



Safety During Client Outreach



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Safety with Boston Health Care for the Homeless Program

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What is a crisis?

A situation where someone's safety is at risk (patient and/or provider)

Safety Policy

- Pairs
- Whereabouts
- Entering the unit
 - Are there other people there?
 - Surveying for dangerous objects or weapons.
 - Maintaining awareness of exits.

EMR Risk Assessment

Outreach Safety Assessment

Add previous values to note

Patient live with others? Yes No

History of domestic violence? Yes No

Guns or weapons in home? Yes No

Pets in home? Yes No

Patient has any legal issues? Yes No

Other safety concerns? Yes No

Home Visit Status:

**** If the response to any question is YES, please speak with a supervisor about how to proceed.**

Scenario 1: Psychiatric Crisis @ Home

- 51yo male at home, visited by NP and CM for routine check in post-hospitalization. Pt reports suicidal ideation with plan. What next?
- Has this ever happened to you and your team?
- Stayed with him, explicit about plan, informed him of all steps we were taking, at times ambivalent, negotiating about hospital choice, BEST and MGH ED/EMS
- Addressing the ambivalence
- Weekend = unsure safety contract

Scenario 2: Crisis on the Street

- Common street crises:
 - Seizure (S)
 - Fight (S)
 - DV (H)
- SI/HI (both)
 - Section 12
 - Call for back up

Common Street Etiquette

- Introduce yourself as you approach
- Limit group size
- Respecting that you are engaging in their space
- Collaboration on patient-centered plans
- Be aware of your surroundings
- Respect confidentiality
- Be patient

Scenario 3: Medical Crisis @ Home

- 71yo female, mental illness and history of alcohol use. Recently housed after years of living on the street, recurring diarrhea at home, at times days without cleaning. No food at home, medication noncompliance.
- What next? What resources do you have available to help retain her housing?
- HHA, respite vs guardianship, ER use, discharged home to messy house, competent when sober, independent enough to reason and plan however did not follow through on cleaning

Discussion

- Have you felt unsafe?
- What could we have done differently in our scenarios?
- What resources are available to you?
- What safety policies do you have?
- Any other questions or scenarios?

Patient Navigation

HHOME Team

HIV Health Outreach Mobile Engagement

Example:

I escorted a client with severe mental health coupled with substance use to DMV to Apply for a identification for housing.

Client had not had an identification card in over 10 years. He became more disruptive as time went by. I would take him outside so he could smoke, which calmed him for a short time and he was able to finish the process with a lot of reminders that we were doing this so he could obtain housing.

This is an example of one of our clients who has been homeless for over 10 years and this is the first time he had a room of his own. He could not navigate even putting his sharps in the container.



These are some of the tools we use to help our clients keep in touch by giving them a cell phone



These are some of the engagement tools we offer for keeping an appointment, showing up for interviews, picking up their medications and to assist with getting to appointments.



Tips for keeping yourself and your partner safe:

- Use a key phrase for when you want your partner to either intervene or to call police.
- Always be aware of people using or selling drugs. DO NOT APPROACH!
- If client start to escalate, stay calm, talking in a soft voice (because it is hard to hear if they are screaming and they have to lower their voice to hear you)
- Watch your posture it says a lot.

Any Questions:



Thanks for all the challenging work each of you do!