

YHC Clinic Volunteer Orientation

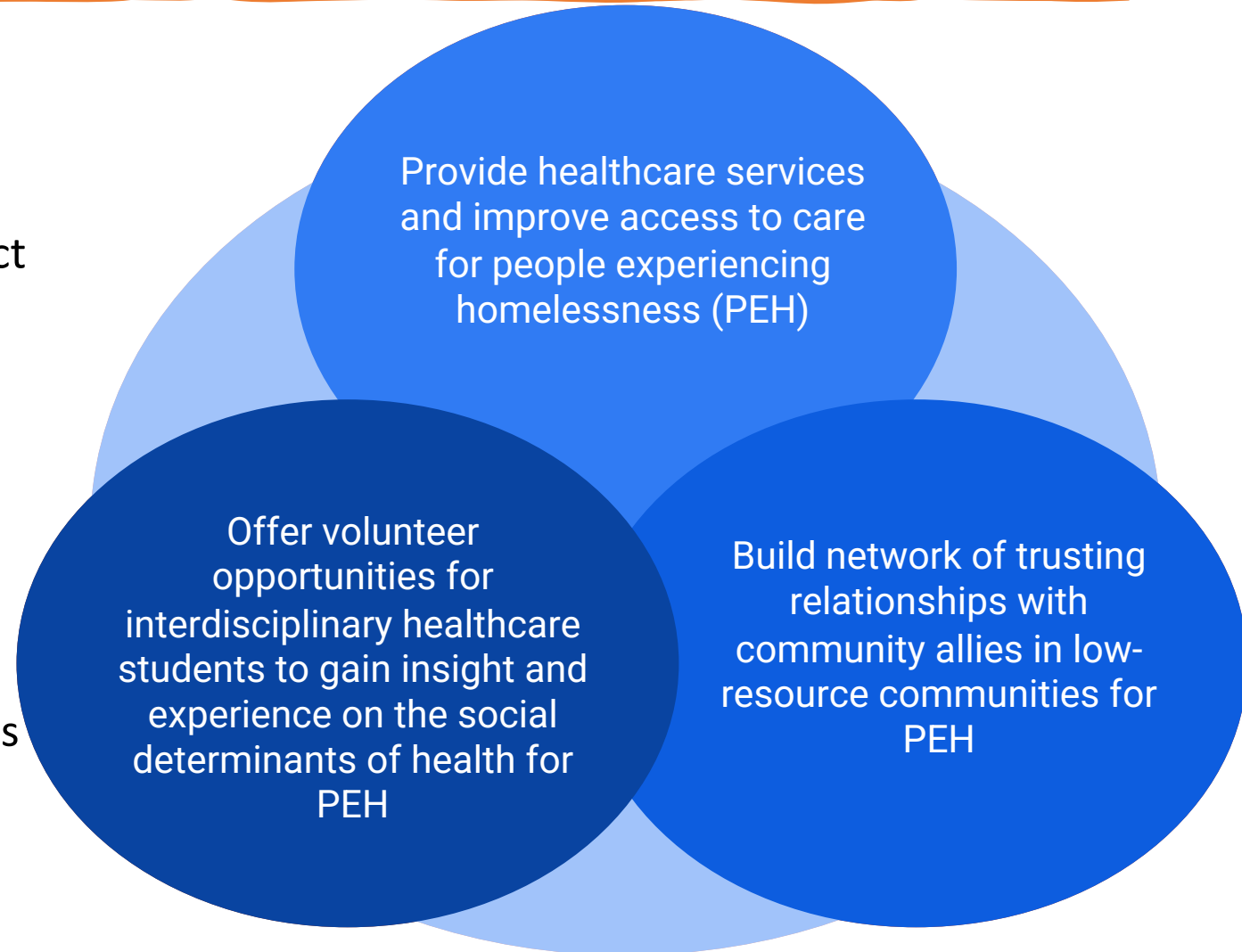


About YHC

- Founded in 2010 by Dr. Katy Boyd-Trull
- Non-profit org with no brick & mortar clinic
- YHC partners with CU Street Medicine to connect with healthcare students
- YHC welcomes any and all persons interested in volunteering. Medical training is not required.

Current volunteers include:

- Community members, licensed medical providers, and students in various programs including MD, RN, PA, NP, DDM, DPT, MPH, PharmD, PhD, undergrad.



A Note on Logistics...

- CU Street Medicine is a student interest group. Activities relating to CU Street Medicine will be limited to educational and advocacy opportunities.
- YHC Clinic is a local nonprofit. All outreach will take place under the liability and malpractice insurance of YHC Clinic.

YHC Orientation Checklist

- Street Medicine Background
- Safety Protocols
 - Dress Code
 - Emergency Protocol
 - 10 Domains of De-Escalation
 - Street Outreach Do's & Don'ts
 - Adverse Event Reporting

- Volunteer Opportunities
- Medical & Non-Medical Outreach
- Opening & Closing Checklists
- Documentation Protocol
- Next Steps & [Survey & Orientation Quiz](#)

What is Street Medicine?

Founded by Dr. Jim Withers in 1992

- Meet people where they are and on their own terms
- Lower barriers, build trust and engagement
- First step to achieve higher level of care
- Annual International Street Medicine Symposium



Why?

Self-Actualization Needs

Desire to become the most that one can be

Esteem Needs

Respect, self-esteem, status, recognition, strength, freedom

Love & Belonging Needs

Friendship, intimacy, family, series of connection

Safety Needs

Personal Security, employment, resources, health, property

Physiological Needs

Air, water, food, shelter, sleep, clothing, reproduction

TOP HOMELESS HEALTH ISSUES

Premature Death



Chronic Diseases



Accidental Injuries



Hunger & Nutrition



Mental Health



Permanent Disability



Chronic Illness



Infectious Diseases



Chronic Pain



Economic Impact

- Average cost of a single Emergency Room visit: \$1,300
- 80% of ED visits from persons experiencing homelessness could have been avoided with primary care
- Average cost of hospital care for a person experiencing homelessness is \$2,414 per day
- When a patient experiencing homelessness is discharged from the hospital, if they are seen by a street medicine team, their chance of readmission drops from 30% to 10%

Introductory Videos

- [What is Trauma-Informed Care?](#) – 3:30 mins
- [Childhood Trauma and the Brain](#) – 5:10 mins
- [Harm Reduction 101](#) – 2:30 mins
- [Why Is Homelessness Increasing in Colorado?](#) – 2:10 mins
- [Maria's Story: How Illness Led to Homelessness](#) – 1:45 mins



Dress Code

- YHC volunteer vest & outreach backpack
- Fully charged cell phone, no valuables, weapons prohibited
- Simple/comfortable clothing (t-shirt, jeans, preferably no scrubs)
- Weather-appropriate gear
- Close-toed shoes good for walking off trail
- Water and snacks for yourself if needed

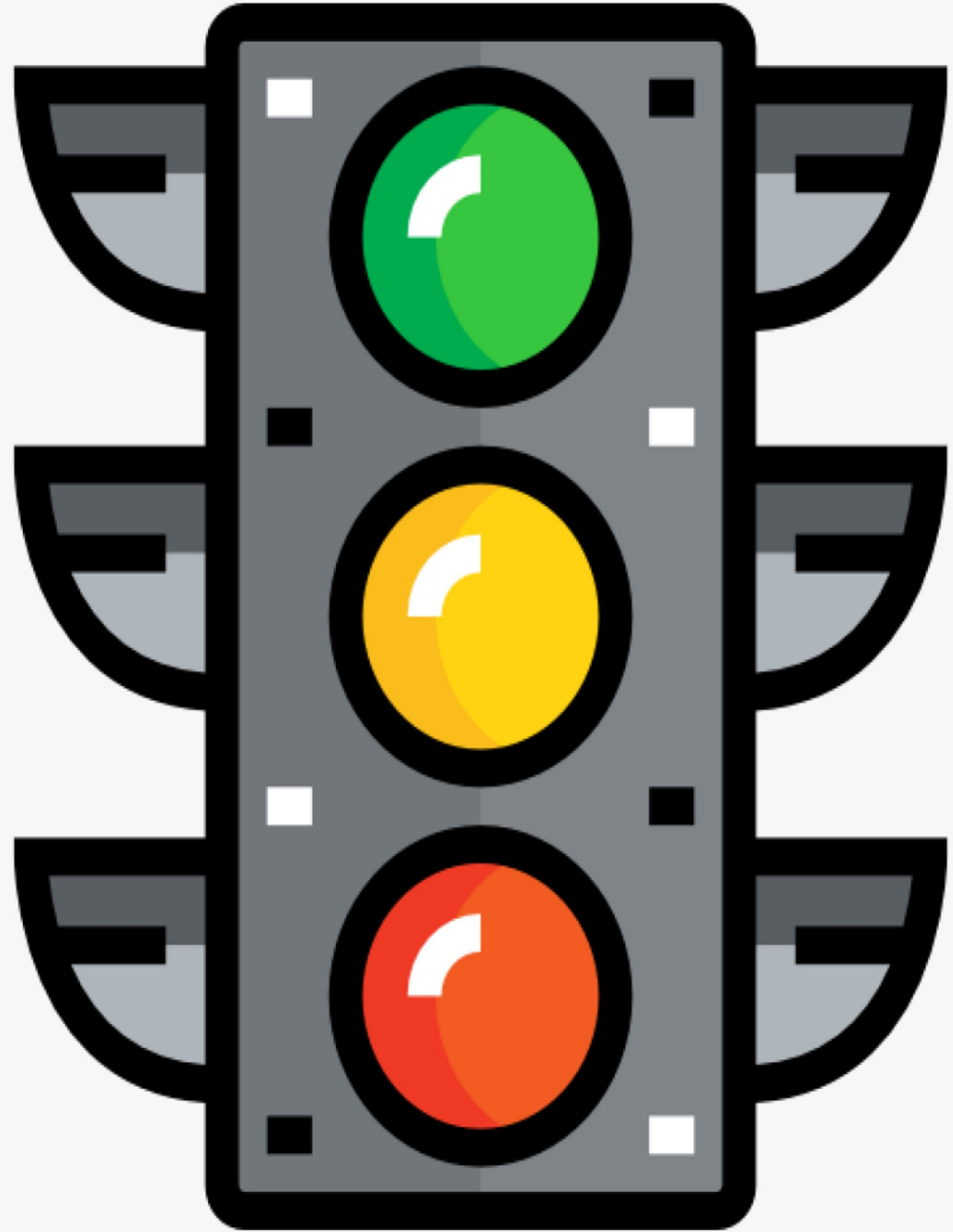




PLEASE
WEAR
CLOSED
TOED
SHOES

Emergency Protocol

- Code System:
 - "Can I have the _____ pen?"
 - "Green pen" = everything is fine, but it's time to wrap up and go.
 - "Yellow pen" = things are escalating, so let's wrap up and go.
 - "Red pen" = let's leave now.
- Respect the concerns of the most-concerned team member. Re-evaluated situation when in a safe space.



10 Domains of De-Escalation



- Respect personal space
 - Two-arm's length away
- Do not be provocative
 - Non-threatening body language
 - Calm tone of voice
- Establish verbal contact
 - Introduce yourself
 - Always ask for consent
- Be concise
 - Short & simple, repeat as necessary
- Identify your & the client's goals and feelings
- Actively listen to your client
- Agree or agree to disagree
 - Do not argue, speak factually
- Set clear boundaries and do not cross them
- Offer choices and optimism
- Afterwards, debrief the volunteers and client if possible

Street Outreach DOs



- Outreach Worker is the first to scope out encampment or sleeping spots
- Stay with the team or a buddy
- Approach people from the front in a friendly manner with eye contact
- Introduce yourself and your role before asking questions
- Keep hands visible, work slowly, explain what you are doing
- Always practice HIPAA compliance and client privacy
- Offer food, drink, supplies before probing for medical or mental health issues
- Pay attention to non-verbal cues that indicate irritability or standoffishness
- If anyone becomes uncomfortable in any situation, use emergency protocol to communicate
- Call 9-1-1 for emergencies.

Street Outreach DO NOTs



- Approach people from behind, people with weapons, or people "under the influence"
- Wake people who are sleeping
- Touch people without their permission
- Have your hands hidden or move quickly
- Enter patient cars, homes, or personal tents
- Interrupt sales of sex or drugs
- Approach people giving signs they want to be left alone
- Approach animals, wild or domesticated
- Argue with or reprimand someone
- Accept food, cash, merchandise, or packages from people
- Give personal items to people
- Work alone or leave the group
- Take photos without consent

Adverse Event Reporting

- Adverse events are situations that...
 - result in the physical or psychological harm of a patient or volunteer.
 - cause a patient or volunteer to feel at risk for physical harm or intimidation.
 - cause a patient or volunteer to feel that another team member has behaved inappropriately.
 - cause a patient or volunteer to experience continuing physical or psychological distress even after the situation has resolved.
 - Any other concerning situation that a patient or volunteer deems worthy.

Report an adverse event by emailing YHC's administrative coordinator, Chloe Finke at chloe.finke2@gmail.com

Volunteer Opportunities

- Community Efforts:
 - Point-In-Time Survey, Advocacy Day at the Capitol
- Medical & Non-Medical Outreaches:
 - Street outreaches are led by city-employed Community Navigators
 - Commerce City: Sarah Nachman, Sherry Adams, Claudia Bustillos
 - Thornton: Mayra Galaviz-Martinez, Mario Solis
 - *There must be a licensed healthcare provider present for a medical outreach*
- Pop-up clinics at local resource fairs, food banks, and shelters

Volunteer Roles

Outreaches & events are typically 3-4 hours long

- Non-Medical Outreach
 - 1 Outreach Worker
 - 1 Student
- Medical Outreach
 - 1 Outreach Worker
 - 1 Licensed Healthcare Provider (HCP)
 - MD, PA/NP, RN, PT, DDM, RDH
 - 1 Student
- Medical Pop-Up Clinic
 - Licensed Healthcare Provider (HCP)
 - Site Lead
 - Specialized training required. Responsible for ensuring all outreach materials are brought to outreach, orienting volunteers to site, problem-solving any site issues, explaining other site roles. DO NOT sign up for this spot unless you have been approved to do so.
 - Greeter
 - Explains services, answers questions
 - Intake Scribe
 - Completes docs, takes intake history
 - Point of Care Assistant
 - Takes vitals, POC tests, wound care
 - Provider Scribe
 - Scribes for provider

Non-Medical Outreach vs Medical Outreach

- Non Medical Outreach:
 - No licensed HCP present
 - **Don't touch clients or offer medical advice**
 - Feel free to share healthcare resources
 - Assist in case management needs
 - Homeless Management Information System (HMIS)
 - Vulnerability Index Service Prioritization Tool (VI-SPDAT)
 - Supplemental Nutrition Assistance Program (SNAP aka food stamps)
 - Retrieve vital Documents: ID, birth certificate, social security card
 - Community Resources: safe parking initiatives, job opportunities, etc.
- Medical Outreach:
 - Licensed HCP present
 - Students cannot work outside scope or supervision of HCP
 - Don't provide care until consent to treat has been signed
 - Volunteers will *only* be affiliated with YHC and not a university or hospital

IMPORTANT NOTE

- Unlicensed volunteers may NOT provide healthcare or healthcare advice. This includes NO:
 - Blood pressure
 - Blood sugar
 - Wound care
 - Other point of care
 - Medical Advice



Volunteer Behavior Expectations

- If YHC is contacted about concerning behavior of a volunteer, opportunities may become unavailable for that person
- Concerning behaviors include:
 - Providing healthcare or healthcare advice without a licensed HCP present
 - Not following the Dos & Don'ts of Street Outreach Etiquette
 - Canceling on more than one scheduled volunteer session without an emergent excuse
 - No call/no show or over 10 minutes late to a scheduled volunteer session
 - Breaching HIPAA on a non-medical or medical outreach

Outreach Opening & Closing Checklist

- Opening
 - All members of the team must be present before starting.
 - Team pre-brief plan, safety, and goals for the outreach.
- Closing:
 - All members of the team must be present before leaving site.
 - Team debrief day with highs, lows, and identify improvements.
 - Re-stock outreach backpack(s).
 - Licensed HCP must ensure all EHR documentation is complete and correct.

Before a pop-up:

Please review the following documents prior to attending a pop-up event in order to ensure you understand your role and responsibilities, and our documentation protocol.

[POP UP CLINIC ROLES PDF](https://olucdenver-my.sharepoint.com/personal/rebecca_henkind_cuanschultz_edu/_layouts/15/onedrive.aspx?id=%2Fpersonal%2Frebecca%5Fhenkind%5Fcuanschultz%5Fedu%2FDocuments%2F5%2E%20YHC%20Ongoing%2FDocuments%20imbedded%20in%20training%20%28DO%20NOT%20MOVE%29%2FPop%2DUp%20Clinic%20Roles%2Epdf&parent=%2Fpersonal%2Frebecca%5Fhenkind%5Fcuanschultz%5Fedu%2FDocuments%2F5%2E%20YHC%20Ongoing%2FDocuments%20imbedded%20in%20training%20%28DO%20NOT%20MOVE%29&wdLOR=c31E0FB93%2D1505%2D41F6%2DB2D3%2D09751EFE8EE8&ga=1) : https://olucdenver-my.sharepoint.com/personal/rebecca_henkind_cuanschultz_edu/_layouts/15/onedrive.aspx?id=%2Fpersonal%2Frebecca%5Fhenkind%5Fcuanschultz%5Fedu%2FDocuments%2F5%2E%20YHC%20Ongoing%2FDocuments%20imbedded%20in%20training%20%28DO%20NOT%20MOVE%29%2FPop%2DUp%20Clinic%20Roles%2Epdf&parent=%2Fpersonal%2Frebecca%5Fhenkind%5Fcuanschultz%5Fedu%2FDocuments%2F5%2E%20YHC%20Ongoing%2FDocuments%20imbedded%20in%20training%20%28DO%20NOT%20MOVE%29&wdLOR=c31E0FB93%2D1505%2D41F6%2DB2D3%2D09751EFE8EE8&ga=1

[DOCUMENTATION PROTOCOL PDF](https://olucdenver-my.sharepoint.com/personal/rebecca_henkind_cuanschultz_edu/_layouts/15/onedrive.aspx?id=%2Fpersonal%2Frebecca%5Fhenkind%5Fcuanschultz%5Fedu%2FDocuments%2F5%2E%20YHC%20Ongoing%2FDocuments%20imbedded%20in%20training%20%28DO%20NOT%20MOVE%29%2FDocumentation%20Protocol%2Epdf&parent=%2Fpersonal%2Frebecca%5Fhenkind%5Fcuanschultz%5Fedu%2FDocuments%2F5%2E%20YHC%20Ongoing%2FDocuments%20imbedded%20in%20training%20%28DO%20NOT%20MOVE%29&wdLOR=c28E3B452%2D73C0%2D4C46%2D9024%2D5A9F0B6D3160&ga=1): https://olucdenver-my.sharepoint.com/personal/rebecca_henkind_cuanschultz_edu/_layouts/15/onedrive.aspx?id=%2Fpersonal%2Frebecca%5Fhenkind%5Fcuanschultz%5Fedu%2FDocuments%2F5%2E%20YHC%20Ongoing%2FDocuments%20imbedded%20in%20training%20%28DO%20NOT%20MOVE%29%2FDocumentation%20Protocol%2Epdf&parent=%2Fpersonal%2Frebecca%5Fhenkind%5Fcuanschultz%5Fedu%2FDocuments%2F5%2E%20YHC%20Ongoing%2FDocuments%20imbedded%20in%20training%20%28DO%20NOT%20MOVE%29&wdLOR=c28E3B452%2D73C0%2D4C46%2D9024%2D5A9F0B6D3160&ga=1

Foot Care Clinic:

Please review the following document if you are a healthcare student who plans to volunteer at an event where footcare will be provided.



Foot Care Guide.pdf

Link if above document not working: https://olucdenver-my.sharepoint.com/:b:/g/personal/rebecca_henkind_cuanschutzu_edu/EckZAuWU9I5CupfNXgybRBQBrN6wNrE2XgrHeKuwMe_NNw?e=zQpXvc

RN Volunteers:

Please review the following document if you are licensed nurse.



RN led outreach.pdf

Link if above document not working: https://olucdenver-my.sharepoint.com/:i:/g/personal/rebecca_henkind_cuanschutz_edu/Edp6yL0mpvdNhsnpIR94E1ABeN-hK6X2xq-xUptD-It9oQ?e=rDLGqS

Licensed providers:

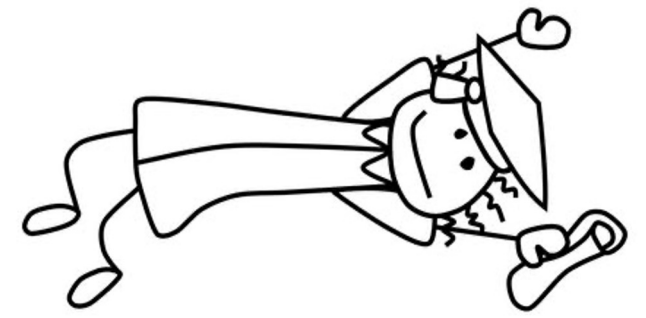
Please review the following document if you are a licensed healthcare provider.



Licensed provider Guidelines .pdf

Link if above document not working: https://olucdenver-my.sharepoint.com/:b:/g/personal/rebecca_henkind_cuanschutzu_edu/ERmLQS9vKLtlnWrqU2AfygYBpV1sJJd4vTWbj74oAYu0vg?e=Ex3TeO

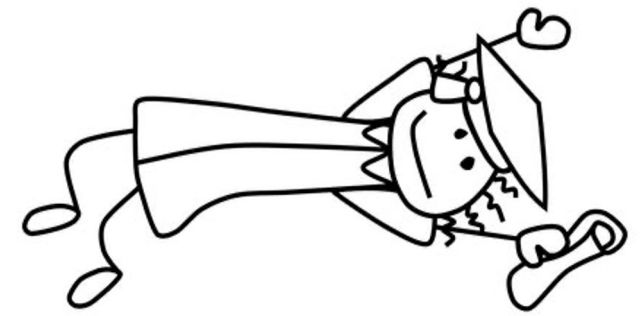
Orientation Next Steps



Requirements

- Take the survey and pass orientation quiz at 100% (unlimited attempts)
 - Link to [Survey & Orientation Quiz](https://docs.google.com/forms/d/e/1FAIpQLSezCPch3SaD1EepiamshwqQYhD2tvxTPoMtR0lgD7OAPdn5yQ/viewform) (<https://docs.google.com/forms/d/e/1FAIpQLSezCPch3SaD1EepiamshwqQYhD2tvxTPoMtR0lgD7OAPdn5yQ/viewform>)

Final Step



Fill out these two forms:

- **[Transportation Consent PDF](https://olucdenver-my.sharepoint.com/:b:/g/personal/rebecca_henkind_cuanschutz_edu/Ebqb8mh7QOBDsSCWBBwtAXoBdALQ-SrAjHHbQLifgTXeJQ?e=8AvOP7)** (https://olucdenver-my.sharepoint.com/:b:/g/personal/rebecca_henkind_cuanschutz_edu/Ebqb8mh7QOBDsSCWBBwtAXoBdALQ-SrAjHHbQLifgTXeJQ?e=8AvOP7)
- **[YHC Waiver PDF](https://olucdenver-my.sharepoint.com/:b:/g/personal/rebecca_henkind_cuanschutz_edu/EaDANYVuk8RPvTopOw62y_0BirOhbpXshdpIPU9ZLF3Yeg?e=eQKtO6)** (https://olucdenver-my.sharepoint.com/:b:/g/personal/rebecca_henkind_cuanschutz_edu/EaDANYVuk8RPvTopOw62y_0BirOhbpXshdpIPU9ZLF3Yeg?e=eQKtO6)

Send forms to:

If you are a **student**, please sign and email the YHC Volunteer Waiver and Transportation Consent to cole.bortz@cuanschutz.edu . Cole will send you the link to a SignUpGenius so you can register for shifts.

If you are a **Licensed HCP**, please instead email below documents to chloe.finke2@gmail.com . She will also assist you in compiling licensure malpractice documents.

Thank you!

- We appreciate your time and efforts in completing this orientation in order to best serve people experiencing homelessness.
- We look forward to having you on the YHC team 😊

