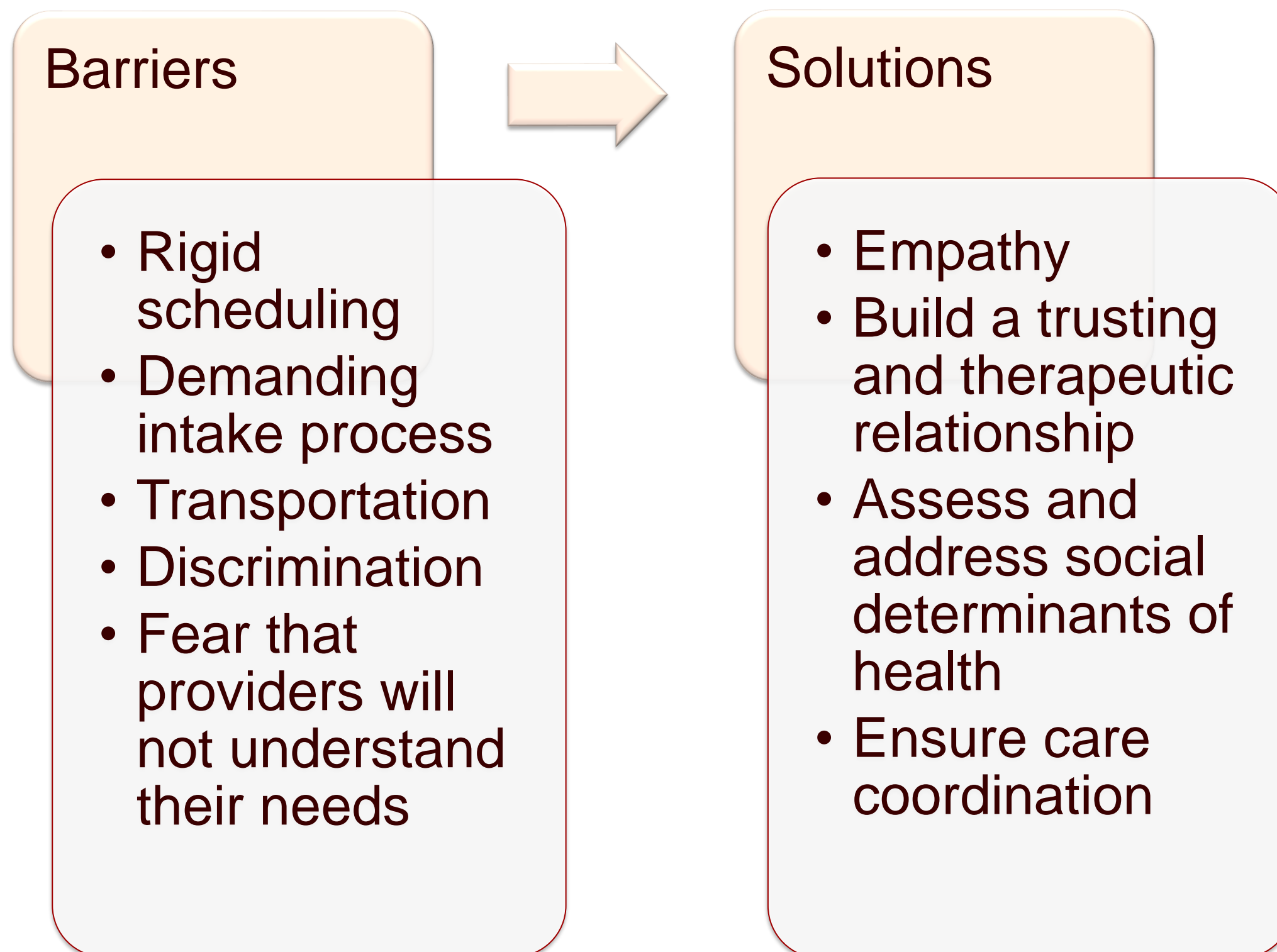


Using Street Outreach to Engage Southwest Baltimore Neighbors in Healthcare and Social Services

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University of Maryland School of Nursing & University of Maryland Baltimore Police

Background

- Vulnerable populations experience health disparities and barriers to engaging in healthcare and social services but there are evidence based practices (EBP) to reduce these barriers.



- Street outreach** is a novel intervention that uses EBP to help vulnerable populations engage in care.

Rationale and Setting

- The intervention was designed to connect neighbors to the full range of services offered at the COC and to build trust and rapport with the community.
- The COC is located in West Baltimore and serves a vulnerable population- people experiencing homelessness and/or low income individuals.
- The COC offers crisis (food, showers, mail, laundry) services and preventive services (case management and nurse's clinic).
- Less than 20% of individuals who use the COC utilize preventive services—the director of health and wellness created a street outreach program to address this.
- Lead by a clinical instructor, a group of interprofessional students (nursing, medicine, social work) delivered the program as part of their required clinical hours.



Preparing Students for Implementation

- Prior to beginning street outreach activities, student orientation included:
 - overview of COC (services and clientele);
 - motivational interviewing training;
 - recognizing implicit biases training;
 - street safety training;
 - naloxone training;
 - basic triage skills training;
 - case studies and role play activities;
 - a walking tour of the neighborhood.

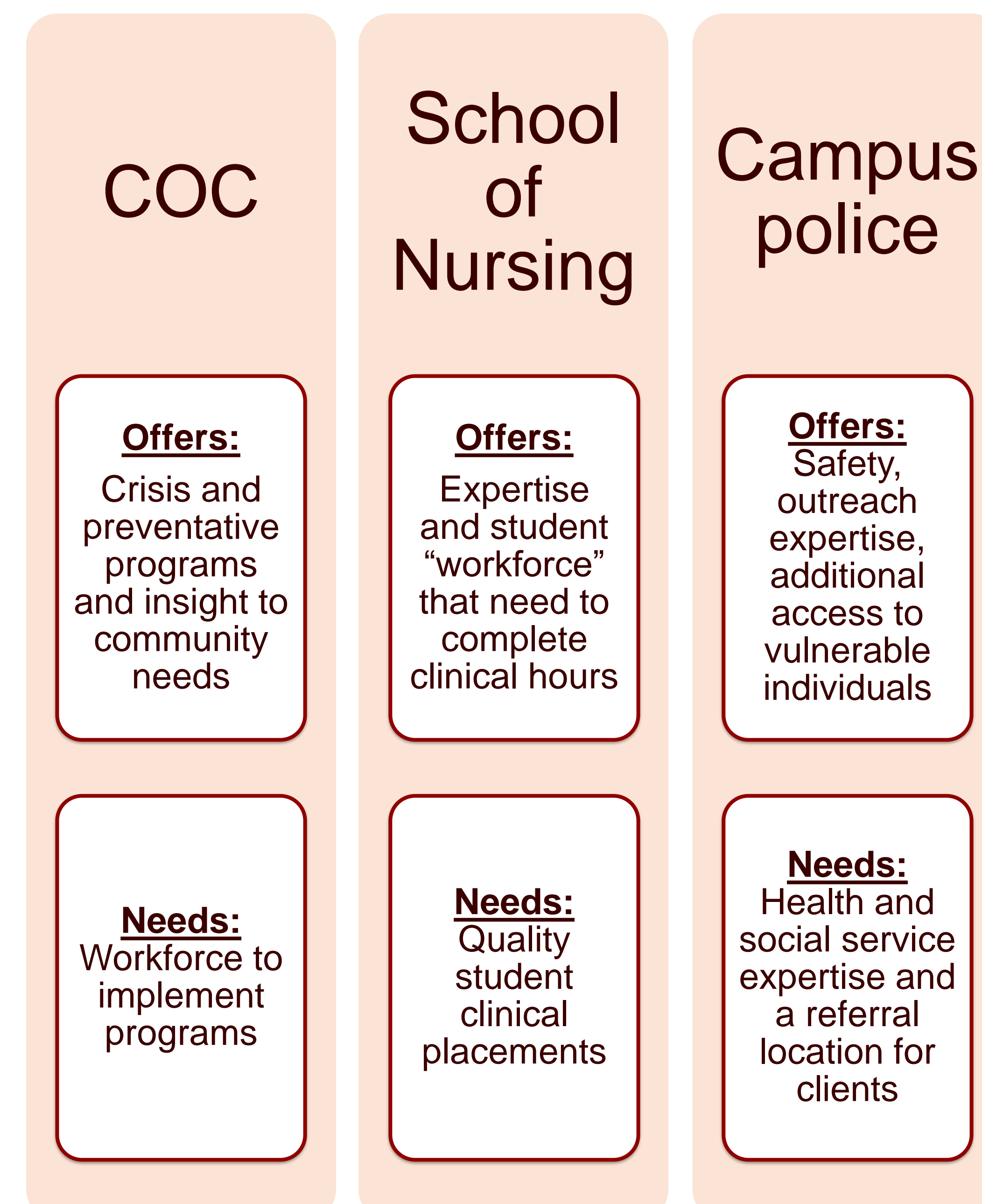


Interventions, Referrals, and Outcomes

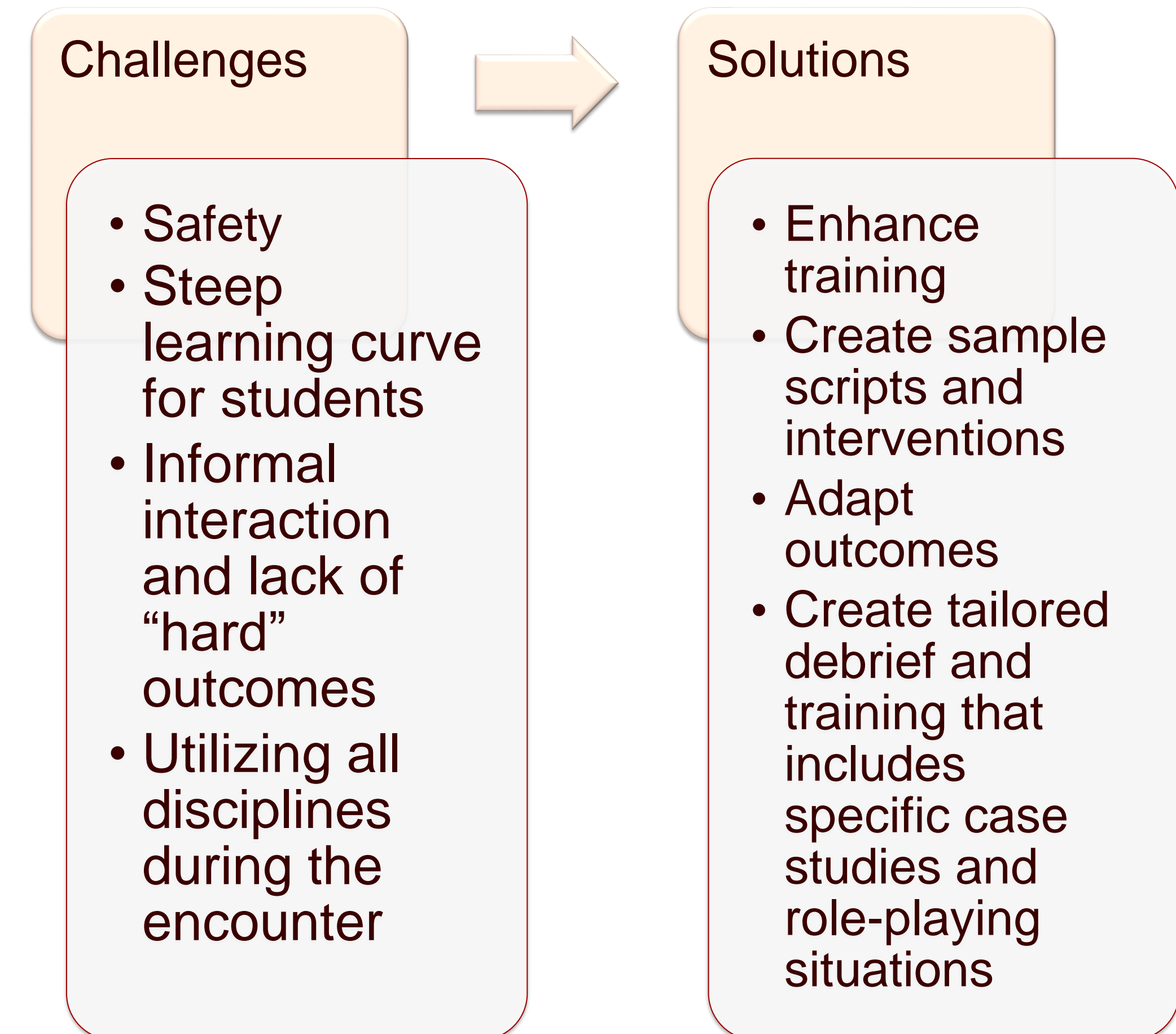
- Over 12 weeks (Fall 2019 and Spring 2020), students interacted with 127 neighbors.

Actions during street outreach	% Received
Support and Encouragement	65
Health Teaching	55
Supplies (for wound care)	32
Naloxone Training	28
First aid	11
Referrals	
COC case management	77
COC nurse-run clinic	39
Primary care provider	6
Mental health provider	4
Substance use treatment	3
Urgent or emergent care	2
Outcomes	
Neighbor's goal for the encounter was met	73
Neighbor planed to use COC in the near future	58
After the encounter the neighbor left with a plan to manage their health	56

Reciprocal Partnerships



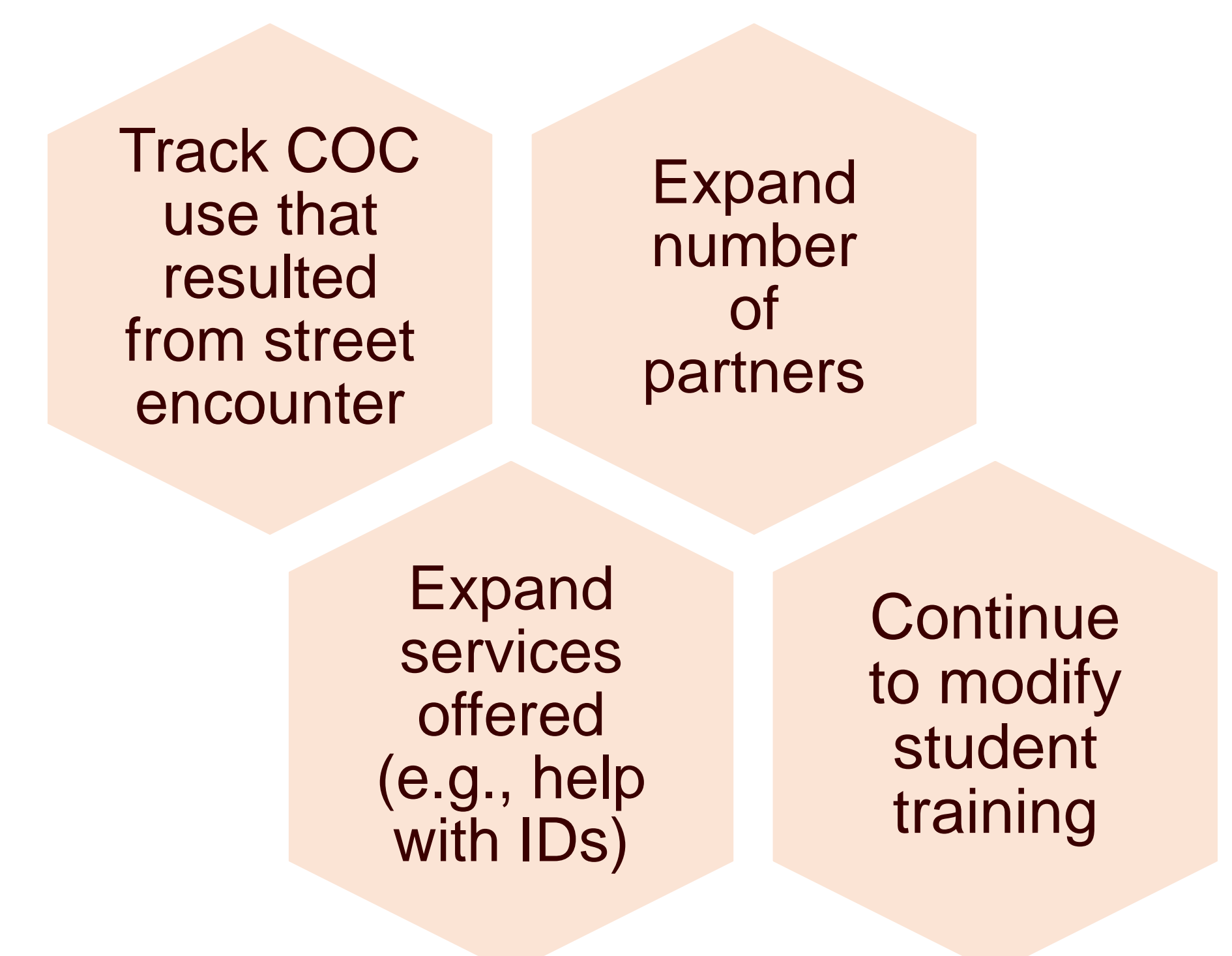
Challenges and Solutions



Conclusions

- The students performed a variety of different interventions and were able to meet neighbors' goals for the encounter, motivate them to use the community outreach center, and help them develop a plan to manage their health during a brief encounter.

Next Steps



Contact Information

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