

Using patient navigators to connect individuals who are multiply diagnosed, experiencing homelessness, and living with HIV with a medical home in Portland, Oregon



Building a Medical Home for Multiply Diagnosed People Experiencing Homelessness and Living with HIV/AIDS Multnomah County Health Department, Portland, Oregon

GEOGRAPHIC LANDSCAPE

Portland, Oregon metropolitan area

THE CHALLENGE

- Engagement and retention in HIV specialty and primary care due to multiple barriers
- Lack of affordable housing
- Insufficient appropriate mental health and substance use treatment resources

FOCUS POPULATION

People living with HIV who are experiencing homelessness/unstable housing and diagnosed with mental health or substance use disorders

THE MODEL

Integration of patient navigators and housing support into a comprehensive HIV medical home model to better engage and retain patients experiencing homelessness to improve medical outcomes such as HIV viral suppression

PARTNERS and LINKAGES

Cascade AIDS Project – Housing case management services
Community partnerships with housing, mental health, substance use, legal, and social service agencies

IMPACTS

148 clients served

- **The impact of integrating SPNS navigators into our medical team: viral suppression for all clients increased from 79% in 2012 to 87% in 2016!**
- **Clients with a suppressed viral load are living less chaotic lives and are deeply connected to their medical care teams**
- **Navigation services will continue beyond the end of the project**

Learn more: <http://cahpp.org/project/medheart>

This project was supported by the Health Resources and Services Administration (HRSA) of the U.S. Department of Health and Human Services (HHS) under grant number H97HA24958 (Special Projects of National Significance (SPNS) Initiative Building a Medical Home for Multiply Diagnosed HIV-positive Homeless Populations, in the amount of \$1,485,860) awarded to Multnomah County HIV Health Services Center <https://multco.us/health/hiv-health-services-center> Approximately 5% of this project was financed with non-governmental sources. This information or content and conclusions are those of the authors and should not be construed as the official position or policy of, nor should any endorsements be inferred by HRSA, HHS or the U.S. Government.