

## **PATIENT NAVIGATION FOR INDIVIDUALS EXPERIENCING HOMELESSNESS**

### **Course Directors:**

ENRH 159

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### **Student Liaisons:**

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### **Requirements:**

Minimum participants: None  
Maximum participants: Open

### **Rationale:**

Individuals experiencing homelessness demonstrate higher incidence of disease, limited access to healthcare, and overall poorer outcomes. Homelessness can exacerbate existing health problems or cause new ones, and the population faces large systemic barriers to accessing health care. The aim of this curriculum is to introduce students to the unique challenges faced by individuals experiencing homelessness, and to teach students how to help these individuals overcome barriers. Guest speakers who are experts in their field will cover topics related to social determinants of health, healthcare access, and specific topics such as substance use prevalence and women's healthcare among the homeless population. Additionally, team leaders of the Patient Navigator Program (PNP) will educate students on PNP expectations as a fellow, timeline, and the resources available to them. This curriculum serves as a prerequisite that must be completed prior to joining the Patient Navigator Program (PNP) at UT Southwestern in the Spring 2025 semester.

### **Objectives:**

- Understand the social determinants of health specific to individuals experiencing homelessness.
- Appraise local community resources in DFW that support the health and well-being of homeless populations, including homeless clinics, mobile clinics, outreach organizations, and governmental agencies.
- Participate in reflective sessions with preceptors and other team members.

- Understand the components of patient navigation, and learn approaches to effective client communication, including motivational interviewing, setting professional boundaries, and ethical decision-making.
- Become familiar with the processes and goals of the Patient Navigator Program (PNP) at UT Southwestern, including how to write SMART goals and how to use the PNP database.

**The course consists of three components:** (1) a component taught by community partners, including representatives from the UGM shelter, the Center of Hope, UT Southwestern, etc. (2) a component taught by PNP Fellows, and 3) a service-learning/immersion experience component.

### **Format:**

This elective is designed as a Preclinical Enrichment Elective course for medical students and graduate students in the School of Health Professions. The course is open to all students at UT Southwestern.

### **Student Evaluation:**

Grades will be pass/fail. Attendance is required to receive credit for the course. The class consists of lectures, student discussions, and an optional immersion event at the end of the semester where students can visit local shelters.

### **Course Evaluation:**

Grading will be pass/fail. To receive transcript acknowledgment,

- Students must attend 10 of the sessions or participate in a make-up activity.
- Students must complete the online REDCap course evaluation form sent out at the end of the Fall 2024 semester.

**Schedule:**

Session	Date	Topic
1	9/9/24	Orientation: An Introduction to PNP and Homelessness Speaker: Jenny Liu, MS2; Ridwana Islam, MS2 Curriculum Co-Directors
2	9/16/24	Social Determinants of Health + Health Barriers in DFW Speaker: Dr. Donna Persaud, MD, MBA (still TBD) Medical Director, Homeless Outreach Medical Services at Parkland
3	9/23/24	Common Health Problems Experienced by the Homeless Speaker: Dr. Kapila Marambage, MD Parkland Addiction Psychiatry Service
4	9/30/24	Mental Health Issues Among the Homeless Populations Speaker: Dr. John Bennett, MD Dallas Metrocare Psychiatry Service
5	10/7/24	Women's Health & Homelessness Speaker: TBD
6	10/14/24	Q&A Panel with UGM Leadership Speakers: UGM Staff, Shelley Speed, APRN, and Dr. Nora Gimpel, MD
7	10/21/24	Motivational Interviewing Speaker: Daniel Sanders, MS, LMFT-A Behavioral Health at UT Southwestern
8	10/28/24	PNP Fellow Experience Panel Speakers: Previous PNP Fellows Students at UT Southwestern
9	11/4/24	Common Barriers and Resources in DFW Speaker: Dr. David Woody, PhD The Bridge Homeless Recovery Center
10	11/11/24	PNP Database/High Utility Resources Speakers: Patient Navigator Program Leadership Team
11	11/25/24	Immersion Experience at Calvert Place/Center of Hope
12	12/2/24	Immersion Experience at Calvert Place/Center of Hope

13	12/9/24	Immersion Experience at Calvert Place/Center of Hope Student groups will visit local shelters (Center of Hope and Calvert Place)
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## **Session 1: Orientation, An Introduction to PNP and Homelessness**

**Speaker:** Jenny Liu (jenny.liu@utsouthwestern.edu) & Ridwana Islam (ridwana.islam@utsouthwestern.edu)

### **Learning Objectives:**

- Provide an introduction to the elective course and to the Patient Navigator Program (PNP).
- Describe the structure of the PNP.
- Clarify the role of a patient navigator in PNP, and list the appropriate services that navigators can and cannot provide.
- Define the Acute Care System (ACS) and Continuous Care System (CCS) within PNP.
- Introduce Calvert Place Men's Shelter and Center of Hope Women's Shelter.
- Discuss barriers to healthcare access among those experiencing homelessness.
- Provide a brief introduction to the social determinants of health.
- Describe the rates of homelessness among different genders, ethnicities, ages, and within other subpopulations, such as veteran groups.
- Describe factors that contribute to homelessness, including racial inequalities, domestic violence, disabling health conditions (including mental illness), job insecurity, and criminal history.
- Define what it means to be "chronically homeless" and identify factors that contribute to chronic homelessness.
- Address common misconceptions about homelessness.

## **Session 2: Social Determinants of Health and Health Barriers in DFW**

**Speaker:** Dr. Donna Persaud, MD, MBA (donna.persaud@phhs.org)

### **Learning Objectives:**

- List the major determinants of health and how health inequities are generated throughout multiple domains (e.g. economic stability, education, health and health care, neighborhood and built environment, social and community context).
- Appreciate that people experiencing homelessness are subject to stigma that may deter them from accessing care.
- Learn to recognize and assess in patient interactions the ways that social determinants of health may be impacting an individual's health outcomes.

## **Session 3: Common Health Problems Experienced by the Homeless**

**Speaker:** Dr. Kapila Marambage, MD (kapila.marambage@utsouthwestern.edu)

### **Learning Objectives:**

- Recognize the link between homelessness and poor health. Factors contributing to poor

health among homeless populations include: limited access to health care, food insecurity, violence, stress, unsanitary living conditions, exposure to severe weather, limited access to medication, etc.

- Identify some common health problems experienced by homeless populations, including:
  - HIV/AIDS
  - Substance abuse problems
  - Mental health problems (including depression, anxiety, schizophrenia, bipolar disorder)
  - Wounds and skin infections
  - Lung diseases, such as COPD, tuberculosis, bronchitis, pneumonia, and COVID-19
  - Metabolic syndromes (diabetes, hypertension, hypercholesterolemia, etc.)
- Describe how homeless individuals access healthcare, i.e. Where do they go and how do they pay for it?

## **Session 4: Mental Health Issues Among the Homeless Populations**

**Speaker:** Dr. John Bennett, MD ([john.bennett@metrocareservices.org](mailto:john.bennett@metrocareservices.org))

### **Learning Objectives:**

- Describe the prevalence of mental health issues (including depression, BPD, anxiety, substance abuse) among homeless populations.
- Define common mental health disorders experienced by homeless populations. Provide a clinical definition for depression, anxiety, bipolar disorder, schizophrenia, alcoholism, and substance abuse disorders.
- Explain the connection between mental health disorders, substance abuse, and homelessness.
- Review the concept of addiction, how it affects the body physically, and factors that increase the likelihood of developing an addiction (including genetics and the environment).
- List DFW recovery programs for homeless individuals suffering from addiction.

## **Session 5: Women's Health & Homelessness**

**Speaker:** TBD

### **Learning Objectives:**

- Understand the unique challenges women experiencing homelessness encounter.
- Identify the specific needs of this population in the DFW area and on a larger scale in Texas.
- Explore the Interpersonal and structural complexities among women experiencing homelessness.
- Be familiar with locally available resources that can be utilized to address these barriers to care.

## **Session 6: Q&A Panel with UGM Leadership**

**Speakers:** Patrice Denning, Women's Program Director at Center of Hope (pdenning@ugmdallas.org), Bruce Butler, CEO of UGM Dallas (), & Shelley Speed, Nurse Practitioner at UGM Shelters (shelly.speed@utsouthwestern.edu)

**Learning Objectives:**

- Identify some of the major shelters in DFW, including Center of Hope and Calvert Place
- Address the following FAQs about homeless shelters:
  - Who is eligible to stay in a homeless shelter? Do you need an ID or any "proof" of homelessness to access a shelter?
  - How long can a homeless individual stay at a shelter?
  - What does a shelter provide to its occupants? (ex. transportation, Internet service, printing, meals/snacks, laundry, social events, childcare, classes, etc.)
  - What are the rules at a shelter?

## **Session 7: Motivational Interviewing**

**Speaker:** Daniel Sanders (daniel.sanders@utsouthwestern.edu)

**Learning Objectives:**

- Describe motivational interviewing and why it is appropriate for conversations with homeless individuals.
- Identify the tools used in the OARS model of motivational interviewing: open questions, affirmation, reflective listening, and summarizing discussions. Understand the strategic use of OARS in client encounters.
- Explore practice cases of motivational interviewing and discuss cases in breakout discussion rooms.

## **Session 8: PNP Fellow Experience Panel**

**Speaker:** Current & Former PNP Fellows

**Learning Objectives:**

- Describe the experience of being a PNP fellow to incoming/prospective fellows.
- List the major resources used and provide advice on how best to succeed in helping a client in the upcoming semester.
- Address any questions posed by students during the panel.
- Become further aware of the fellow experience within PNP.

## **Session 9: Common Barriers and Resources in DFW (The Bridge Homeless Recovery Center)**

**Speaker:** Dr. David Woody, PhD (dwoody@bridgehrc.org)

**Learning Objectives:**

- Understand the common barriers that individuals experiencing homelessness face in the DFW area.
- Become familiar with the most-utilized resources available to patients experiencing homelessness in the Dallas-Fort Worth area. Describe the services that these organizations are able to provide and how a client may access these services.
- Understand when to reach out to a case manager when addressing a client's issue.

- Describe the experience of managing a homeless recovery center in DFW and the challenges clients face.

## **Session 10: PNP Database/High Utility Resources**

**Speaker:** PNP Leadership Team, Sai Govindu & Maya Garg

### **Learning Objectives:**

- Explain the navigator process and what to expect for the Spring 2025 semester.
- Review SMART goals and how to navigate the Internal Database.
- Give a client example from Spring 2024, show the team's SMART goals for the client, and list the successes and obstacles of the cycle.
- Discuss common client needs such as (obtaining IDs, SSN cards, and assistance looking for jobs).

## **Session 11, 12, 13: Immersion Experiences at Calvert Place/Center of Hope**

**Experience:** Students will shadow PNP fellows from the previous cycle as they help navigate through client goals in the fall cycle. Students will be required to attend hour-long meetings with the fellows and the clients to understand the structure of meetings and how fellows are able to address client goals. Time-permitting, students will be paired with clients from UGM shelters and start getting connected with them in preparation for their spring term as PNP fellows.

**Tour:** Students (no more than 6 people per group) will tour either UGM Men's Shelter or Center of Hope Women's Shelter to get a better idea of life within a shelter. The tour will be led by the shelter employees or chaplains and should last less than 1 hour. Students should wear flat, closed-toed shoes and professional attire. Scrubs should be avoided (this gives a very clinical appearance that can make residents feel scrutinized or uncomfortable). This is a great opportunity to see the living conditions within a shelter and visualize the amenities provided. An interest survey will be sent halfway through the course to gauge student interest. Students will sign up on a first-come-first-served basis. This session is not required and students should not feel pressured to sign up. However, this session will count for any student who needs to meet their ten-hour minimum for the course. This session will also be a requirement for students interested in applying for PNP leadership positions.