USC STREET MEDICINE AFFILIATE MODEL Scope of Work

Description

USC Division of Street Medicine provides expert-level program development, implementation, and optimization for organizations developing a new street medicine program and/or expanding the sophistication of an existing street medicine program.

USC Street Medicine will work collaboratively with affiliate organizations to build out a high quality, reality-based street medicine program to align with the mission and goals of their organization. Each key area may take different team members from the sponsoring institution and USC in order to develop each subsection fully. Organizational development in each of the following areas is needed to create a sustainability, high quality street medicine program integrated into the traditional healthcare system in solidarity with people experiencing unsheltered homelessness which serves.

Each participating organization will have 4 hours of technical support each month for 7 months by a Street Medicine expert, or for other decided duration based on mutual agreement. A work plan will be developed to customize each area of need including objectives, key indicators of success, process owners and timelines. An accompanying Affiliate Model Worksheet/Workbook is provided to support progress on the work plan and support participant outcomes.

Areas of Focus

Street Medicine teams often need a range of assistance that supports the growth and development of the institution, administration, and street medicine team members. Affiliate Model Program recognizes that organizations come to us in an array of stages ranging from conceptualization of a street medicine model to existing street medicine teams who wish to optimize or expand current services. Some organizations find they need support in all areas, while others desire to focus on one or two areas. Below are some examples of what we are commonly asked to support growing organizations in developing.

Organizational Readiness:

- Development and implementation of an in-house needs assessment using key stakeholder interviews.
- Identification of how street medicine aligns with or enhances organizational goals and vision.
- Development of patient identification and selection criteria
- Realization of an organizational chart that is inclusive of street medicine.
-Development of an in-reach strategy to sponsoring institution (where applicable)

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Community Readiness

- Determination of current homeless services, including medical and housing, in the target area
- Gaining input from people currently experiencing homelessness in the target area
- Strategy development for initial and ongoing education on street medicine services to community-based organizations

Street Medicine Team Design

- Conceptualization of ideal patient panel sizing
- Determination of the idea staffing model
- Identification of the street medicine team scope of practice (e.g. urgent care/acute care, primary care)
- Identification of the supportive services needed to accomplish the scope of practice (e.g. dispensing medications, specimen collection, referral processes)
- Utilization of staffing model and scope of practice to determine characteristics of street presence (e.g. hours/week, FTE/week)
- Development of recruitment strategy based on street medicine position.

Administrative Oversight and System Integration

- Determination of risk management and compliance considerations within the existing system (where applicable)
- Creation of a budget to support street medicine expenditures, to include operations, capital investments, and personnel.
- Development of a comprehensive funding stream plan
- Integration strategies for electronic medical records and billing processes related to street medicine.
- Advisement on policy, procedures, protocols, and workflows for street medicine practice.

Team Launch

- Development of a comprehensive onboarding process for new street medicine team members.
- Determination of the role of volunteers and learners on street medicine teams. - Advisement on onboarding and support for volunteers and/or learners in street medicine where applicable.
- Advisement on ongoing patient tracking strategies.
- Development of strategies to transition patients from the street to clinic for primary or specialty care.
- Development of strategy to transition from street to housing.
- Optimization of panel management and efficiency (e.g. determining frequency of visits, Determining proper level of visits (MD/APP/RN/CHW, Criteria for increasing and decreasing visit frequency)

- Building and managing “roadmaps to success” for patient needs (e.g. tracking meds refills, labs, upcoming appointments, DMV appts, etc.)

Program Refinement

- Advisement on street medicine specific quality assurance/quality improvement plans
-Helping to establish clear metrics to assess the impact and effectiveness of the street medicine program, such as patient health improvements, reduced hospitalization rates, or increased access to care.
-Identifying areas for improvement in service delivery and implementing targeted quality improvement efforts, such as regular case reviews, peer evaluations, and patient feedback.
-Integration of best practices and innovations in street medicine into the program.
-Development of strategies for long-term sustainability and growth.
-Enhancing community engagement and partnerships to support program goals.