

QUALITY IMPROVEMENT STORYBOARD



Division/ Program:	Community and Field Services Division – West and South LA Regional Health Office
Project Title:	Field Vaccination for People Experiencing Homelessness in Venice, CA
Project Timeline:	September 2019 – March 2020
QI Specialist(s):	Community and Field Services – SPA 5 team

1. Getting Started

There are approximately 1,100 people experiencing homelessness in Venice, CA as of the January 2019 Homeless Count. Venice is located in SPA 5, West Los Angeles. A community coalition to address public health concerns related to homelessness identified the need to offer vaccinations in the field, next to homeless encampments, to improve access to public health resources and promote health equity.

2. Assemble the Team

Our team consists of internal and external partners. Internal: Public Health Nurses (PHNs), Community Health Workers, a Health Program Analyst, and Public Health Investigators. External: street medicine providers from Venice Family Clinic, and homeless outreach teams from Los Angeles Homeless Services Authority (LAHSA) and St. Joseph Center.

3. Define the Problem/ AIM Statement

People experiencing homelessness face challenges in accessing and utilizing resources that can improve health outcomes (e.g., vaccinations). We wanted to determine how to mobilize staff and partners to effectively and efficiently administer vaccinations in the field for the homeless population.

4. Examine the Current Approach

Before this project, PHNs had consistently offered vaccinations at outreach events for people experiencing homelessness. There were no existing efforts to go to encampments to offer vaccinations to those who might be unable or disinclined to seek services at an outreach event or clinic.

5. Identify Potential Solutions

- Create monthly schedule for vaccination outreaches
- Work with street medicine physician
- Partner with homeless outreach teams who have existing rapport with the homeless population
- Assess process after each outreach using the plus/delta tool

Plus/Delta Chart for Vaccine Outreach – September 25

+	Δ
10 doses administered (7 individuals)	White lab coats could be intimidating
Nurses could look up immunization history	Add health insurance screening
Shelter placement	Traffic was difficult, start later
Referral/transport to Emergency Room	Offer food
Next day appt at VFC	Make sure we're using simple health terms "pneumonia" instead of "pneumococcal," "flu" instead of "influenza"
Third and Rose – easy to set up, no approval needed	Not much foot traffic at Third and Rose, try Boardwalk
Many staff present allowed us to meet various needs (ER transport, shelter transport)	Large number of staff may have been intimidating
	Create sign for canopy with which vaccinations we're offering

6. PLAN

Implement changes identified in debrief call and plus/delta process after every outreach.

7. DO

Identified improvements to be made included not wearing white lab coats, adding health insurance screening, starting later, offering food, and changing the location.

8. STUDY

All changes were implemented for the second outreach: we changed location, added insurance screening, the nurses did not wear white lab coats, and we offered water bottles and granola bars. **We doubled the number of people vaccinated between the first (7 people) and second (14 people) outreaches.** Elements that worked very well, which we kept, included working with the street medicine physician at Venice Family Clinic, who conducted medical visits on his patients during our outreach; working with homeless outreach teams who acted as a linkage to the homeless population; and having Wifi-enabled tablets to look up patients' immunization history in the California Immunization Registry (CAIR).

9. ACT

We identified additional improvements to be made after the second outreach.

10. Next Steps

From January to March 2020 we will continue to try new locations, partner with additional agencies to offer more services, and refine our approach so we can reach the most people most efficiently and effectively.