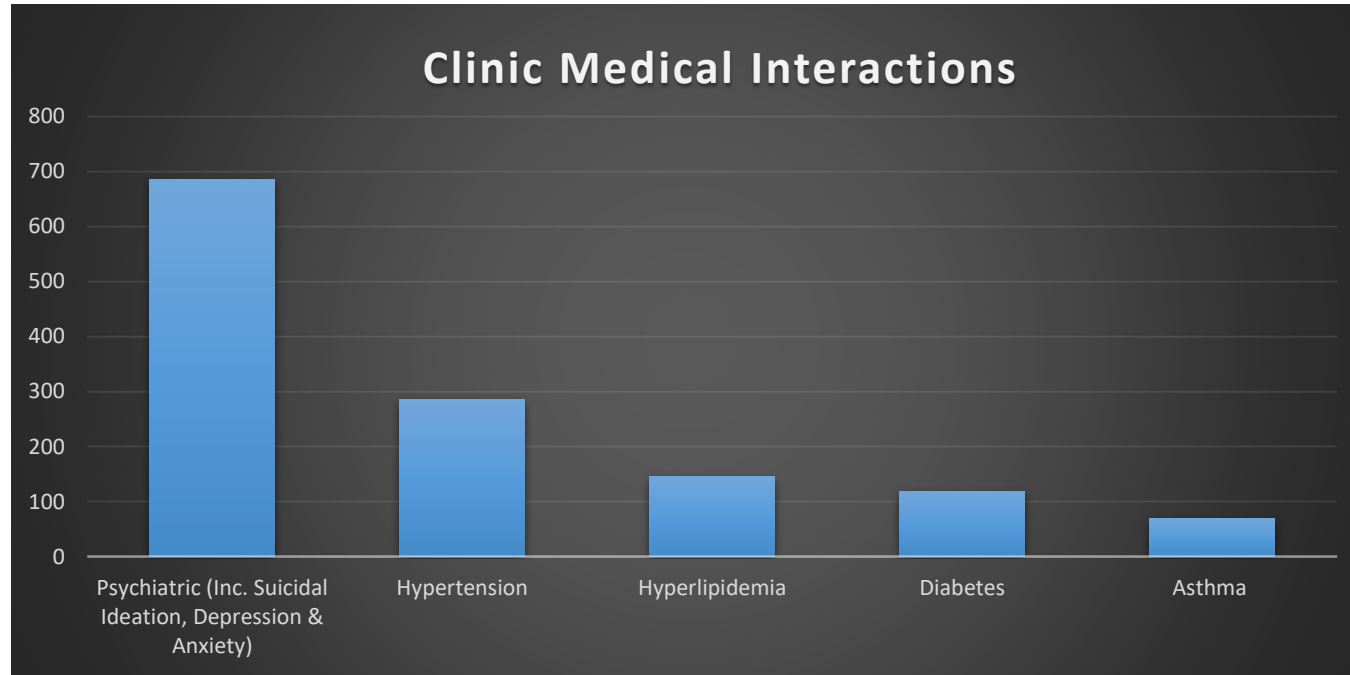
- **Medical hospital/ER ARROW shuttle**



> **LAS VEGAS LAUNCHES FREE SHUTTLE FOR HOMELESS**



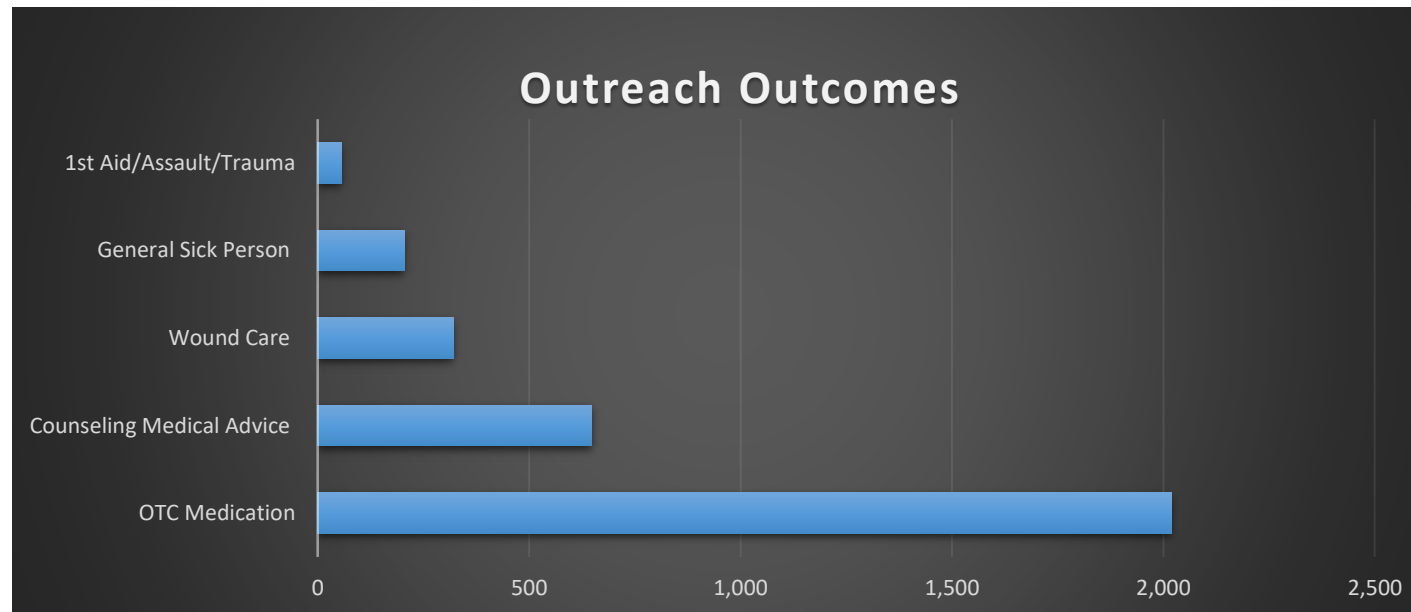
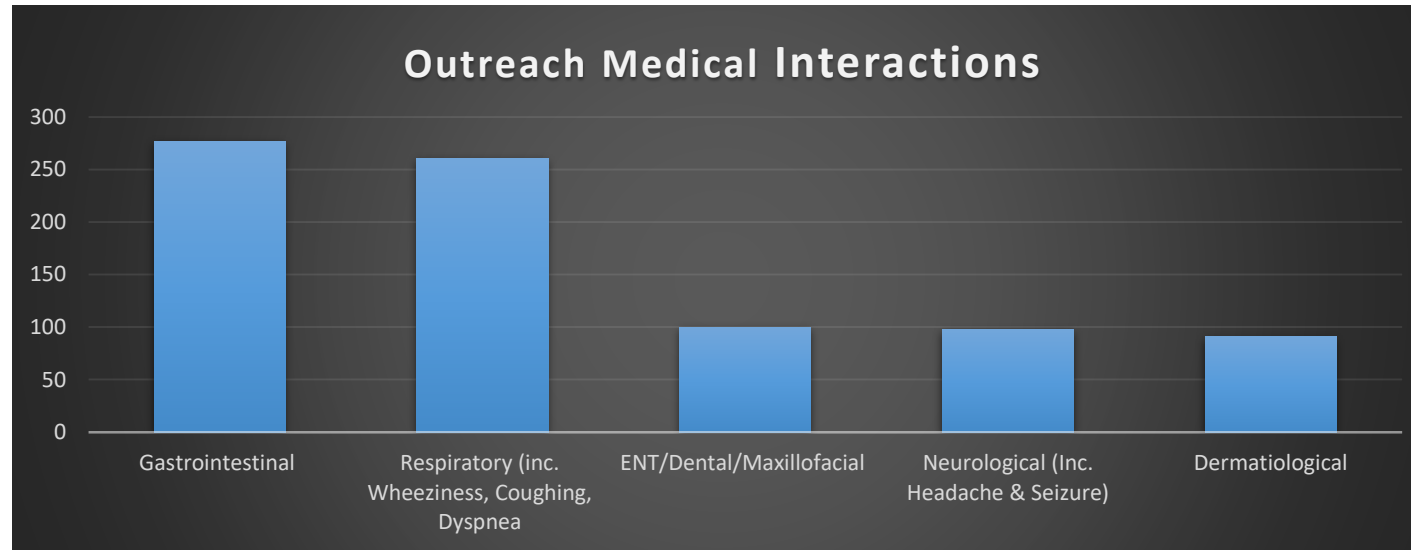
# Primary Care Clinic Metrics







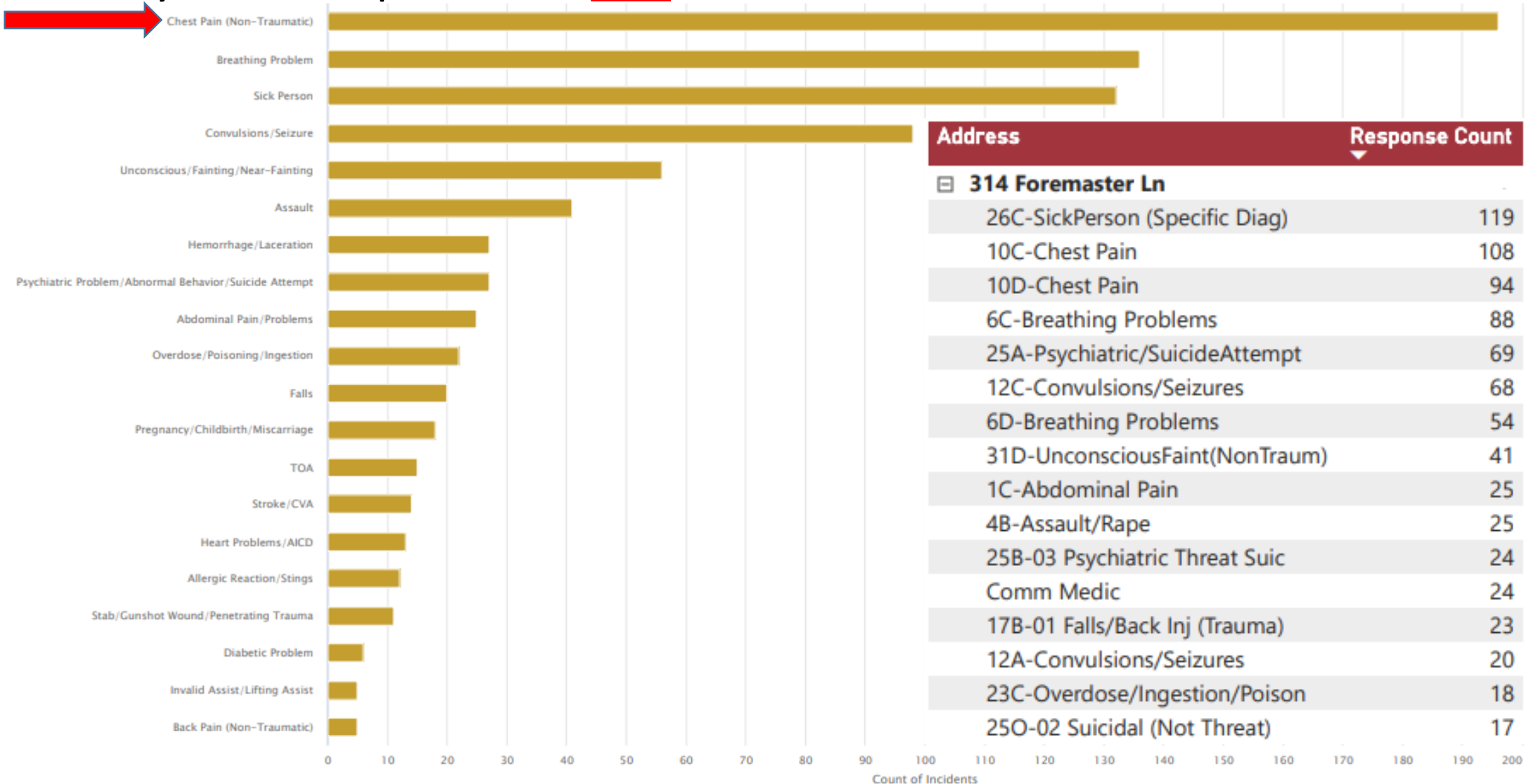
# Street Medicine Outreach Team Metrics





# Street Medicine EMS Response

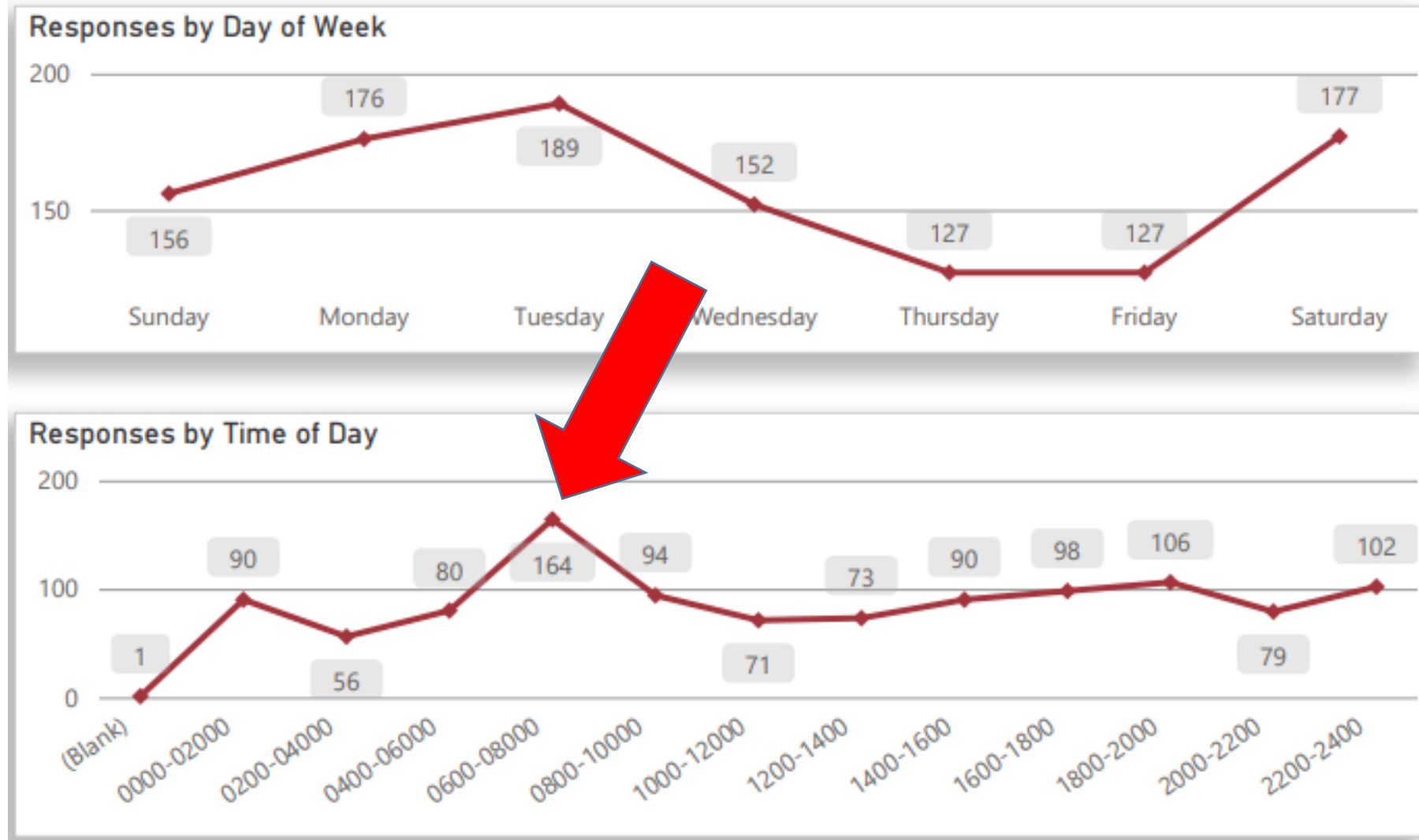
- May 2022 – April 2023: **941** Distinct EMS Incidents





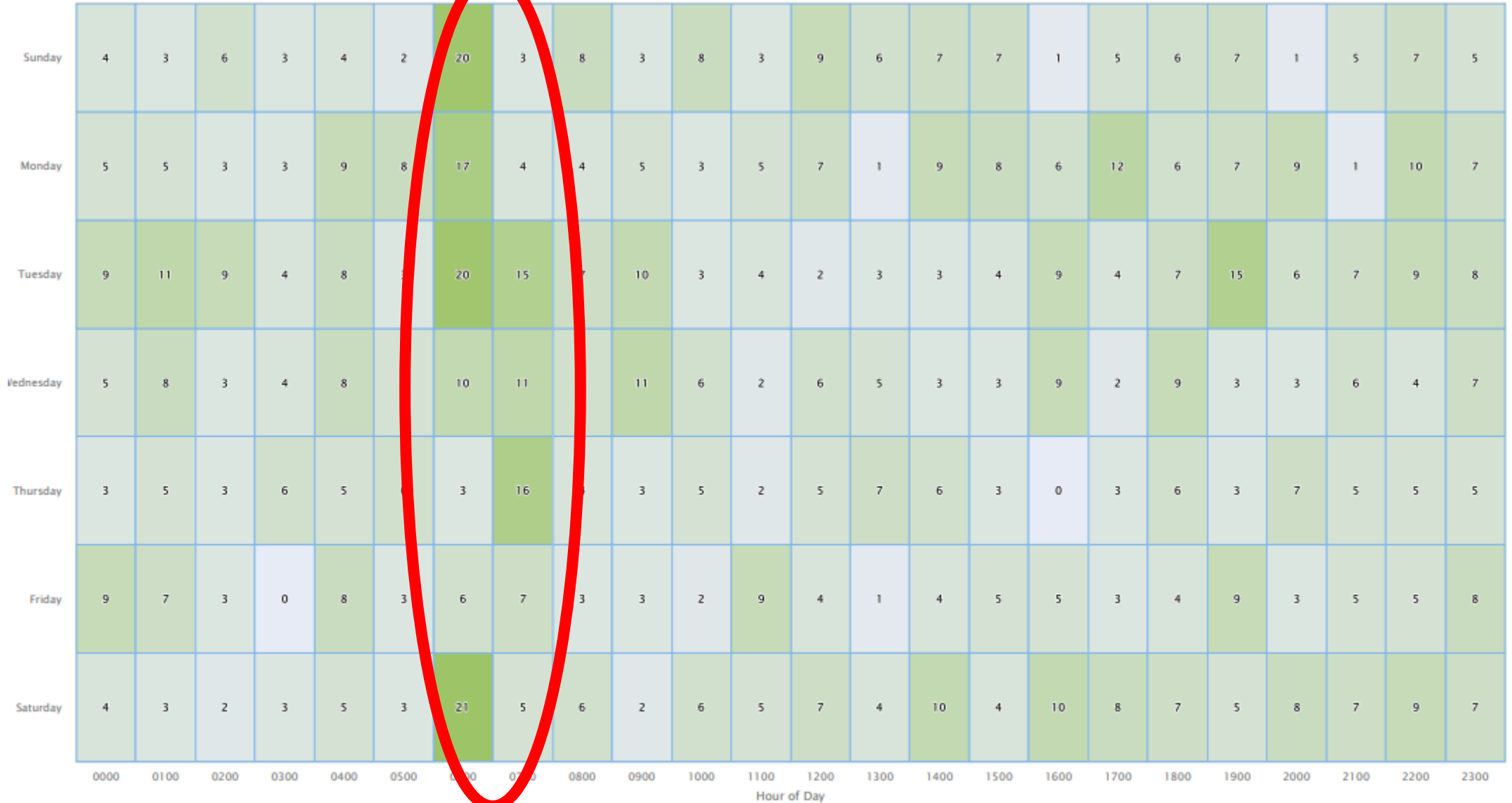


# Street Medicine EMS Response Timing





# Street Medicine EMS Response Timing







# Street Medicine EMS Resource Impact

EMS Unit Call Sign	2022												2022		2021		YTD % Change
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Grand Total - Current	% of Total Incidents - Current	Grand Total - Previous	% of Total Incidents - Previous	
R1	19	18	9	14	14	18	13	16	13	9	11	21	175	19%	217	20%	-19.35%
E1	7	3	6	5	8	4	14	2	3	6	6	11	75	8%	108	10%	-30.56%
R301	24	16	29	16	22	26	11	13	10	7	14	14	202	22%	261	24%	-22.61%
T1	3	5	8	8	10	5	8	7	3	9	6	6	78	8%	111	10%	-29.73%
E201	9	11	7	6	7	4	10	6	4	5	6	6	81	9%	105	10%	-22.86%
R201	17	18	26	18	23	17	11	13	12	9	25	14	203	22%	243	23%	-16.46%
E106	0	0	0	2	0	0	0	0	0	0	0	0	2	0%	7	1%	-71.43%
T8	0	0	0	0	0	0	0	0	1	6	9	8	24	3%	4	0%	500%
E3	0	0	0	0	0	1	0	0	0	0	0	0	1	0%	1	0%	0%
E8	0	0	1	0	0	0	0	0	0	0	1	0	2	0%	5	0%	-60%
E10	0	0	0	0	0	0	0	0	0	0	0	0	0	0%	1	0%	-100%
R8	0	0	1	0	0	0	0	0	0	0	0	0	1	0%	2	0%	-50%
ILS4	0	0	2	0	0	1	0	0	0	0	0	1	4	0%	5	0%	-20%
R204	0	0	0	0	0	0	0	0	0	0	0	0	0	0%	2	0%	-100%
R107	0	0	0	0	0	0	0	0	0	0	0	0	0	0%	1	0%	-100%
E4	0	0	1	0	0	0	0	0	0	0	0	0	1	0%	0	0%	N/A
COMP1	0	0	1	3	6	4	3	15	8	11	1	1	53	6%	0	0%	N/A
R3	0	0	0	1	0	0	0	0	0	0	0	0	1	0%	0	0%	N/A
R103	0	0	0	0	1	0	0	0	0	0	0	0	1	0%	0	0%	N/A
CAS2	0	0	0	0	0	0	0	0	1	1	1	3	6	1%	0	0%	N/A
CAS1	0	0	0	0	0	0	0	0	0	5	1	7	13	1%	0	0%	N/A
CAS3	0	0	0	0	0	0	0	0	0	3	1	4	8	1%	0	0%	N/A
CAS4	0	0	0	0	0	0	0	0	0	0	3	2	5	1%	0	0%	N/A
<b>Grand Total</b>	<b>79</b>	<b>71</b>	<b>91</b>	<b>73</b>	<b>91</b>	<b>80</b>	<b>70</b>	<b>72</b>	<b>55</b>	<b>71</b>	<b>85</b>	<b>98</b>	<b>936</b>	<b>100%</b>	<b>1,073</b>	<b>100%</b>	<b>-12.77%</b>



# Key Takeaways

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- Have a constructive intervention with most interactions if possible
  - Eg. Electrolytes, blanket or OTC medication
- Half medicine/Half communication (Foundation of the team)
  - Empathy with background, culture and challenges
  - Trust is key
  - Addressing frequent fliers
  - What is their goal and what is an acceptable outcome?
- Integration with EMS is crucial
  - Coordination with dispatch, unit availability and priority vs non-priority vs mental health (CRT)
- Coordinated use of HMIS, EMR and hospital records
  - Often addresses gaps in recollection, stories and medical history
- Medical care in conjunction with targeted case management
- Street medicine is often a last port of call for the most medically fragile and vulnerable patients on the street
  - These are YOUR patients and you are THEIR provider!
  - Be visual and be present
  - Courtesy & Respect





# Acknowledgements

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- City of Las Vegas Office of Neighborhood Services
- Hope Christian Health Center
- Courtyard HRC Street Medicine Team
- Las Vegas Fire & Rescue
  - Community Paramedic Program



# ??? Questions ???

**Marc Ó Gríofa, MD PhD NRP FAWM FEWM FFSEM**

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**Street Medicine Main Number**

**P: (702) 334-3269**



**Hope**  
Christian  
Health Center

