

# Case Study: Medical Respite – Innovations in Providing Recuperative Care

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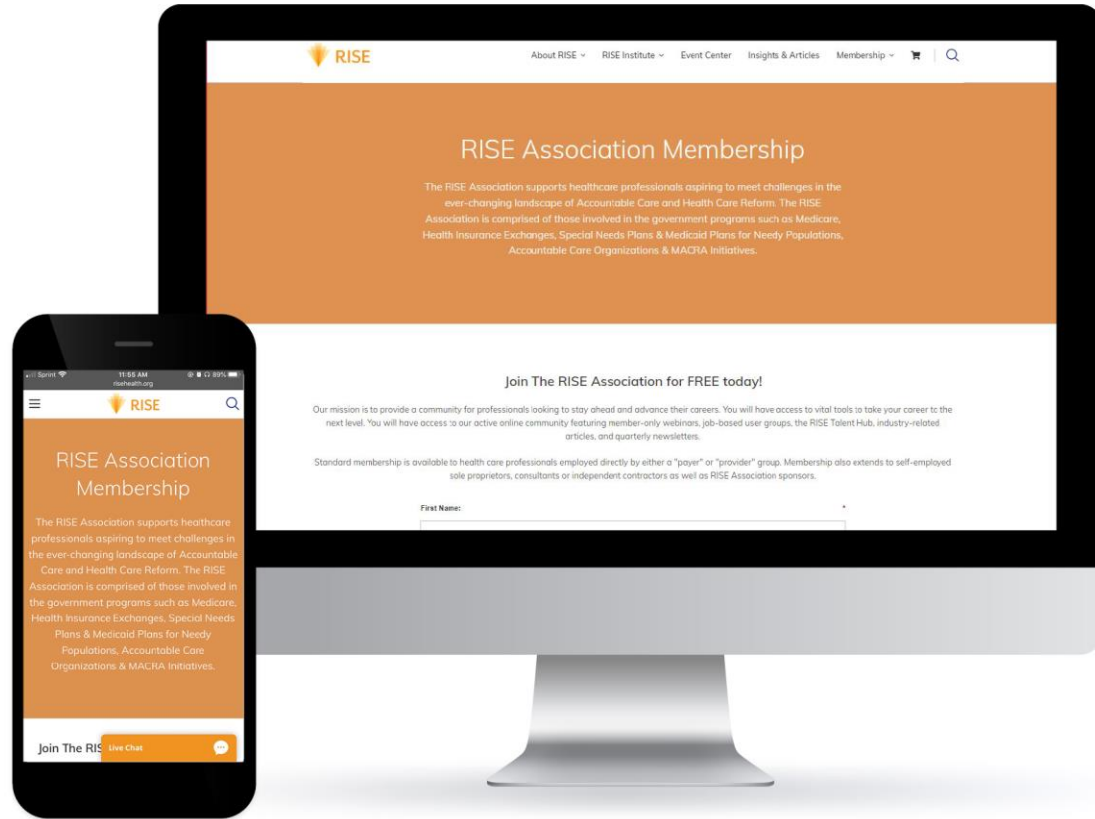
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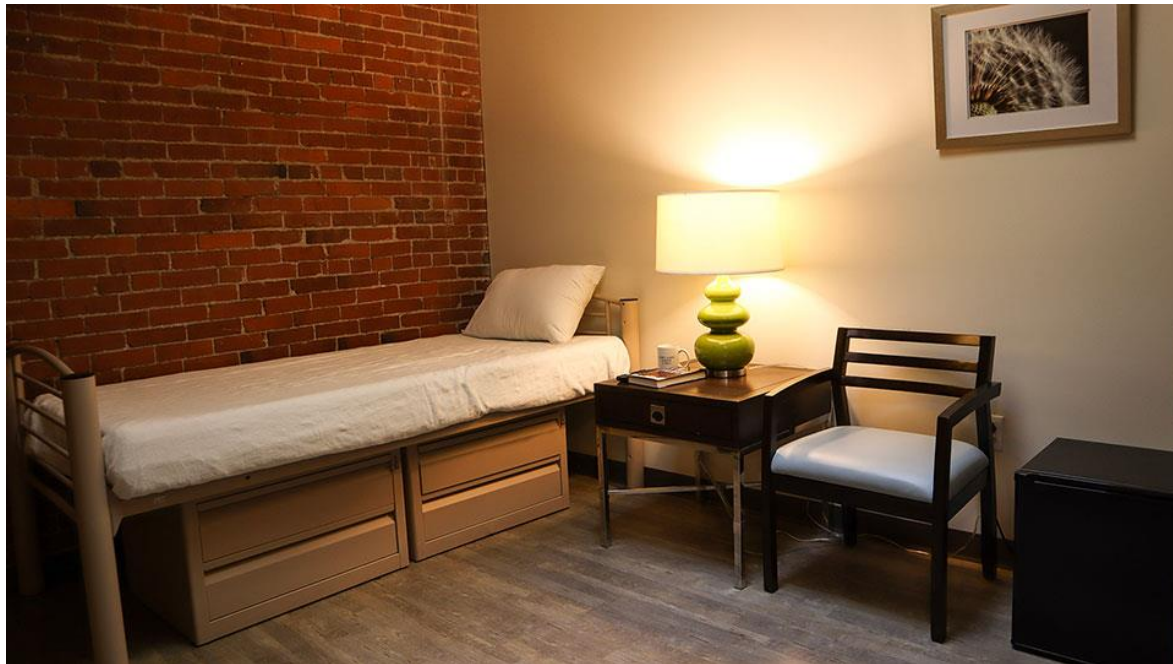
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# What Is Medical Respite?

- Acute and post-acute care for persons experiencing homelessness who are too ill or frail to recover from a physical illness or injury on the streets but are not ill enough to be in a hospital
- Unlike “respite” for caregivers, “medical respite” is short-term care that allows individuals experiencing homelessness the opportunity to rest in a safe environment while accessing medical care and other supportive services.
- Medical respite care, or recuperative care, is offered in a variety of settings including freestanding facilities, homeless shelters, nursing homes, and transitional housing
- <https://nhchc.org/clinical-practice/medical-respite-care/>



# Bethlehem Haven Medical Respite



Bethlehem Haven Medical Respite was the first Medical Respite Facility in the region.



# Pittsburgh Medical Respite Pilot



- Bethlehem Haven (BH), Allegheny Health Network (AHN) and Community Human Services (CHS) Pilot started in 2016
  - 10 Beds: 5 at 1410 (BH), 5 at Wood Street Commons (CHS)
  - AHN Provided: Center for Inclusion Health Respite Consult Team RN, CRNP and Social Worker
  - Bethlehem Haven Position: Respite Care Coordinator
  - Pittsburgh Mercy's Mobile Medical Unit and Psychiatric Consults





# Medical Respite Evolution



- Added additional partners: UPMC and UPMC Health Plan
  - Moved in to newly renovated space, 905 Watson June 2018
  - 29 Beds (10 UPMC, 5 UPMC Health Plan, 14 AHN)
  - The role of Pittsburgh Mercy: onsite medical care from the Pittsburgh Mercy Family Health Center
  - Expansion of Respite team
  - AHN transitioned all onsite care to Pittsburgh Mercy in January 2019, continued Center for Inclusion Health Respite Consult Team

# Level of Care Overview

- Somebody ready for discharge to home with home care without a stable or safe environment to receive the home care
- *Not a skilled need*
- Pre-surgery and post-surgery admissions for street homeless and the unstably housed
- Emphasis on identifying and addressing Social Determinants of Health



# State of the Art Facility



- Private rooms
- On-site dining and laundry
- Large community room
- Nursing Station
- Shared work space for external partners
- Social Determinant of House care team model



# Referral Processes



- Allegheny Health Network utilizes Center for Inclusion Health consult team
- UPMC Hospitals send referrals to the Pittsburgh Mercy Medical Respite Team
  - Determination made by chart review and nurse visiting patient in the hospital

The process is always evolving to meet the needs of the population



# Medical Respite Team



- Social Worker and Licensed Clinical Social Worker
- Housing Coordinator
- Care Coordinator
- 1.5 Nurses
- Medical Providers (CRNP and MD)
- Direct Care Support Staff
- Administration
- Home Care provided by external agencies

# Care Model

- Daily Huddle
- 1:1 sessions
- Medical visits with onsite CRNP with physician oversight
- Weekly Operations Meeting
- Stakeholder Meetings
- Social Determinant of Health Coordination: Housing Plans and Consults, Budgeting, Transportation strategies and addressing food insecurities
- Groups: Art Therapy, Drug and Alcohol, etc.
- Weekly Community Meetings
- After Care Program

# COVID-19 Response Strategy

- 3 of 29 Rooms converted to Quarantine Rooms
  - Ventilation System Modification: equipment was removed and added to ensure proper air flow to prevent possible airflow cross contamination
  - Quarantine Bathrooms were updated and modified



# COVID-19 Response Strategy



- Testing Strategies
  - Everybody tested upon admission by Pittsburgh Mercy Medical team
  - Adjusted types of test based on response times: Quest and Curative
  - As hospital partner's capabilities improved, an increase of pre-admission testing
  - No positive cases!





# COVID-19 Response Strategy

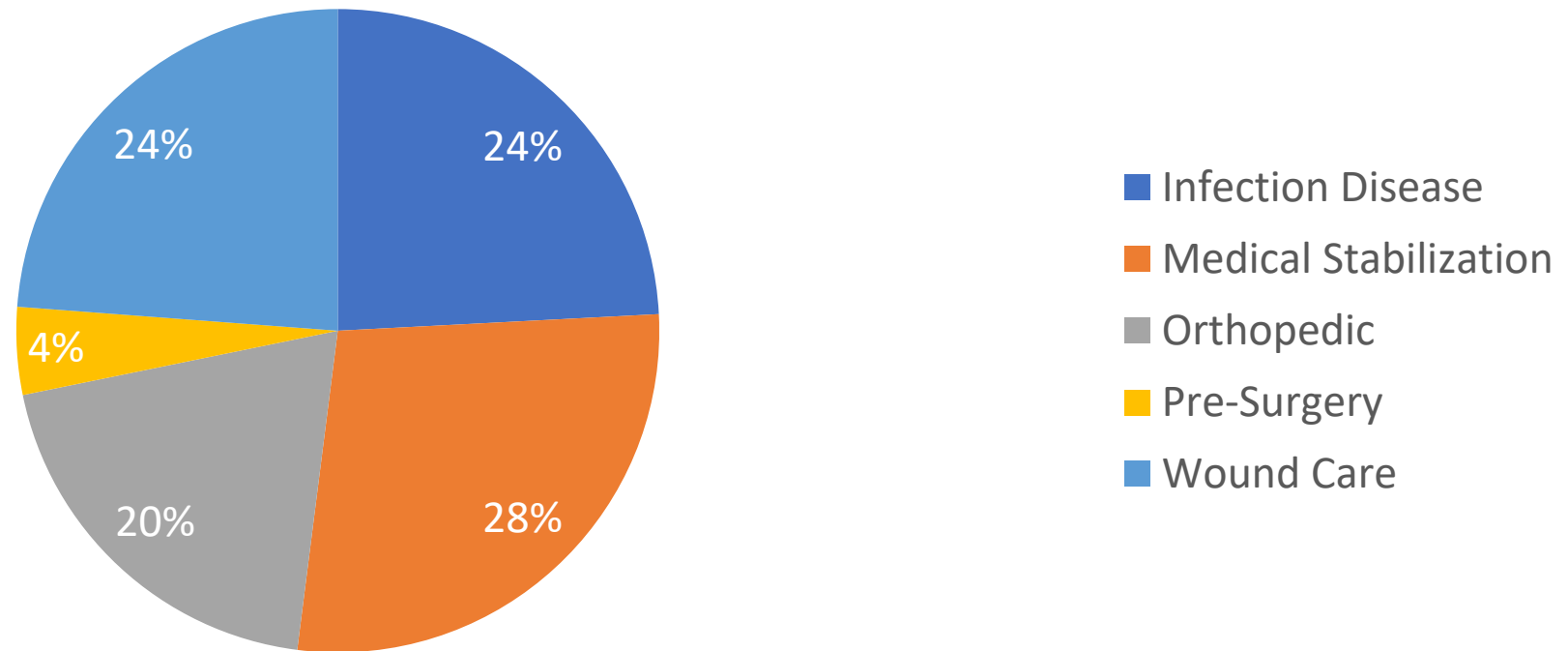


- Care Management Adjustments
  - Implemented COVID-19 screening procedures
  - Intake Process modification
  - Visitor Policy
  - Meal Changes: went from family style to individual wrapped meals
  - Modified schedules and timing for fresh air breaks
  - Moved clients to other locations to meet social distancing guidelines
  - Increased collaboration with other community partners: Safe Haven Hotel Model administered by county Department of Human Services

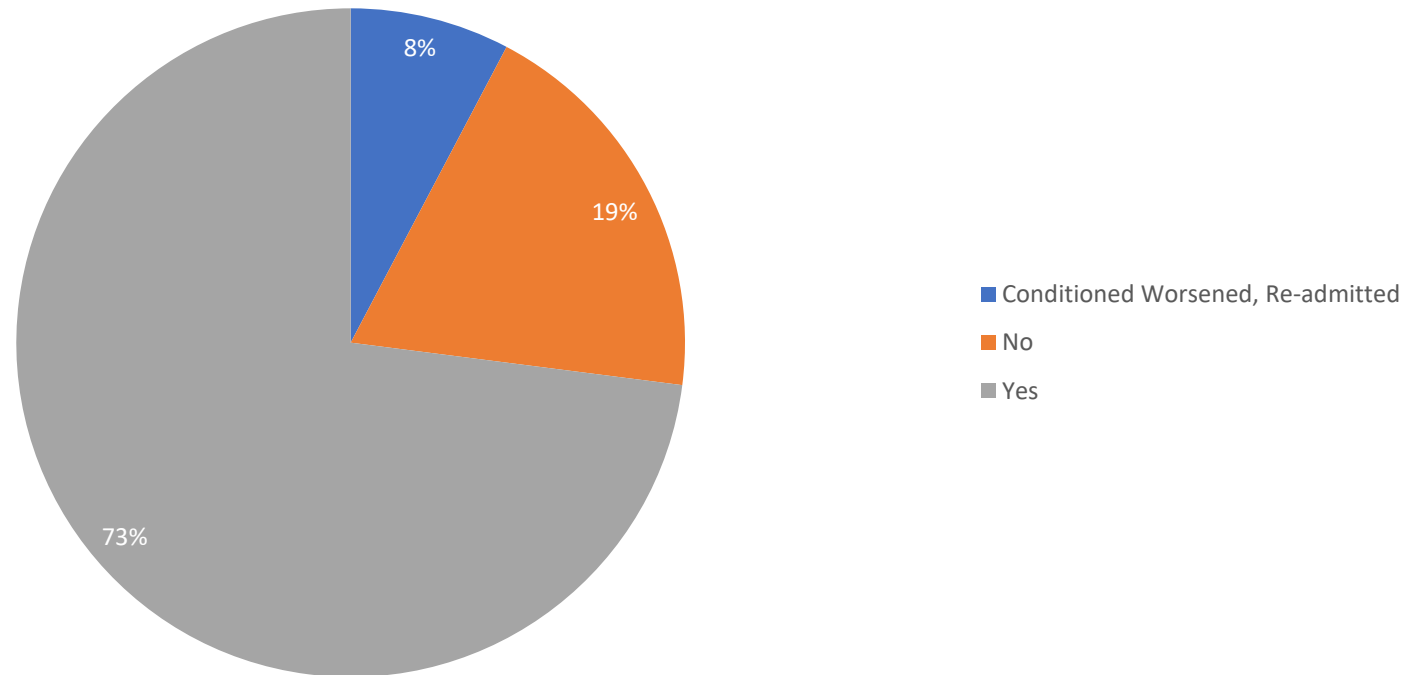
# Data and Statistics

- Total Admissions (6/15/18 to 5/31/20)  
274
- Total Discharges (6/15/18 to 5/31/20)  
262
- Average Length of Stay (6/15/18 to 5/31/20)  
33.62

# Reason for Admission

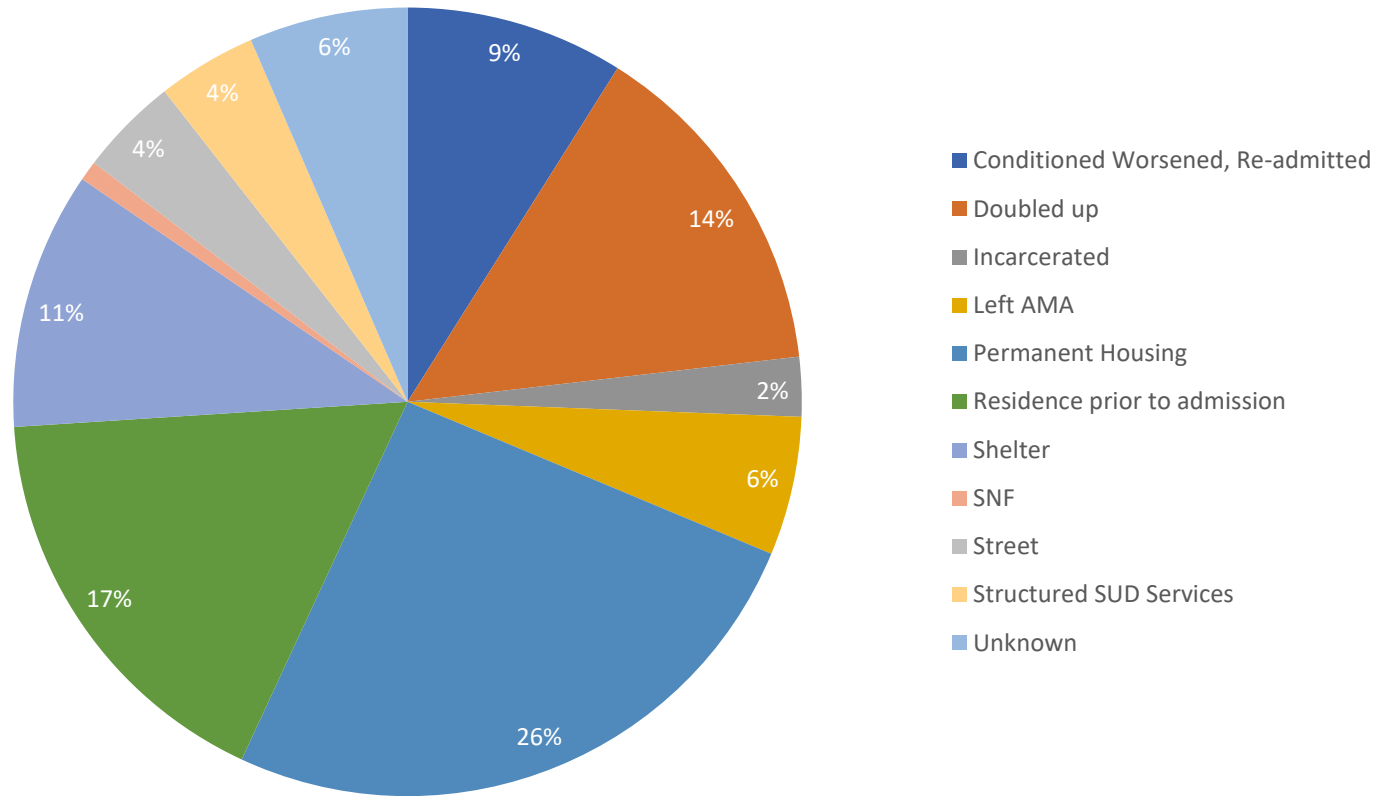


# Completed Medical Treatment



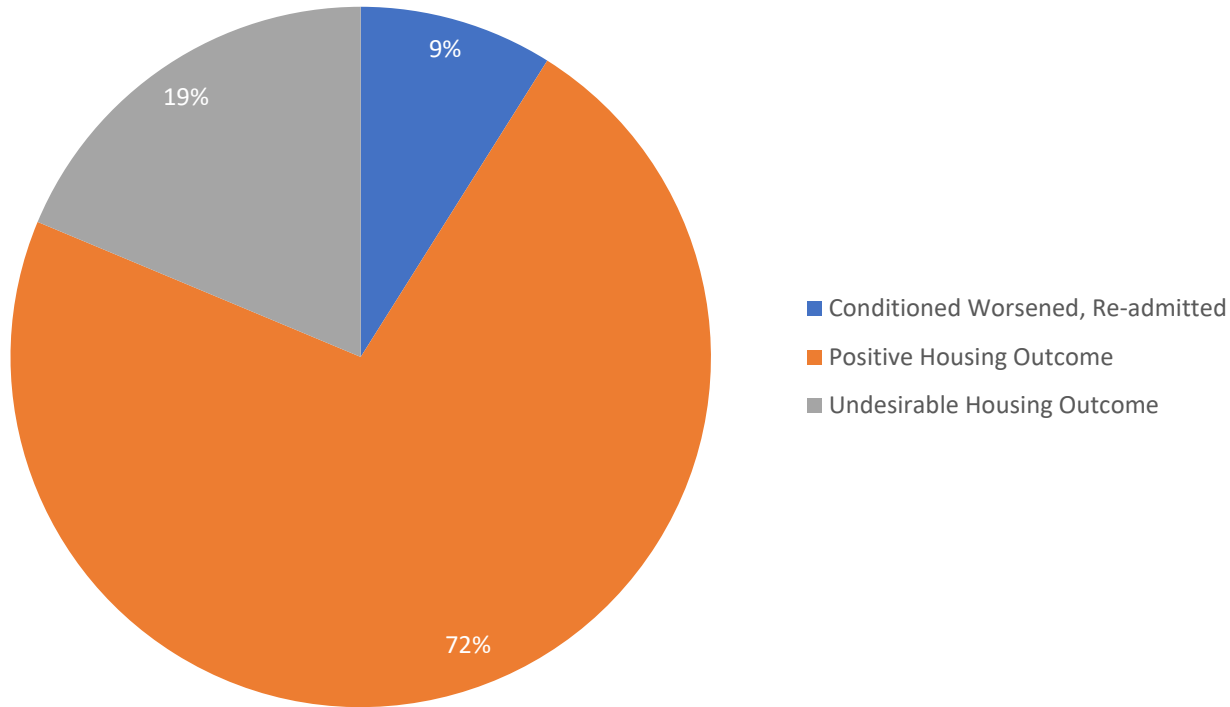
# Disposition from Medical Respite

Dates: June 15, 2018 to May 31, 2020



# Disposition from Medical Respite

Dates: June 15, 2018 to May 31, 2020



## Positive Housing Outcomes:

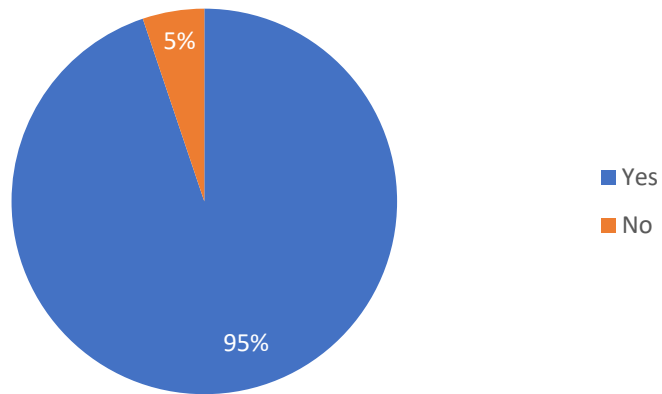
Doubled Up, Permanent Housing, Residence Prior to Admission, Shelter, SNF, Structured Substance Abuse Treatment

## Undesirable Housing Outcomes:

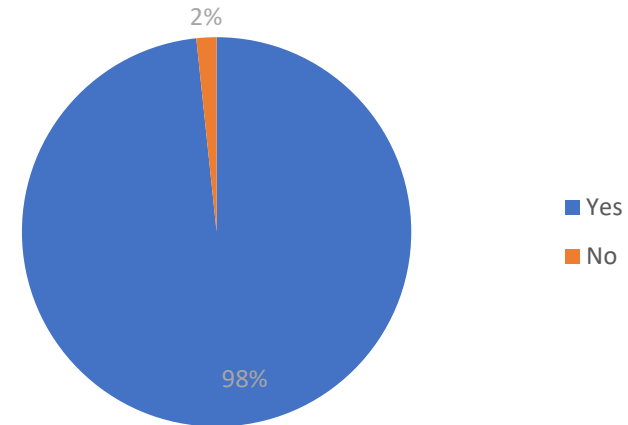
Incarcerated, Left AMA, Street, Unknown

# Satisfaction Survey

Are Staff Friendly and Approachable

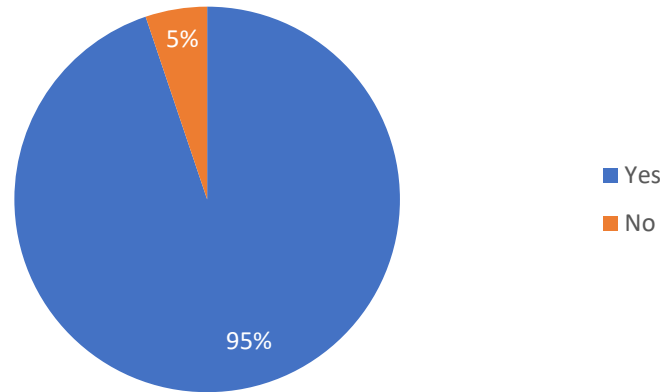


Did you feel you had enough opportunity to express your ideas and concerns directly to staff?

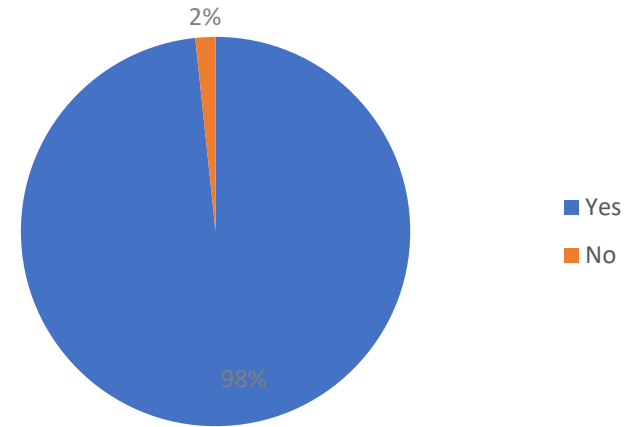


# Satisfaction Survey

Do you generally feel you were given enough help, advice, information and support from staff?



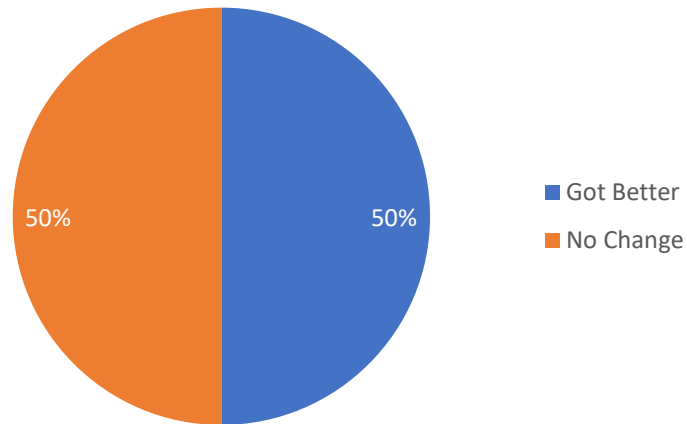
During stay at Medical Respite, I felt safe



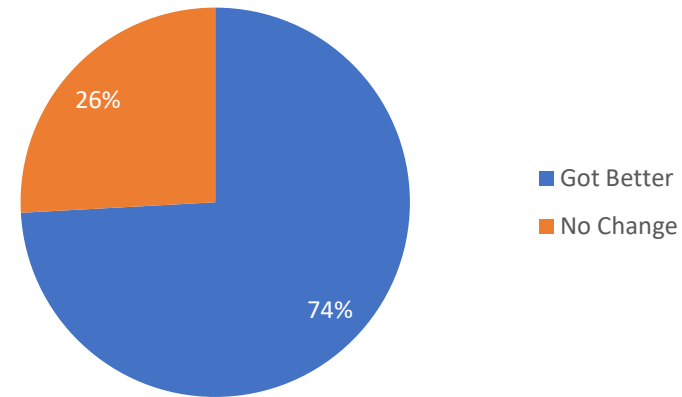


# Satisfaction Survey

My ability to manage my money

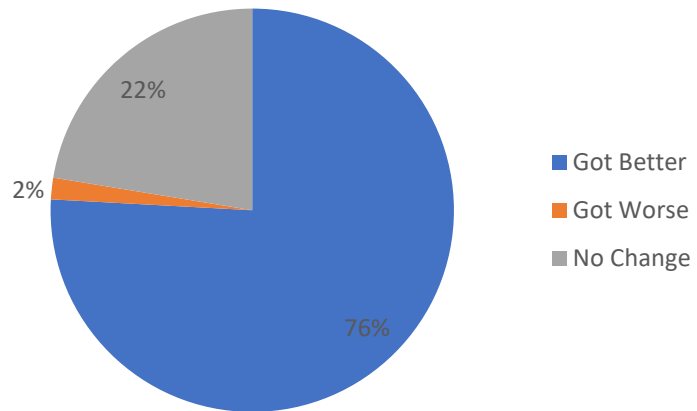


My Ability to make and keep appointments

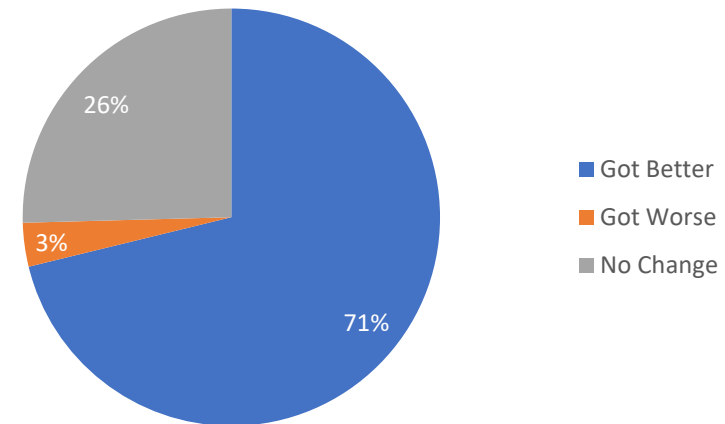


# Satisfaction Survey

## My personal safety

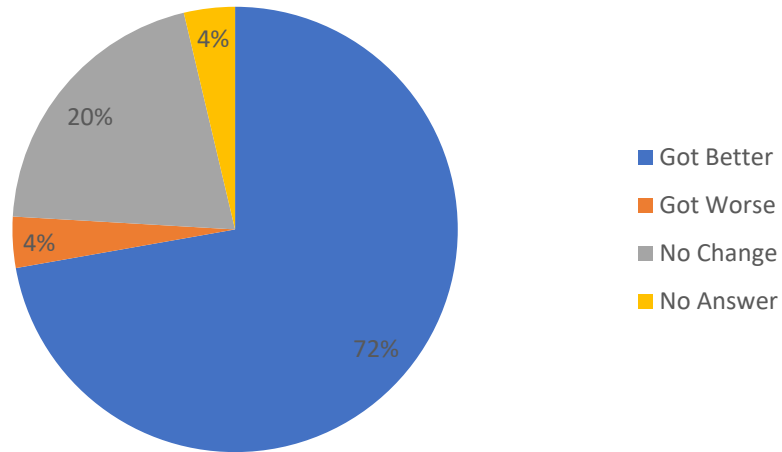


## My ability to maintain my personal space and belongings

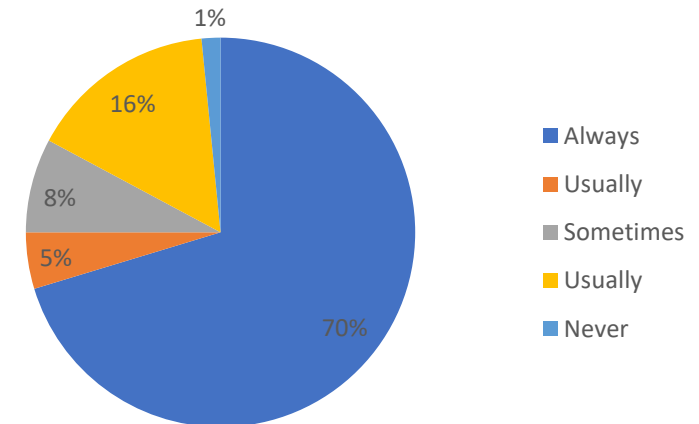


# Satisfaction Survey

My ability to address my alcohol/substance use issues and recovery

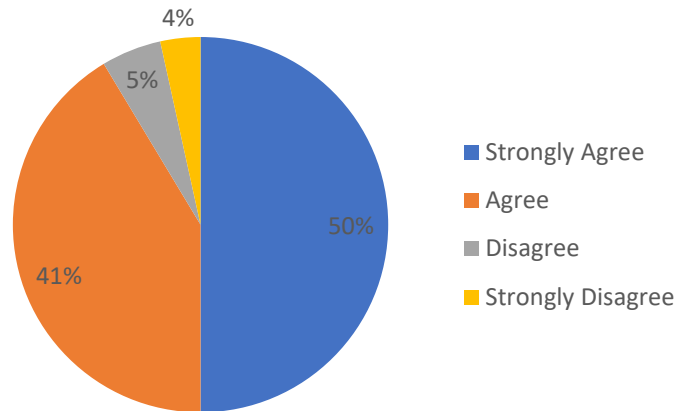


Did Medical Respite staff give you all the information you wanted about your health

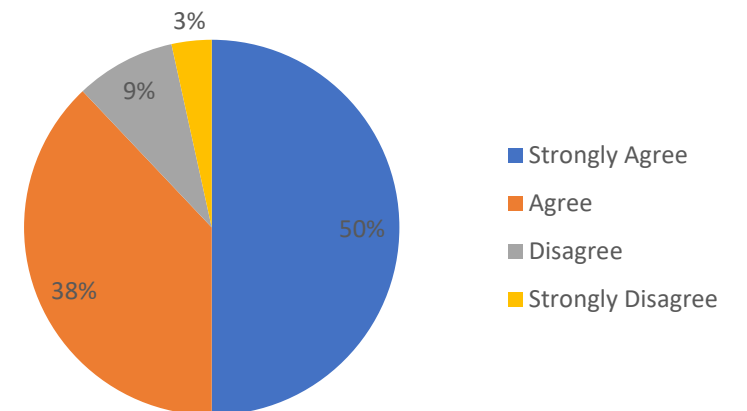


# Satisfaction Survey

Upon discharge I had a good understanding of how to manage my health

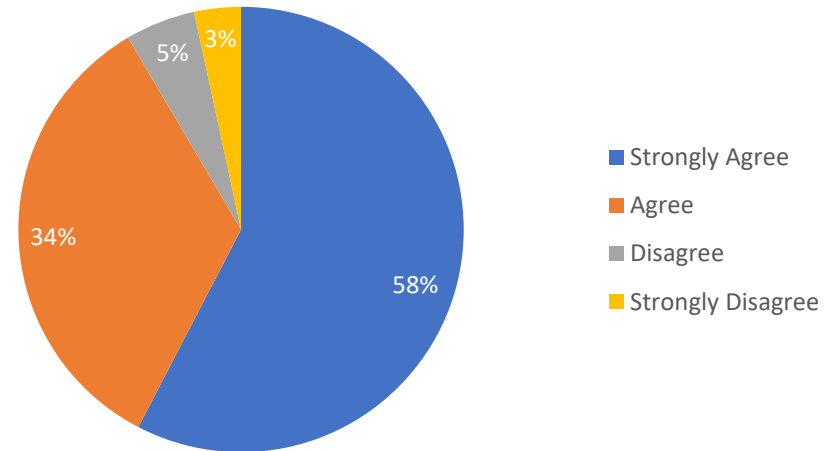


Upon discharge I had a better sense of well being



# Satisfaction Survey

Upon discharge I clearly understood the purpose of taking each of my medications



# Continued Evolution

- CACHE Consultants and Alternate Funding Models
- National Health Care for the Homeless Council Learning Collaborative
- Adjusted and Updated Social Determinant of Health screening
- Continued attention and development of After Care



# Testimonial



“I would like to thank all of you at Bethlehem Haven Respite for all you have done for me! You all have been a blessing and have really turned my life around... Maybe even saved it! Thank you so very much. With love, Joseph”



# Testimonial



“I really appreciate everything you all did to help me get situated. You guys really made a difference in my life and it means more than I could ever say. I got to say I’ve met a ton of people in the human services and you are one that belongs in that field. People definitely need people like you and Erin (Social Worker) and the crew over there helping them.”





# Respite Video



## Bethlehem Haven's Medical Respite Program - YouTube

**THANK YOU**

