

Tom Waddell Urban Health Clinic



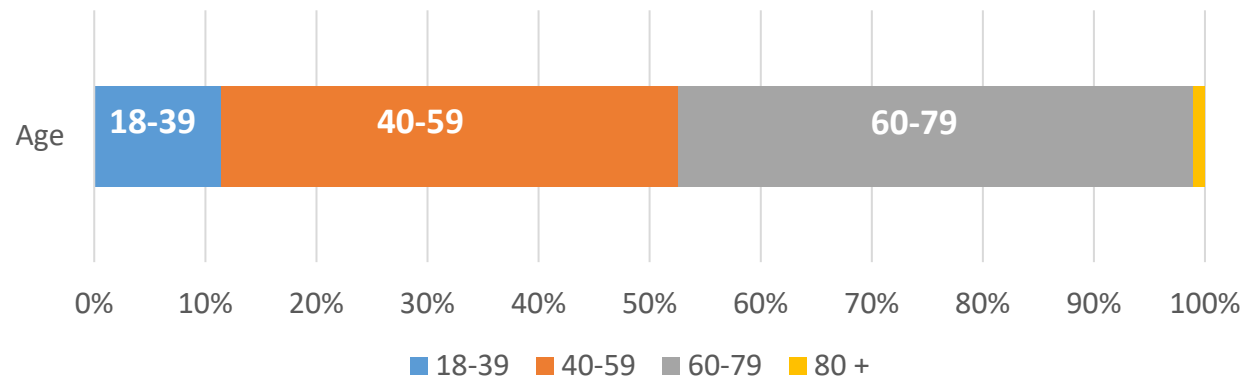
Tom Waddell Urban Health Clinic

- SFDPH Community-oriented Primary Care Clinic serving adults in Tenderloin
 - ✓ Primary care medical home offering comprehensive primary care services
 - ✓ Located at 230 Golden Gate (@ Leavenworth)
 - ✓ Serving residents of Tenderloin district, marginally housed/unhoused clients, and beyond
 - ✓ (NOT street-based care, nor urgent care clinic)
 - ✓ Adults
 - ✓ (NOT family medicine)
 - ✓ Experience in caring for individuals affected by/experiencing:
 - ✓ high medical acuity and psychosocial complexity
 - ✓ poverty and socio-economic hardships and disparities
 - ✓ unstable, marginal, or lack of housing
 - ✓ social marginalization (due to race, ethnicity, gender, gender identity, sexual orientation, country of origin, immigration status, mental health challenges, substance use)
 - ✓ history of emotional traumas (including medical trauma)

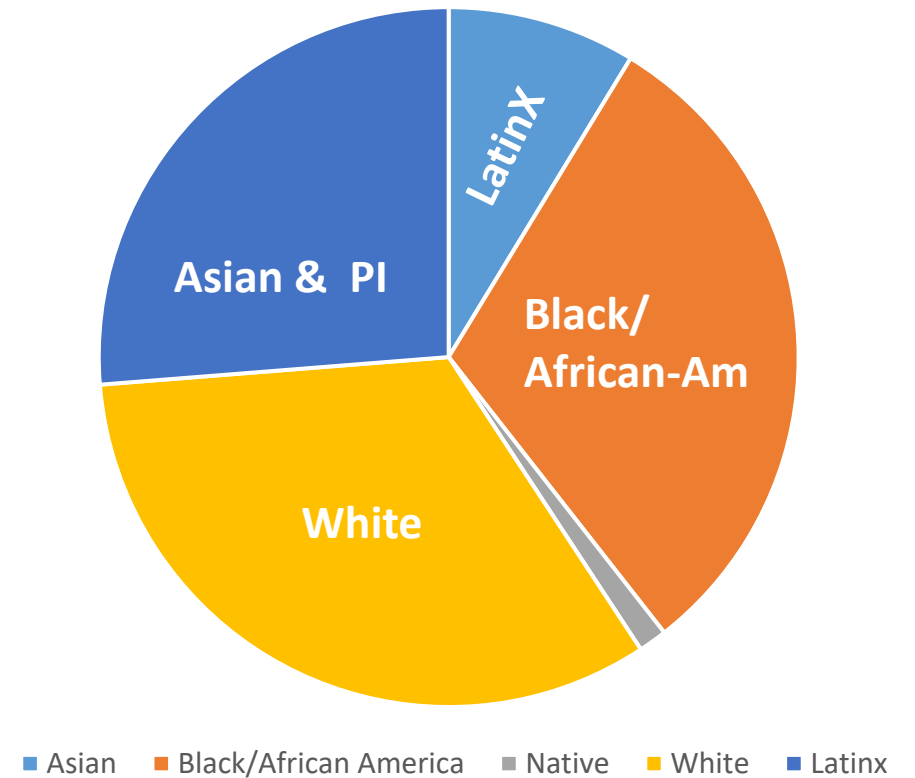
Who are our patients?

- 2404 patients
 - **1204 Homeless/unhoused**
 - 377 Spanish-speaking
 - 676 WPIC
 - 1149 ACT
 - 423 with ED visit past 90 days

Age breakdown

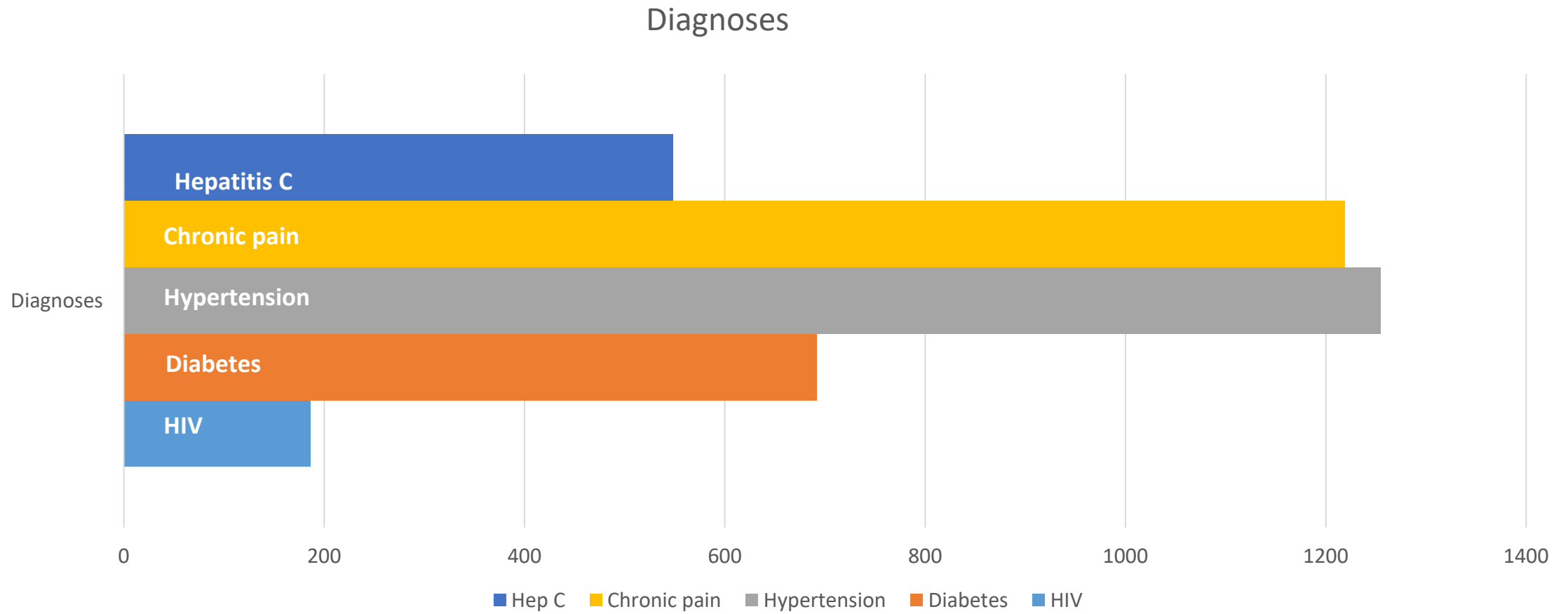


Race/ethnicity





Who are our patients: common diagnoses



All in a day's work: **client example**

- 45 yo transgender woman living with HIV, hypertension, diabetes, arthritis of knees with chronic pain
 - Marginal housing in SRO, receiving GA but no other income
 - Seeks primary care, with following priorities:
 - HIV care and services, not on meds at this time
 - Chronic pain worse, bone-on-bone degenerative joint disease getting worse
 - Depression and anxiety, also hears “voices”
 - Methamphetamine (long-term), starting to experiment with fentanyl
 - Relies on survival sex work to pay rent, would like to get on SSI/SSDI
 - Hopes for more stable job in future
 - Hopes for knee replacement surgery and gender affirming surgeries

PRIMARY CARE

- Build longitudinal (long-term) relationship
- Elicit client's priorities
- Mutual decision-making. → building a roadmap



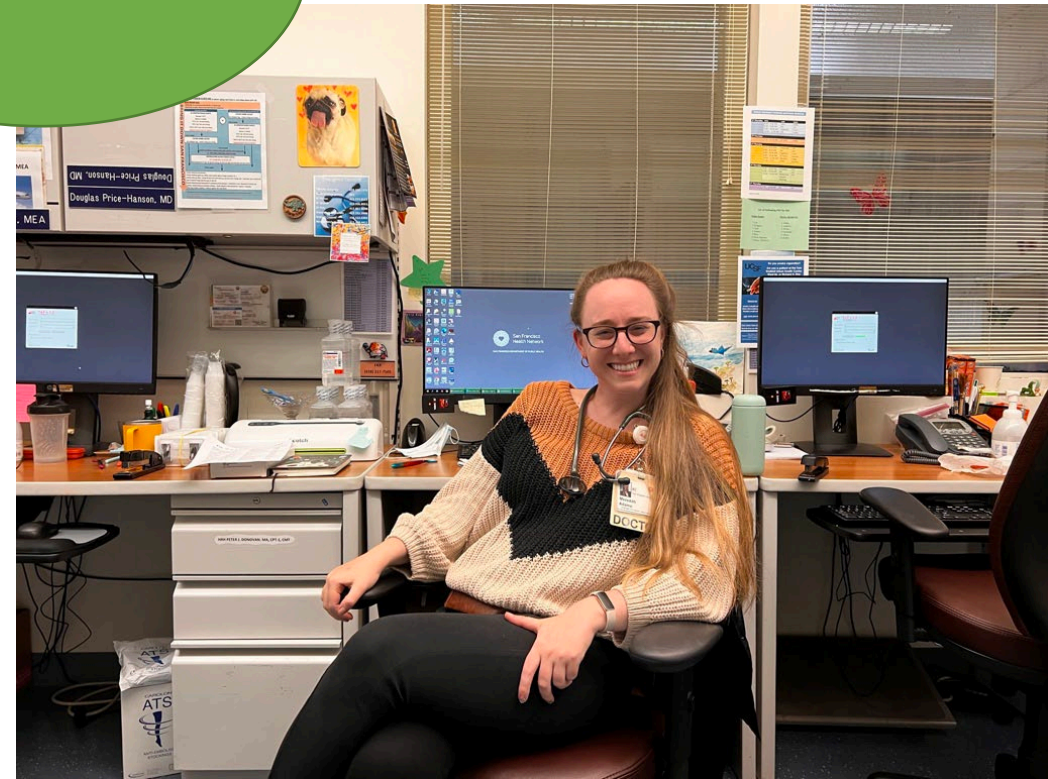


SOCIAL WORK & BEHAVIORAL HEALTH

- Assist with psychosocial priorities
- Support application for benefits (GA, SSI), support programs (food security, housing lists, paratransit), durable medical equipment (wheelchair) etc.
- Mental health referrals (therapy) & substance use services
- On-site psychiatry

ADDICTION MEDICINE

- Medication-assisted treatments (such as Suboxone)
- OBOT program, contingency management referral
- Drop-in client support group





MEDICAL CARE

- Diverse staff, multidisciplinary team, trauma-informed approach to care
- Experienced working with individuals experiencing homelessness
- Expertise in HIV, substance use disorders, harm reduction, women's health, gender health, chronic disease management, complex care coordination

Scope of MEDICAL SERVICES

- Primary care
- Addiction medicine
 - Buprenorphine
 - OBOT
 - group
- HIV services
 - Long-acting injectables
- Hepatitis C treatment
- Women's health
 - On-site women's health provider
- Transgender and gender non-binary health
 - hormone therapy
 - gender affirming surgeries
- Clinical pharmacist
 - chronic disease management
- Nurse clinic
 - MammoVan
 - Diabetic retinopathy screening
 - Phlebotomy, vaccinations & injections
- Podiatry

Assistance with every-day psychosocial needs

- ID's
- Phones
- GA-CAAP and Food-stamps
- Everyday Connect (dental, glasses, etc)
- Durable Med Equipment (walker, manual & motorized wheelchairs, shower bench)
- Food resources (meals-pantries)
- Clothing resources
- Homelessness Resources (shelters, 311 list, food, showers, etc)
- IHSS application and follow-up
- Employment-Educational Resources
- Smoking Cessation Counseling
- Transportation (Paratransit Application/ RTC Muni Pass/Senior Pass)
- Housing resources*
- SSI/EDD forms

Medical Social work (BHC) respond to emergencies

Abuse/Neglect/Violence:

- Child/Elder/Dependent Adult
 - assessment/mandated reports
- IPV/DV
- Other Safety Issues

Risk Assessment/5150's

- Suicidal
- Homicidal/ Tarasoff
- Grave Disability
- Major Depression
- Disabling Anxiety
- Concerning Psychotic Symptoms
- Drastic Change in pts presentation
- Tearfulness/Crying

Behavioral Health Clinician/Social Work

Mental Health Assessments/Support

- Psycho-Social assessment & plan:
 - outside case management, ICM, complicated multi-dimensional/medical care coordination
- Severe Mental Illness
 - referral to BHS specialty mental health vs onsite behavioral health
- Referral to psychiatry at Tom Waddell
- Behavioral Issues
- Cognitive & intellectual functioning & memory impairments
- Surgical Assessments (ie Care Coordination)
- Immigration Support
- Rent Relief/Eviction prevention (for referrals outside of clinic support)
- Referrals and care coordination with ICM, EDCM, Roving team SFHOT ect.

Behavioral Health Clinician/Social Work

- Anger
- Anxiety
- Chronic Pain
- Depression
- Coping with new diagnosis
- End of life support
- Grief
- High Risk Behavior
- Relationship stress
- Sexual Dysfunction
- Sleep concerns
- Stress
- Trauma
- Lifestyle Changes
- Mini Mental Status Exam/
Mini Cog
- Housing (**)

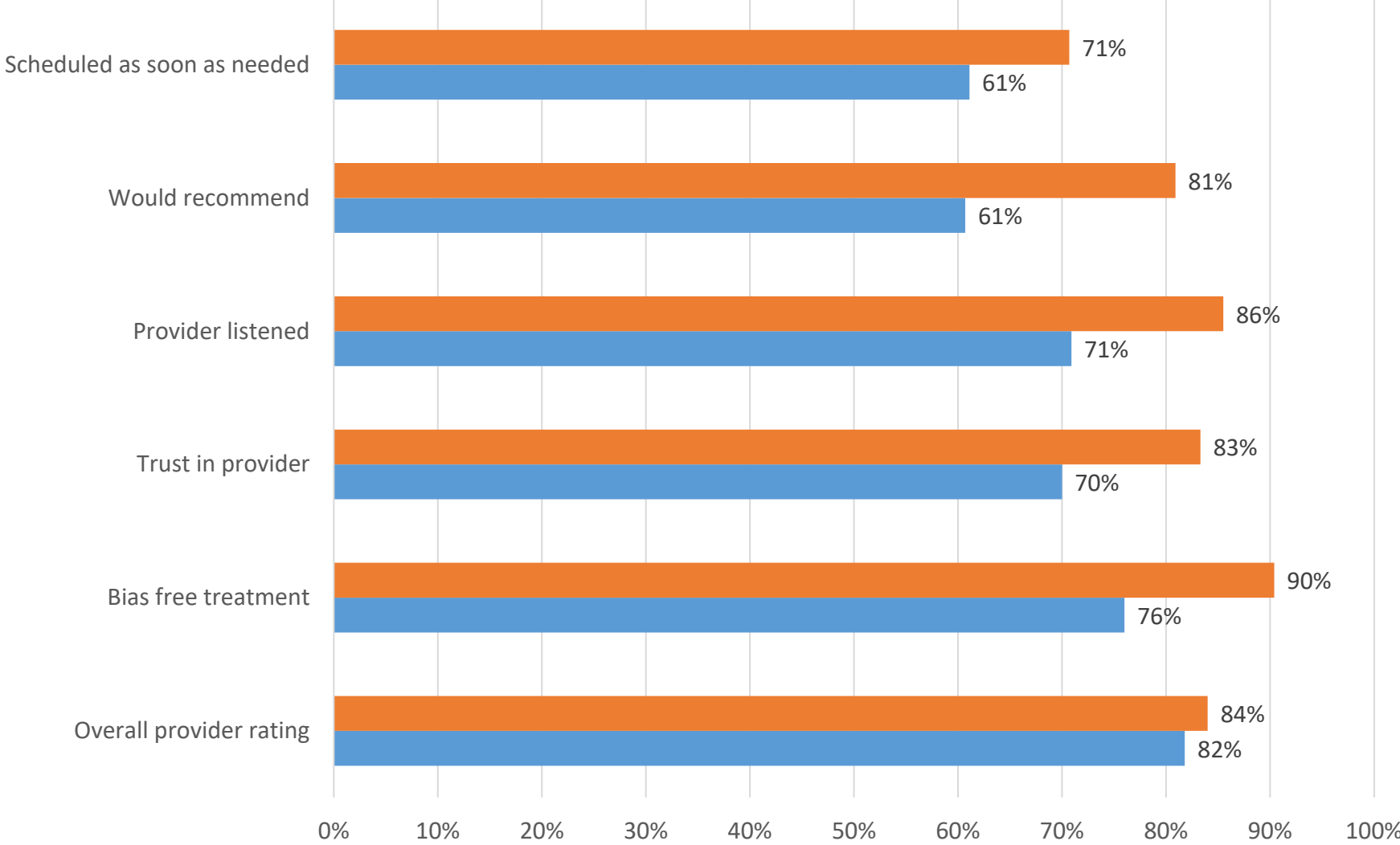


Tom Waddell Urban Health Clinic Staff

- 11 Primary care providers
 - 7 MDs
 - 6 PA/NPs
 - 1 PharmD
- 4 Psychiatry
- 9 RN
- 7 MEA
- 7 Eligibility workers
- 3 (of 7) BHC/social work
- 2 Behavioral assistants
- Languages spoken: Spanish, Mandarin, Korean, Portuguese, Italian
- Translation services by phone
- Provider specialties: HIV, Gender health (TG, NB), HIV, Addiction medicine



Tom Waddell Patient Experience Feedback



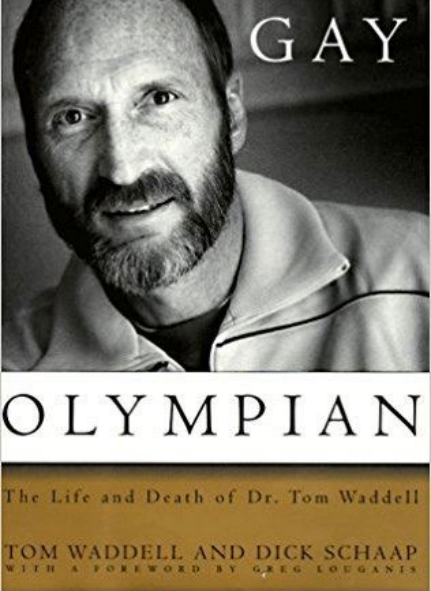
■ Past month ■ Past 12 months

Challenges & Aspirations

- Staffing always a challenge
 - Diversity, equity, burn-out, vicarious trauma, moral injury, recruitment, retention
- Overwhelming client needs
 - Limited ability to outreach, no case management, reliance on outside housing resources
- No co-location of urgent care services
 - Limited ability to accommodate drop-in visits
- 4-walls, appointment-based model of care
 - Not ideal for highest-need patients

Our commitment and mission

- To provide the highest quality care possible and to be tireless advocates for all of our clients
- To treat all with dignity and respect
- To provide healthcare through a social justice lens
- To promote health and wellness, to facilitate healing and joy, to join in purpose and meaning



Questions, Discussion & THANK YOU!

