Evaluation of the HOPE Team Program: Determining Efficiency

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Inspiration For Improvement

The Homeless Outreach Partnership Effort Team (HOPE Team) connects those who live in places not intended for habitation to the services provided by the newly named Orange Blossom Family Health Center.
Why an Evaluation?

• When running a growing operation, it is imperative that the original mission, goals, and objectives are kept and understood by all those involved.

• In order to be efficient and effective, it is recommended that formative and objective evaluations are completed at regular intervals to better understand where delays in care may be occurring.
What is Efficiency?

“Avoiding waste, including waste of equipment, supplies, ideas, and energy”.

-Institute of Medicine
Background

- In 2012, the HOPE Team reached out to 490 new adults: 350 men, 133 women, and 7 whose gender were never specified.
- Ages of new patients ranged from 18 to over 62 with 86% of new patients ranging between ages 31-61.
- In 2012, 7332 services were provided with the majority being site/street outreach at 59% followed by transportation services at 18%.
- With the limited amount of resources available and the growing number of needs, it is important that all the resources are being used as efficiently as possible.
Methodology

- Shadowing
- Interviews
- Observations of the HOPE Team
- Observations of Clinical Staff and Providers
- Examination of HMIS forms
- Comparison of HMIS forms with EHR
Opportunities for Change

- Technology
- Transportation
- Providers
Technology

EHR and Laptops
HMIS Intake Forms
Safety of Resources (excluding specialists)
Public Law 104-191..aka HIPAA
Company and Personal Phone use
Transportation

Time Management
Use of Bus passes
Attitudes of Clinic Staff Towards HOPE Team
Providers

Designated Health Provider
Mental Health
Case Manager
Recommendations

- Technology
  - Laptop, Turn-around Time
  - Lockbox (fixed)
  - Company Phone

- Transportation
  - Sensitization of the staff
  - Fear of compassion burnout

- Providers
  - Available Time Slots
  - Mental Health provider on site
Conclusion

Just as every provider and member of the staff strive to provide quality care, in this evaluation, I witnessed the HOPE Team specialists going above their required duties and serving a population that feels neglected. By addressing the concerns brought forth by this evaluation, it is my hope that the Healthcare Center for the Homeless continues to be a source and provider of hope.
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