

# Improving Care for the Most Underserved: A Novel Approach to Social Determinants of Health and Integrating Behavioral Health in a Homeless Shelter Clinic

Ryan Hatfield<sup>1</sup>, Duy Huynh<sup>1</sup>, Atima Huria<sup>1</sup>, Austin Rice MPH<sup>1</sup>, Maudia Ahmad MSW, LCSWA<sup>2</sup>, Marissa Carraway PhD<sup>3</sup>  
<sup>1</sup>Brody School of Medicine, <sup>2</sup>Health Assist, <sup>3</sup>Department of Family Medicine, Psychology

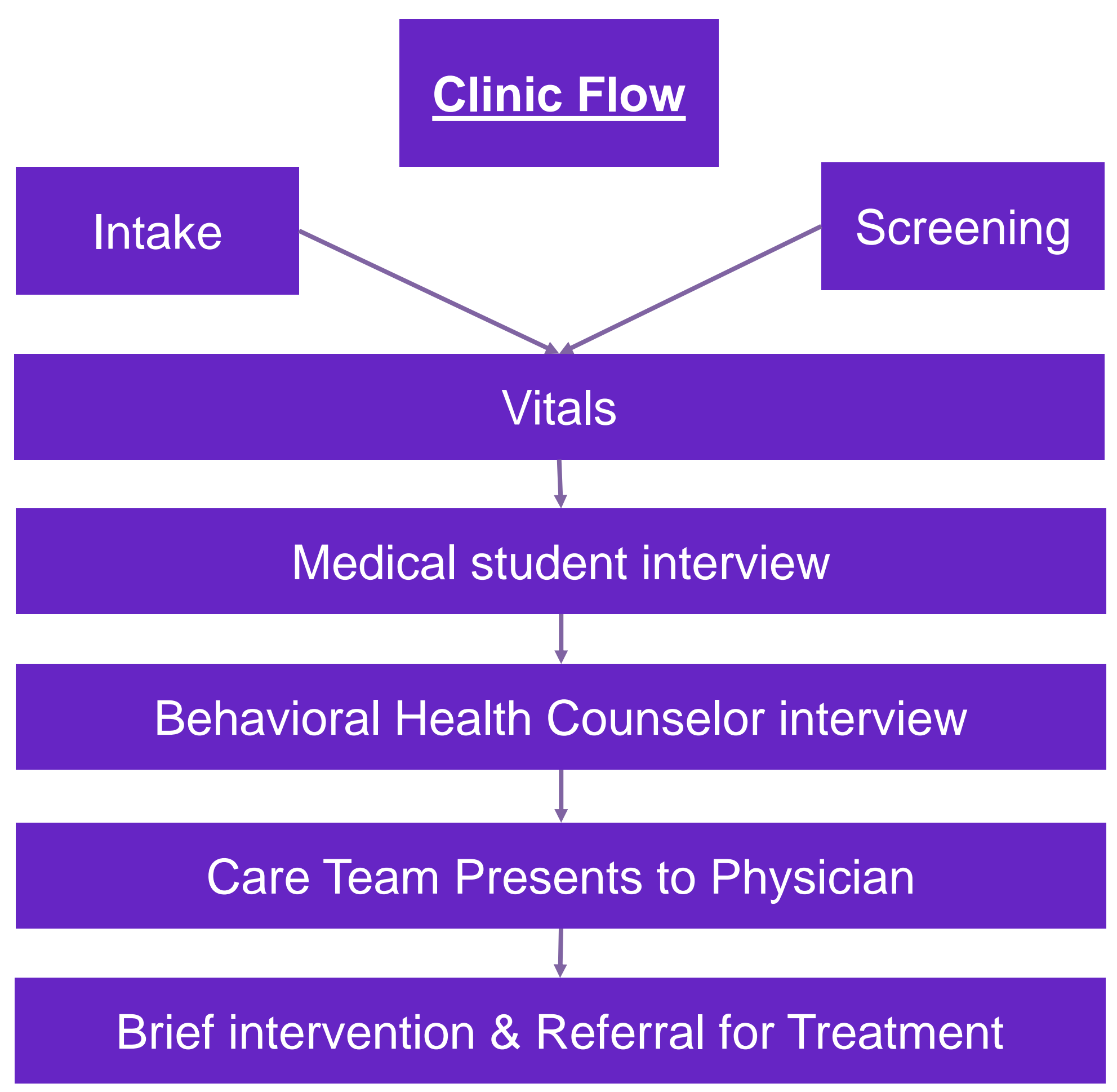


## Background

- Greenville Community Shelter Clinic (GCSC) is a student-run free clinic that serves the homeless population of Greenville, NC
- In 2019, clinic leadership established the Care Manager role
- Screening and referral rates to local community resources increased after implementation
- Sustainability was achieved by establishing the clinic as a month-long community rotation with the Behavioral health counselor (BHC) doctoral program
- Clinic data security was bolstered by switching to an online HIPAA compliant database
- The survey tool evaluated BHC efficacy, patient demographics, level of care provided, and number of prescriptions written

## Methods

- Clinic data is stored on a HIPAA compliant RedCap database
- Deidentified data for analysis was obtained from nightly clinic and Behavioral Health surveys

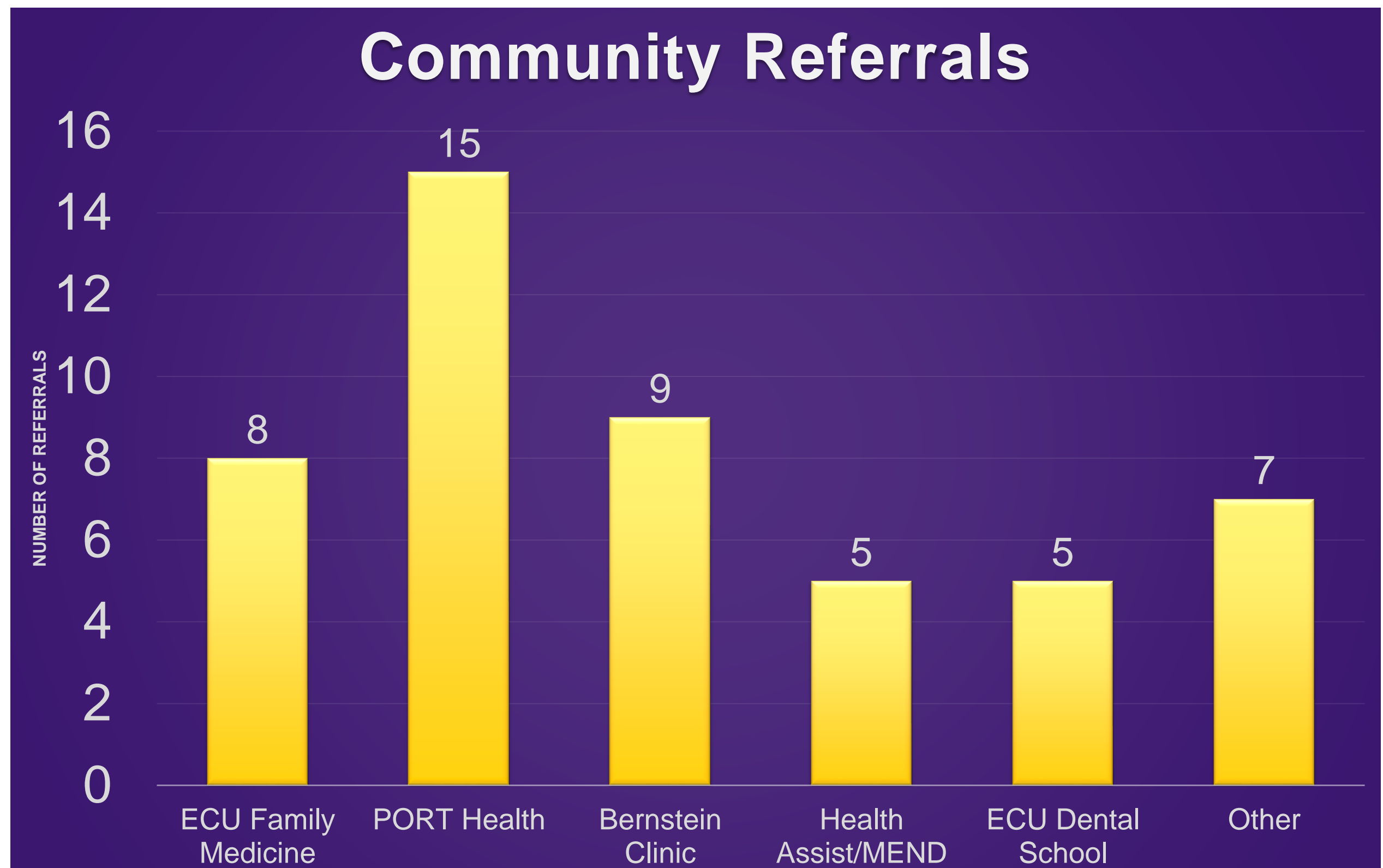


More resources are required to continue essential care provided by the Greenville Community Shelter Clinic

## Results

### Nightly Clinic Data

- 209 encounters
- 83 unique patients
- June 2019 to March 2020
- 46 clinic nights.
- 43 out of 83 patients were shelter residents
- 76 of these encounters involved a BHC
  - 42 referrals to community resources.
  - 271 prescriptions filled at no cost



### Behavioral Health Counselor Screening

- 55 surveys
- 39 patients
  - 26 positive PHQ-2 (score >2)
  - 49 positive GAD-2 (score >2)
- 32 did not have a PCP
  - 29 lacked insurance
  - 4 had transportation issues
  - 15 could not afford appointments
- 29 have seen a BHC
- 26 have not seen a BHC
- 20 saw clinic Social Worker
- 17 received counseling with a BHC
- 13 referred to community resources
- 3 received a brief intervention

## Conclusion

- BHC's improved mental health screening and referral rates to community resources.
- New survey tool elucidated social determinants of health affecting the patient population and its positive impact on shelter residents and community
- This analysis revealed the importance of continuing clinic operations to provide essential healthcare to this population

## Acknowledgments

Thank you to The Albert Schweitzer Foundation for mentorship and funding. Thank you to Dr. Collier, Dr. Moore and the GCSC board for their dedication and mentorship. A special thank you to our incredible social workers Maudia Ahmed and Jessica Barbee for their compassion and hard work.

