

## *In their World: Homeless Healthcare Resources at a Local Food Bank*

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## Disclosure

Jeannette Meyer, MSN, RN, CCRN, CCNS, PCCN, ACHPN has No Relevant Financial Relationships with Commercial Interests

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## Advance Care Planning with the Homeless: Purpose, Scope, Goal

- Purpose: to improve our patient care for homeless and at-risk persons, including initiating an advance care planning process with the opportunity to complete an Advance Health Care Directive (AHCD) and/or (if appropriate) a Physicians' Order for Life-Sustaining Treatment (POLST) for all homeless patients with a chronic or progressive illness.
- Scope: individuals identified as homeless or at risk for homelessness presenting for care at Santa Monica UCLA Hospital and at other selected hospitals and clinics. *Homelessness is defined as "lacking a fixed or adequate night time residence."*

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### Advance Care Planning with the Homeless: Purpose, Scope, Goal

- Goal: the primary goal of this project is to develop a communication and intervention process to directly engage homeless patients, facilitating a conversation about advance care planning and producing a health care directive to be entered into the medical record. We will do this by establishing working relationships with venues that provide services to homeless individuals.

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### Advance Care Planning with the Homeless: Methods

- Advance Care Planning Training
- Database to store ACP documents that is also accessible to community agencies
- Hospice for the Homeless

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### Advance Care Planning with the Homeless: Methods

ACP Training

- Since initial training in October 2014, three trainings have been held.
  - Next: March 1, 2016 1p-3pm
- Attendance has included a mix of in-house and community staff.
- Goal:
  - Understand what is advance care planning (ACP)
  - Understand what is "CODE STATUS"
  - Initiate the ACP conversation
  - Be able to complete an advance care planning document

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**Advance Care Planning with the Homeless: Methods**

**ACP Training Touch Points:**

- Go Wish Reflection Exercise
- Review of Code Status, including what happens during CPR
- How to prepare, facilitate and engage during an ACP conversation
- Review of ACP documents (AHCD, POLST)
- Proper completion and when to review/update ACP documents
- Health care agent responsibilities
  - What if there isn't one?

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**Advance Care Planning with the Homeless: Methods**

**ACP Database**

- There is no one location where ACP documents can be stored that is accessible to community agencies, hospitals, etc.
- Current databases require a fee, not widely used and not easily accessible.
- Coordination with community agencies to explore options
  - NHF
  - City of Santa Monica

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**Advance Care Planning with the Homeless: Methods**

**Hospice for Homeless**

- Began conversations with Companion and Silverado Hospices to brainstorm resources for end-stage homeless patients.
- Resources such as hospice agency and housing are continuing to be explored to determine if this aspect of the project is feasible
- Reaching out to "Social Model Hospices" such as House of Hope to see if their programs can be replicated in this area. (Another location to open up in the South Bay in February 2016)

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## Advance Care Planning with the Homeless: Results

### Outreach

- October 2014
  - Initial training held at SM-UCLA by Delia, Jeannie and Lori. Since then there have been three trainings that included approximately 40 participants from in-house and community staff.
- April 2015
  - Began conversations with Companion and Silverado Hospices to brainstorm resources for end-stage homeless patients.
  - Resources such as hospice agencies and housing continue to be explored to determine if this aspect of the project is feasible.
- July 2015
  - First outreach in Venice – food pantry, senior apartment complex
  - Monthly outreach continues at St. Robert's Food Bank
  - 82 AHCD Information Packets have been distributed
  - 30+ Direct conversations have been held with clients

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## Advance Care Planning with the Homeless: Results

### Barriers

- Patients not having capacity to engage in Advance Care Planning conversations in the hospital
- Staff lack of awareness, training and availability of training staff to have Advance Care Planning conversations

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## Advance Care Planning with the Homeless: Results

### Strategies for Addressing Barriers

- Work with and educate physicians in the hospital to make referrals for Advance Care Planning conversations
- Work with and educate community shelters and clinics to engage and continue the ACP conversations started in the hospital
- When patients do not have capacity temporarily, work proactively with psychiatry to enhance capacity and to continue engaging patients in Advance Care Planning conversations
- Continue outreach to Hospice and Hospital Administration to discuss End of Life/Hospice needs of Homeless
- We are currently taking Advance Directive discussions to the community, rather than waiting for community to come to the acute setting

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### Advance Care Planning with the Homeless: Conclusions

- The primary goal is to give written voice to the homeless population, so their wishes can be honored (honoring their privacy, of course)
- We need suggestions about how and where to house these documents so that all who serve and assist them can have access to the documents
- Hospice for the homeless suggestions (Agencies, uninsured, lack of capacity)

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### Resources

- Go Wish Game  
<http://www.gowish.org>
- Delia Cortez  
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- Lori Koutouratsas  
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- Jeannie Meyer  
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### Resources

- SM-UCLA Home Page  
<http://www.mednet.ucla.edu/>  
General Resources → Ethics Center → Advanced Directive
- IHA California Advance Health Care Directive  
(Multiple Languages, bilingual)  
<https://www.ih4health.org/our-services/advance-directive/>
- Physicians Order for Life-Sustaining Treatment  
(Multiple Languages Available)  
[www.capolst.org](http://www.capolst.org)

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- End of Life Nursing Care Consortium-Critical Care Training Program; Administered by the City of Hope and American Association of Colleges of Nursing, Updated in 2008.
- Textbook of Palliative Care Nursing, Ferrell, B. and Coyle, N. editors, 2010, Oxford University Press.

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