

# PUTTING "COMMUNITY" INTO A COMMUNITY CLINIC

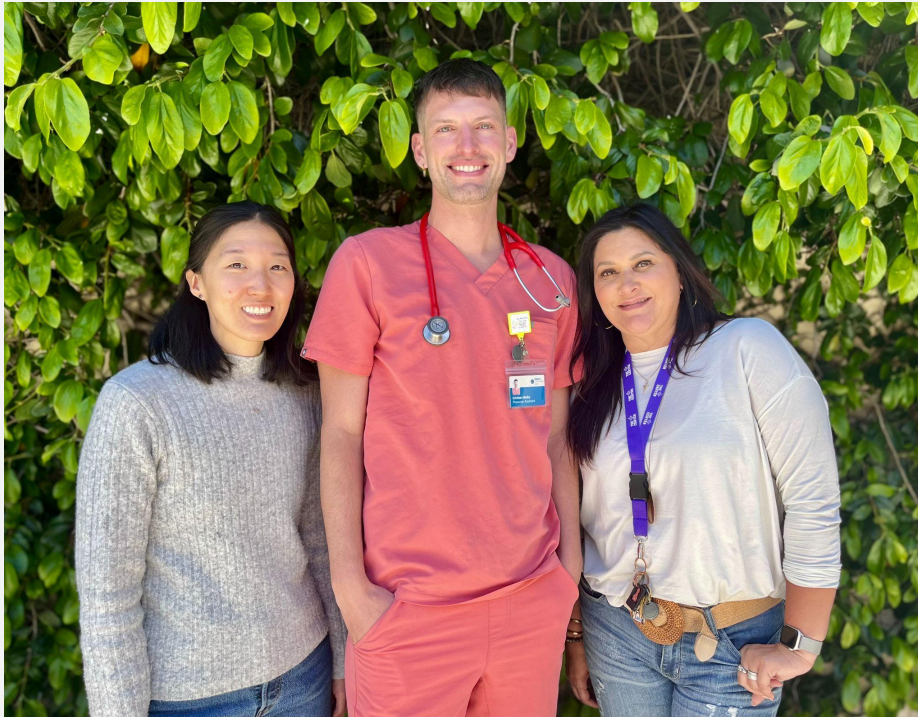


**Saban**  
community  
clinic

National Healthcare for the Homeless Council Conference  
May 17, 2023



# WHO WE ARE



## **KRISTIAN MELBY, PA-C, AAHIVS**

(Medical Provider, Saban Community Clinic)

## **CHRISTINE STELLINO, MSW, ASW**

(Director of Programs, The Center)

## **JULIE HAN, LCSW, MPH**

(Sr. Program Coordinator, The Center)



# TODAY'S TOPIC



We are a partnership between The Center in Hollywood, a homeless services agency, & Saban Community Clinic, a Federally Qualified Health Center in Los Angeles.





# SABAN COMMUNITY CLINIC



- Opened as The Los Angeles Free Clinic in 1967
- 4 brick and mortar locations from West to East Hollywood
- Comprehensive medical, behavioral, dental, & pharmacy services
- Community includes many experiencing homelessness



# THE CENTER



## OUR VISION

The Center envisions an equitable world where the power of community prioritizes the health, housing, and dignity of every person.

**COMMUNITY ENDS  
HOMELESSNESS**



# COFFEE HOUR



We open up our space every morning for people in the community. We offer fresh coffee and a safe place to just be.



# WELLNESS GROUPS



We offer ways to engage in community and build meaningful relationships:  
Art, Movement, Poetry, Karaoke, Meditation, & more...





# ADDITIONAL SERVICES



We connect people to resources including housing, case management, advocacy, and healthcare.



# OUR ORIGIN STORY



**[2005 - 2015]**

Collaborators  
in Hollywood

The Center & SCC collaborate as members of a coalition to serve people experiencing homelessness in Hollywood

**[2016]**

Outreach  
Partnership

The Center formalizes a partnership with SCC by embedding a Registered Nurse onto its street outreach team





# OUR ORIGIN STORY



**[2017 - 2018]**

## Seeing a Need

Center participants still experience multiple barriers to care including transportation, scheduling, and insurance.





# OUR ORIGIN STORY



**[2018]**

## Commitment & Planning

The Center and SCC begin a strategy and fundraising campaign to open an on-site clinic at The Center.

**[2020]**

## Clinic Opens

The clinic at The Center officially opens to patients 3 mornings a week, offering primary and specialty care services.

**[2022]**

## Services Added

On-site substance use recovery and behavioral health services are added to the clinic's offerings.



# CLINIC SERVICES



- Primary care
- Infectious Disease Care
- Gender Affirming Care
- Behavioral Health
- Psychiatry
- Dental (mobile)
- Ophthalmology (mobile)
- Foot care (mobile)





# INCREASING ACCESS



- Location
- Transportation
- Direct contact
- Walk-Ins & Flexibility
- Insurance
- Specialty Assistance
- Care team coordination



# OUTCOMES



## Retention in Care

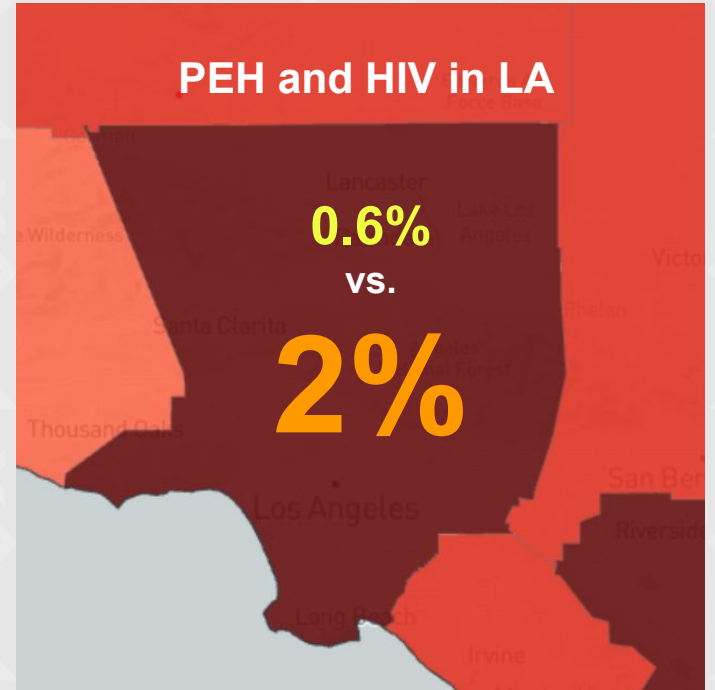
- 93% of patient visits in March 2023 were for returning patients
- Lost to follow-up at other clinics and Saban
  - Including brick-and-mortar locations and through street outreach

**Transgender people in L.A. are almost 3x more likely to have experienced homelessness than the general population.**

**#WEARETGILA**



## PEH and HIV in LA







# SPECIALTY CARE



## **Gender-Affirming Care**

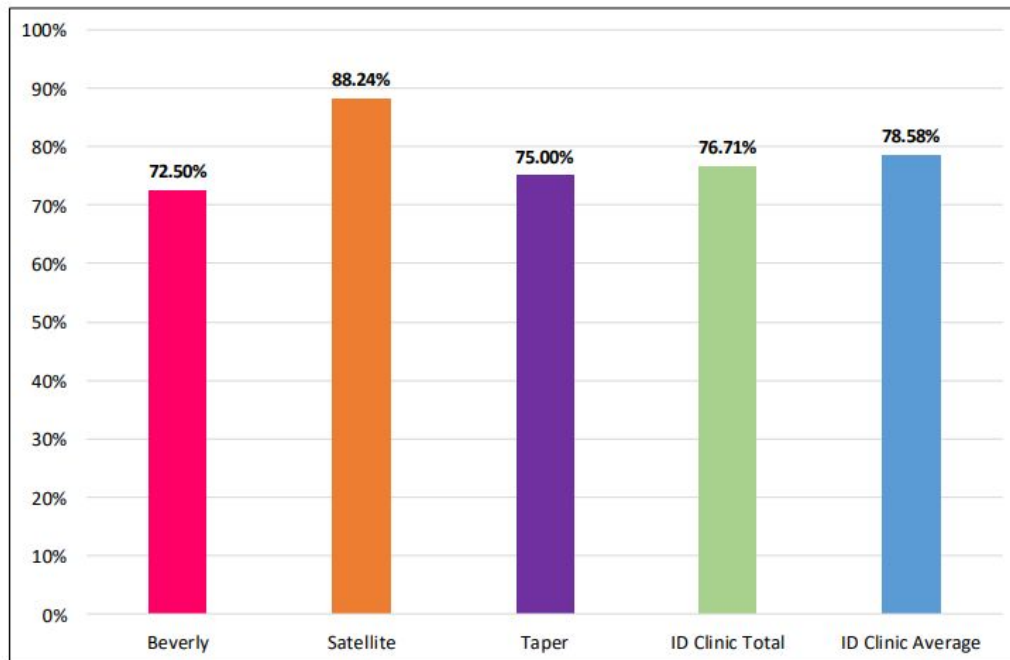
- 15% (March 2023) and 16% (April 2023) of patient visits were people of transgender experience seeking both gender-affirming and other medical care

## **Infectious Disease (ID) services**

- 52% of patient visits in March 2023 were people accessing ID services (HIV and hepatitis C treatment)
- Compared to 4% of patient visits at Saban - Beverly



# RETENTION IN CARE - HRSA



## **HRSA definition for Retention in Care:**

Percentage of patients with a diagnosis of HIV who had at least 2 encounters within the 12-month measurement year

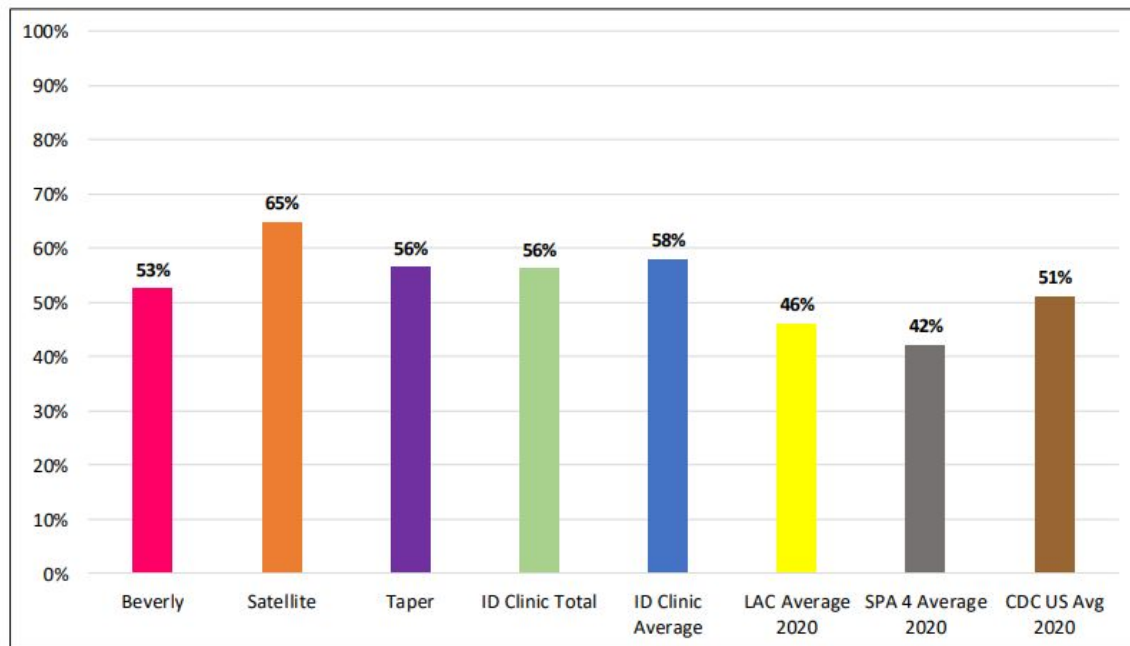
Numerator: Number of patients w/ at least 2 HIV medical care encounters at least 90 days apart within 12-month year, where at least 1 of the 2 encounters must be with a provider who has prescribing privileges

Denominator: Number of patients, with a diagnosis of HIV who had at least 1 HIV medical encounter within the 12-month year.

Encounter: visit with a medical provider who has prescribing privileges or a HIV viral load test



# RETENTION IN CARE - CDC



## **CDC definition for Retention in Care:**

Percentage of patients with documentation of  $\geq 2$  CD4 or viral load tests performed  $\geq 3$  months apart during the calendar year

LA County most recent report included data utilizing CDC definitions



# BEHAVIORAL HEALTH CARE



- 83 visits since starting in Fall 2022
- Apprehensive about therapy or have had previous bad experiences
- 6 month program
- Stabilization, crisis management, coping & communication skills
- Connection to other sites, resources



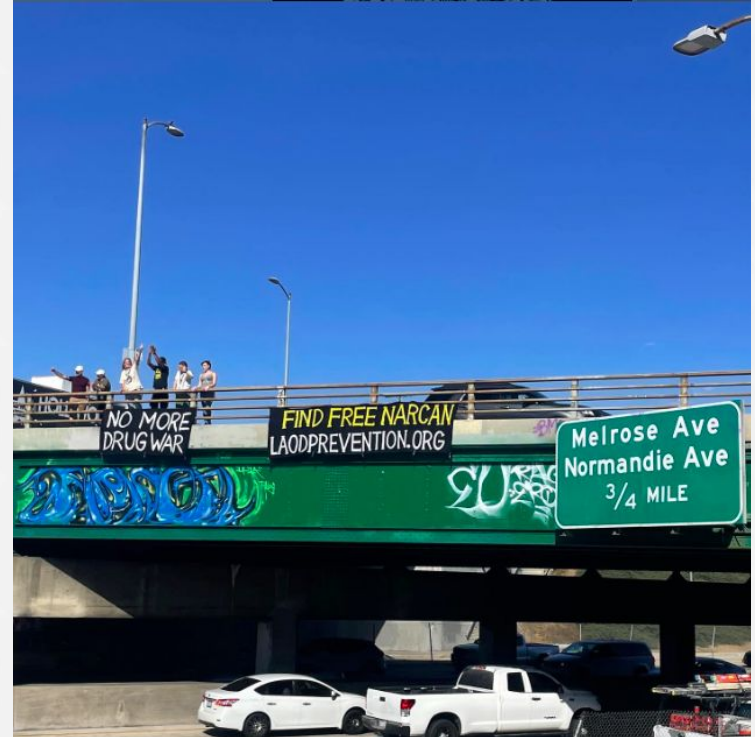


# SUBSTANCE USE COUNSELING



- Free & accessible
- Harm-reduction based
- Individual & Group Counseling
- Weekly Workshops
- Harm Reduction Supplies & Narcan

Services delivered by a Substance Use Counselor & Peer Program Assistant





# SUBSTANCE USE COUNSELING



- In LA County, accidental Fentanyl overdose deaths increased 1,280% from 109 in 2016 to 1,504 in 2021<sup>1</sup>
- Black residents had highest rates of fentanyl overdose deaths and hospitalizations<sup>1</sup>
- 37 overdose reversals reported by Center participants since Fall 2022

1. Data Report: Fentanyl Overdoses in Los Angeles County. Health Outcomes and Data Analytics Branch, Substance Abuse Prevention and Control, Los Angeles County Department of Public Health, November 2022.





# PARTNERSHIP TIPS



## ***Lessons we learned along the way of building and growing our partnership:***

- Get to know each other - values, priorities, resources
- Start small & keep it simple
- True integration of staff to feel like one team
- Align expectations of qualitative & quantitative outcomes
- Define & communicate needs throughout
- Remember that it takes time!

# Thank You!



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