



# ANNUAL REPORT

# 2018





# THE PRESIDENT'S LETTER

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Never in my life have I been a part of an organization that provides such significant and meaningful work as Street Medicine Detroit (SMD). SMD is unique in its role of taking healthcare TO the people. Detroit's underserved homeless population cannot prioritize their health when other basic life necessities are of higher importance. And what's beautiful about this work is that SMD begins taking away one of those barriers and putting that responsibility on us: the community.

I have had the privilege of leading this organization since my first year of medical school. Every patient, every student, every volunteer I encounter reignites a passion for maintaining compassion in a world and country that feels divided.

With every action, SMD hopes to not just help our patients, but truly make them feel heard and to inspire others to do unto their neighbors as they would wish on themselves: to share resources, to give a voice to the forgotten, and to make everyone feel like a human being.

At the core is our patients, and our mission is two-fold: on one hand we provide medical care to a population that isn't reached, but at the same time, the relationship between medical professionals and homeless patients needs to be fixed. It's not solely about healthcare; it's also about listening to our

patient stories - making them heard and validated. A lot of times, organizations focus on how we can change things from a societal aspect – the big picture. But what's also crucial is

**"ULTIMATELY, IT IS THE PATIENTS WHO GIVE US MORE THAN WE GIVE THEM. THEY HAVE TAUGHT US TO BE MORE COMPASSIONATE PEOPLE, TO CARE ABOUT EACH PERSON IN THIS CITY, AND TO SPEAK UP FOR THOSE WHO ARE IGNORED AND FORGOTTEN."**



affecting people on an individual basis; every person matters and no one should be left behind.

These last few years, SMD has worked on stronger community engagement and collaboration to better serve our patients. We've trained volunteers in Mental Health First Aid, which immediately led to better identification and treatment for patients experiencing a mental health or substance use-related crisis. We've strengthened our student-led inpatient consult service at Henry Ford, allowing us to connect homeless patients from the hospital to their follow-up visits in the streets with Covenant Community Health, providing services like transportation and obtaining birth certificates for renewed identification (two constant barriers for our patients). SMD strives not only allow to strengthen continuity of care for our patients, but to also engage more community partners to work cohesively together instead of semi-efficiently apart.

But SMD goes beyond healthcare. This year, Detroit experienced one of the worst polar vortexes it had ever seen. SMD mobilized teams with Neighborhood Service Organization to go out before and during the vortex to find our high-risk patients on the streets, and provide them survival kits, warm food, flyers with info on how to get to warming shelters, and rides to warming shelters. And when our patients and their personal belongings were displaced in February - undoing much of our outreach - we mobilized another group of volunteers to find them, replenish their care kits, and talk to them to see what had happened. With time, we teamed up with Street Democracy and other outreach groups in Detroit to speak with the city council about better solutions for Detroit's people - a new step for SMD in terms of larger scale advocacy.

Ultimately, it is the patients who give us more than we give them. They have taught us to be more compassionate people, to care about each person in this city, and to speak up for



those who are ignored and forgotten. And so I thank you for your time, for your help, for your energy. For wanting to be involved, for wanting to make a difference. I've made this organization, these people, these patients my life - even more so than medical school - and I hope it inspires you to do the same.

Dutifully yours,  
Nousha Hefzi. MS4  
President, Street Medicine Detroit



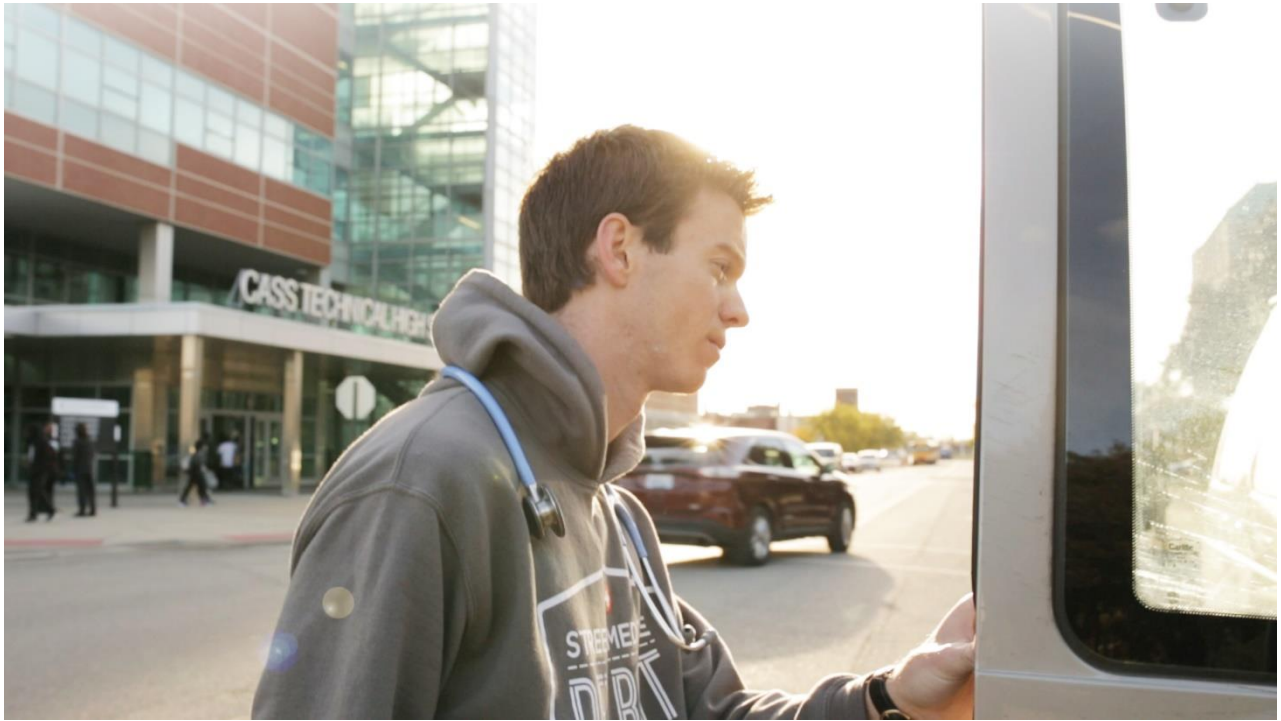
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## INPATIENT HOMELESS CONSULTS

Typically, as would be expected, the hospital experience of a patient struggling with homelessness is a negative one. The complex medical, social and psychological needs of homeless patients leave busy medical providers and social workers worn out and calloused. A lack of comprehensive and necessary support services to meet the needs of patients means that these patients are often discharged back into the same, harsh situations on the street when at their most vulnerable: after a hospital stay.

To address both the in-patient experience and to improve post-discharge follow-up, the Homeless Patient Consult Service was

created at Henry Ford Main Hospital. Staffed primarily by volunteer medical students assisted by resident physicians and attending doctors, this service works to bridge the gap between the hospital and the street.

In July of this year, the Homeless Patient Consult Service formed a partnership with the outreach team of Covenant Community Care. This incredibly hard-working team and the Consult Service Volunteers has assisted in-patient teams with discharge planning and post-hospital care of patients struggling with homelessness. This care has included exploring shelter options, transportation to follow-up appointments, dressing changes

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THROUGH ADVOCATING FOR OUR PATIENTS, WE ARE SLOWLY LEARNING HOW TO BETTER ADDRESS THEIR UNIQUE NEEDS. AS WE CONTINUE TO GROW THIS YEAR, WE HOPE TO CONTINUE TO PROVIDE THEM WITH QUALITY, COMPASSIONATE CARE AS WE BRIDGE THE GAP BETWEEN THE HOSPITAL AND THE STREET.

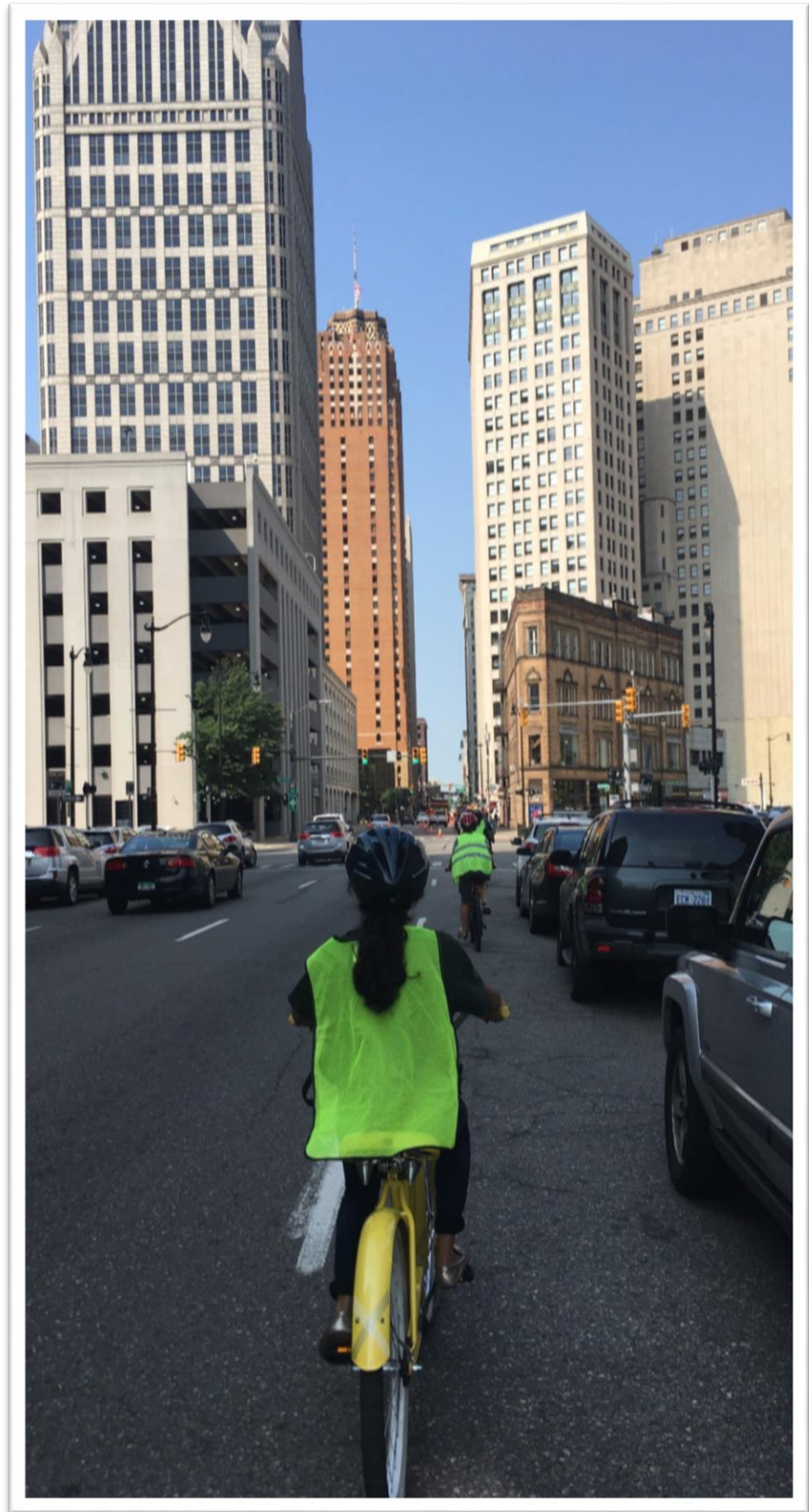


and wound care, medication refills and housing follow-up. Usually, the follow-up of such patients is inconsistent and difficult; however, during the first 5 months of this partnership, more than 70% of patients under the care of the Consult Service at Henry Ford were assisted directly on the streets during the two week post-discharge time period by either Covenant Community Care or SMD outreach teams.

This year, we have expanded the Service's reach by engaging with additional in-patient departments and case manager teams. Through advocating for our patients, we are slowly learning how to better address their unique needs. As we continue to grow this year, we hope to continue to provide them with quality, compassionate care as we bridge the gap between the hospital and the street.

Sincerely,

Jedidiah Bell  
Vice President of  
Inpatient Homeless  
Consults



# PATIENT EDUCATION

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The patient education team is dedicated to providing our patients and community with knowledge to improve their overall health. Our central means of sharing information is through monthly wellness seminars. This year we have coordinated our seminars with prevalent topics affecting the Detroit community including frost bite, hypertension, diabetes, cardiovascular health, and hepatitis A to name a few. Not only do we sit down and have a conversation about the topics chosen for that day, we are also committed to opening up a line of communication with our patients where they feel comfortable talking to us about any health concern they are faced



with. By allowing our patients to open up to us, we can focus future seminars around their specific needs.

In addition to our outreach work with wellness seminars, Patient Education also focuses on addressing continuity of care by holding monthly chart reviews. Our end goal extends beyond ensuring we have a continuous caring relationship with our patients. Not only do we strive to ensure our patients receive high-quality medical care over time, but we also focus on their experiences outside of medicine.

We utilize chart reviews to ensure our patients have good follow up medical care, as well as reliable and safe housing, treatment programs, ID and document restoration, and steady work if possible. Through coordination, integration and collaboration between various service providers – for example, our main medical preceptor, Covenant Care, Road Home Outreach, and Advantage Health -- we work to identify some of our most vulnerable patients. We realize our patients' needs stretch beyond that of one single professional, so we work through multidimensional models of continuity to achieve our patients' goals.

Our continuity of care model works to understand our patients needs from their perspective, with a primary focus on their specific wants, needs, and goals. As of December, we were actively following 26 patients through our chart reviews, addressing concerns from prosthetic fittings to addressing substance abuse treatment.

-Patient Education Department



# RESEARCH

This past year was a very busy one for SMD's Research Department. We worked on two research projects, presented posters at multiple conferences, and submitted two policy resolutions to the American Medical Association.

One of our research projects focused on hygiene and vaccination among Detroit's homeless population in light of the recent hepatitis A outbreak. The hepatitis A outbreak disproportionately affected Detroit homeless population, and we sought to better understand the practices and attitudes of Detroit's homeless population toward hygiene measures and vaccinations, as well as barriers to such resources. Data from this project was presented at the International Street Medicine Symposium in the Netherlands in October, where it was met with broad interest. The same poster was also presented at the Medical Student Research Symposium at WSUSOM in January, where it was suggested that we also submit our abstract to the Society of General Internal Medicine Annual Meeting in May of this year. We are currently in the process of submitting a manuscript for this project, which would be SMD's first ever peer-reviewed publication!



Our other research project assessed the impact of a Mental Health First Aid Training on medical student's ability to handle a mental health crisis. Mental illness and substance abuse are common issues among people experiencing homelessness, and this training also provided our street leaders with more tools to better serve our clients.

SMD's Research Department began writing policy resolutions for the American Medical Association (AMA) last year. Our hard work was recognized when our resolution focused on increasing access to ID cards for the homeless population was adopted by the AMA House of Delegates on the national level in November.

This year, SMD has submitted two additional policy resolutions on the state and national level. These focus on expanding sunscreen dispensers in public spaces, as well as expanding access to telemedicine for Medicaid recipients.

Current efforts are underway to launch another research project. This project will be a needs-assessment for Detroit's homeless population, hoping to better understand what else our clients may need beyond the basic healthcare services provided by SMD. As part of this project, we are also building a resource library of different local organizations. We will use this to connect our clients with

organizations that can supply additional resources such as clothing, food, shelter, identification cards, and much more.

The Research Department wants to extend a special thanks to all of those who have made our projects possible this past year including all of our board members, our preceptors, Dr. Bryce, and most of all, our clients who have volunteered their time to participate in our projects!

-Research Department





# EDUCATION AND TRAINING

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This year, Education and Training had an extremely successful Fall training, preparing a strong majority of our newest class of medical students to volunteer with SMD! We were excited to see the energy and passion of our new students as they filled the lecture hall to learn more about homelessness and the Street Medicine Detroit model. Students were then split into small groups to practice interviewing skills, with a strong emphasis placed on taking a thorough, non-judgmental social history. Not only did this training increase the number of students eligible to volunteer with SMD, but it also provided a way to enhance the clinical skills education students receive in our courses at WSUSOM. A second training was held in February in

order to accommodate students that were unable to make this Fall training.

Education and Training also directed school-wide education events to raise awareness and continue to fight to destigmatize homelessness. We were incredibly thankful to Ms. Lydia Atkins for joining us to share the story of her experience with homelessness during our annual, lunchtime Homeless Patient Panel. Her story truly humanized individuals facing homelessness and left an impression on many of our students. The panel was followed by a reflection seminar where students could process the stigmatization and unique health needs of the homeless population, and discuss the role of





healthcare providers in caring for this particularly vulnerable population.

In order to supplement SMD's increased focus on mental health, Education and Training organized a lunchtime seminar for our student body with Dr. Eva Waineo, director of the Psychiatry course at WSUSOM. The increased prevalence of mental health challenges in the Homeless Community requires increased provider awareness and understanding, which this seminar sought to accomplish with our medical students. Dr. Waineo invited a colleague, Mr. Ed Michel, whose longtime experience working with our patient population helped to provide additional insight into this underrepresented health disparity. Thank you to all our speakers this year for helping us to enrich our medical education here at WSUSOM.

-Education and Training Department

“ WE WERE EXCITED TO SEE THE ENERGY AND PASSION OF OUR NEW STUDENTS AS THEY FILLED THE LECTURE HALL TO LEARN MORE ABOUT HOMELESSNESS AND THE STREET MEDICINE DETROIT MODEL. ”



# FINANCE AND FUNDRAISING

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Finance and Fundraising is an area in which we have only begun to get our feet wet, and we continue to try and grow each year. In 2018, we continued to have sizable and frequent donations to our organization from the community, and we'd like as always to extend a big thank you to everyone who supports us. We are fortunate to receive some funding from the Wayne State University School of Medicine Alumni Foundation each and every year, but there is no way that we would be able to maintain our impact within the organization without the help of the community.

One of our big focuses in 2018, and hopefully moving forward, was engaging with the community and being active about fundraising. Our annual 5K is held in conjunction with the Robert R. Frank Student Run Free Clinic, and we put an emphasis on trying to expand its impact. Our efforts were successful. Even with a rough day of weather, we had our largest turn out ever for the event.

The importance of the funds raised in these various ways cannot be overstated. Although we are fortunate to have many supplies donated, this funding allows us to continue to function optimally. We were able to use many of these funds to purchase the necessary technological equipment and software to stay medically compliant with regulations, to purchase new diagnostic tools or to replace aging/dysfunctional ones, and to support many of our patients who were in need of basic quality of life items, such as diapers, coats, and baby food.

2018 was also a big milestone for our organization when it came to solidifying how we wanted to identify ourselves. Street Medicine Detroit has long discussed trying to gain status as a 501(c)3. Through the efforts of many current and previous board members, we officially obtained that status in 2018. Although we are still learning the in's and out's of what this means for us as an organization, we are excited about the new opportunities it presents for us as an organization and the new avenues we can pursue to continue to help the community.

Looking forward, we hope to continue increasing our fundraising numbers to provide for our patient population. We also hope to use our 501(c)3 status to begin applying for grants that are now available to us-- we plan to begin by looking into grants for albuterol inhalers, which are in very high demand by our patient population. We will be holding our annual 5K partnered with the Student Run Free Clinic in late summer. This date should provide better weather for the run and open up the opportunity for more participants. We also hope to implement other new fundraising ideas and look for new projects to spend these funds on to benefit the health and wellbeing of our patient population.

-Finance and Fundraising Department





## — TECHNOLOGY —

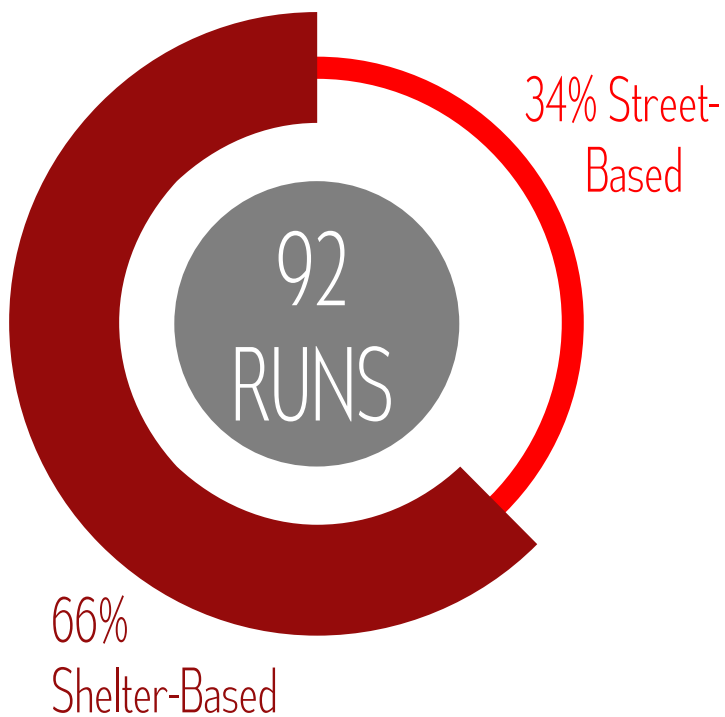
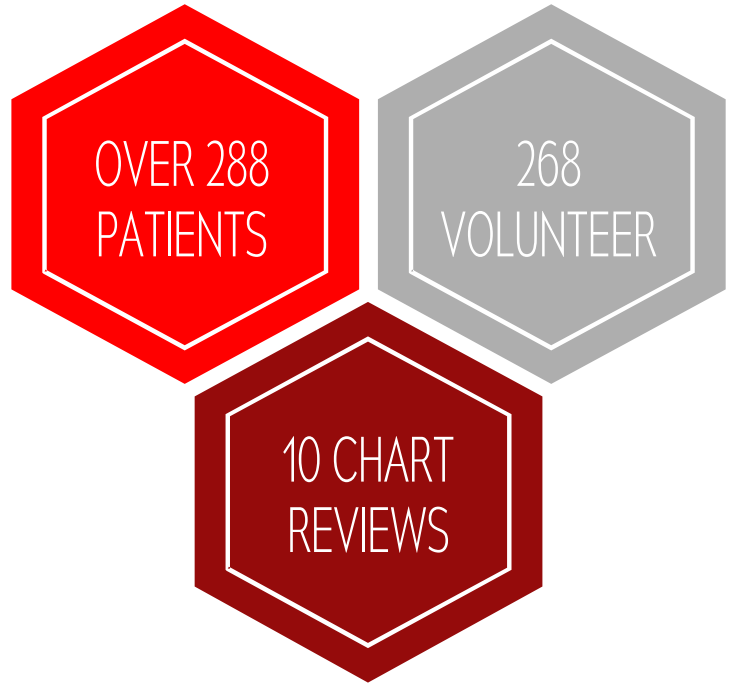
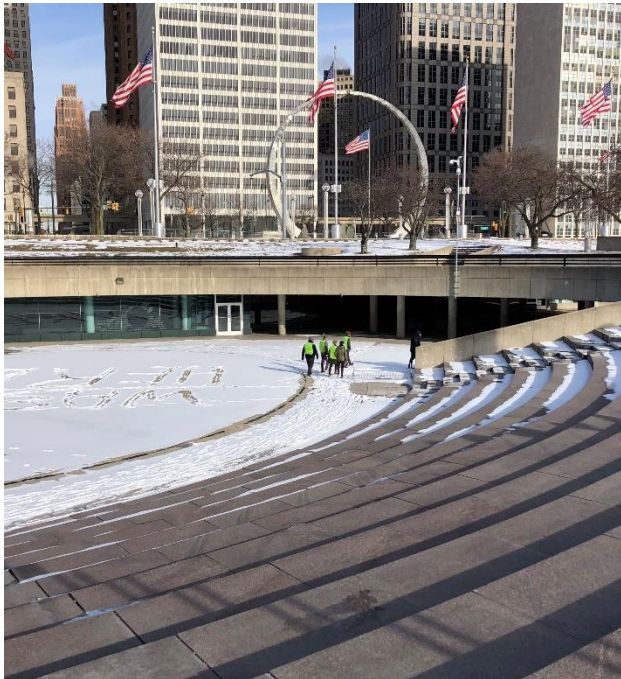
Street Medicine Detroit's Technology Department was established three years ago to address emerging problems in charting and continuity of care. During our tenure, we have focused on transitioning SMD to the Practice Fusion EMR platform. The new EMR brings our organization in line with the patient recordkeeping standards of other Wayne-affiliated free clinics. Previous iterations of Street Medicine's EMR were notoriously plagued with frequent stability concerns and disorganized charting. These issues have now been addressed and we are excited to rollout new features such as e-Prescribing and automatic vaccine registration in the near future. Moreover, due to the ease with which we can pull patient-specific data from it, it has significantly improved data-gathering for research purposes.

As a result of transitioning to this new EMR system, the Tech department has consequently held several EMR trainings for Street Medicine members in an effort to make our organization exceptional in the process of charting its patients. On an unprecedented note, the Tech department also partnered with logistics to collaborate with SRFC and Cass Clinic in order to host a combined EMR training. This was the first training of its kind across the three largest student-run clinics on campus. Future plans are being made to incorporate more collaboration with the EMR systems between the three clinics, and we are hoping this could turn into a strong partnership that will effectively provide more first-rate initial and follow up care.

We are excited to see what the future holds. It is our hope to build upon the great strides we have made over this past year and help Street Medicine Detroit continue to be a respected, innovative leader in the Detroit community.



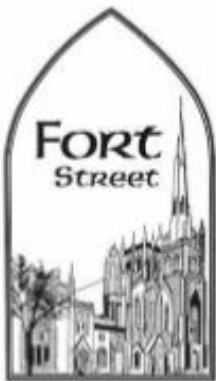
# 2018: BY THE NUMBERS



# THANK YOU TO OUR PARTNERS



## WAYNE STATE School of Medicine



Robert Frank Student Run Free Clinic  
Manna Community Meal - St. Peter's Episcopal Church  
The Road Home

