



Annual Report

2022





THE PRESIDENT'S LETTER

There are no words to describe the amount of gratitude I have for Street Medicine Detroit (SMD). It has been such a privilege to lead this organization. On every run, I continue to be inspired by our devoted street leaders, compassionate volunteers, and our invaluable preceptors.

Above all, I am so thankful to have had the opportunity to connect with our amazing folks experiencing houselessness in Detroit. It's been an honor to learn from them, hear their stories, and form friendships. I have never been part of an organization that has provided such a meaningful impact on the community. Beyond our important work bridging the gap between healthcare and our patients, the formation of trusting relationships is crucial. Individuals experiencing houselessness are often judged, mistreated, and dehumanized. What's so special about SMD is that we have the opportunity to connect with these individuals, on a person-to-person level. Although societal change is necessary, the impact of these individual connections is substantial and can mean the world to a person.

This year has been nothing short of transformative for SMD. For one, we FINALLY went through a full year of normal operations without COVID cancellations of our street runs. We reconnected with community partners and started relationships with others. It was now that we finally transitioned from a stage of rebuilding our organization to one of large growth and new projects.

One of our biggest changes of the year was moving our inventory into a large, much-needed space in the Renaissance Center. This change, however invisible to most of our volunteers and preceptors, greatly expanded our ability to store essential outreach items and medications for our patients.



An exciting new development for our Consultation Service was our official establishment into the Henry Ford Electronic Medical Record (EMR). With our new EMR access, we have been able to suggest healthcare screenings and vaccinations and enhance the continuity of care for our patients after they are discharged. This change will not only continue to help us bridge the gap between healthcare and our folks but improve advocacy efforts to improve care for houseless individuals. A presentation on our Consultation Service and its updates was presented at the International Street Medicine Symposium in Toronto and has been accepted to several future conferences.

Streamlining communication has also been a focal point of the past year. In particular, we improved connections with both of our student partner organizations, Detroit Street Care and Wolverine Street Medicine. We developed an upgraded care chart to enhance the coordination of our follow-up patients across each of our organizations.

Last, but certainly not least, was the introduction of our Harm Reduction department thanks to a new partnership with the Wayne Mobile Health Unit. With the introduction of our Harm Reduction department, we were able to distribute safer drug use supplies to some of our most vulnerable patients on the streets. I am so excited to see the work this new department will accomplish.

Although we can celebrate these new initiatives, the return to a 'new normal' posed more challenges for our folks. The return of music festivals closed down what was once a bustling encampment during the pandemic. Relocations and confiscated belongings posed frustrations and despair amongst our patients and made it increasingly for us to contact and follow up with them. These injustices made to an already disenfranchised group continue our drive and remind us of the work and advocacy that still must be done.



It has been a profound honor and privilege to work alongside such passionate peers, preceptors, and community members. As my time leading SMD comes to an end, I will never forget their unwavering dedication and belief in the power of humanity. Thank you, from the depths of my heart, for wanting to provide Detroit's houseless individuals with the quality healthcare and respect that every person deserves.

With immense gratitude,

Roxanne Ilagan, MS4
President, Street Medicine Detroit





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INPATIENT CONSULTS

It has been reported that hospital readmission rates are up to 3x higher in patients experiencing homelessness as compared to patients who are housed. Higher readmission rates are associated with increased morbidity and mortality, and this is but one of many disparities faced by the unhoused community when seeking healthcare.

In 2014, just 2 years after Street Medicine Detroit (SMD) was founded, students piloted the inpatient consultation service at Henry Ford Hospital in Detroit, MI. The mission was to replicate the work being done on the streets, in the hospital - that is addressing the unique needs of patients experiencing homelessness. However, as one would expect, these needs looked slightly different on the inpatient side.

As the consult service grew traction, it became clear that we could offer assistance on a variety of fronts. For starters, we learned that the housing status of our patients was often unaddressed for the duration of their admission. It would only be discussed when the primary team began to broach the topic of discharge. This left the patient with little time to coordinate post-discharge arrangements. As a team, over the last year, we have begun to strongly advocate for primary teams to address housing status as early as possible. Another unique obstacle that our patients face is lack of access to consistent transportation. One can imagine the number of ways in which this would disrupt the care of a patient recently admitted to the hospital. As a team, we do our best to assist with transportation, whether that be by offering bus passes or coordinating patients' pick up/drop off with community partners.

"Hospital readmission rates are up to 3x higher in patients experiencing homelessness"



Another unique need of this community, which also happens to be the central mission of the inpatient consult service, is increased continuity of care. It is well known that the best healthcare outcomes are found amongst those who have an established relationship with their healthcare provider. Unfortunately, that is not the case for most patients experiencing homelessness. Since SMD volunteers are out on the streets so frequently, the inpatient team puts forth their best effort to connect patients with teams on the streets post-discharge.

In 2022, the consult team was blessed to finally receive the green light from Henry Ford Administration to place official notes in Epic (the electronic medical record). This was a huge milestone because it allowed us to document our plans in the patients' charts for everyone to see - yet another step along the path of improved continuity of care and heightened awareness of our patients' unique needs.

Moving forward, we hope to see continued growth of this service. We hope to serve more patients in the hospital and connect more patients with follow up care once they leave. In doing so, we will inch closer and closer to a healthcare model that is more equitable. Our patients deserve no less!

-Inpatient Consult Team





— Operations —

In 2022, the SMD Operations Department continued to serve as a liaison between students, street leaders, preceptors, shelters, and patients. Operations scheduled runs every month based on M1 and M2 class schedules before sharing the SMD monthly schedule with preceptors and shelters. This year, we focused on increasing our number of shelter runs to pre-pandemic levels. We were able to increase our shelter coverage from previous years with monthly visits to the Pope Francis Center, COTS Peggy's Place, and YWCA Interim House.

Operations strived to support street leaders before and during their runs by providing street leader training, sending Slack pre-run reminders with pertinent information, assisting with planning routes during street-based runs, and overseeing any last minute scheduling changes. We coordinated with students who dedicated time to SMD for the WSUSOM Service Learning curriculum and verified their volunteer hours.

Additionally, operations coordinated with other student groups including Detroit Street Care (Michigan State University) and Wolverine Street Medicine (University of Michigan) to schedule runs at different times to optimize our consistency of care and ability to follow-up with our patients.

Finally, we continued to foster relationships with our seasoned preceptors and onboarded several new physicians, including a group of ER residents from the DMC and other Detroit staff attendings. These physicians served as invaluable resources to our SMD team, one of which facilitated the movement of our medical and outreach supplies to a new storage office at the Renaissance Center. We appreciate all of our community partners, preceptors, street leaders and student volunteers who make our runs possible and continue to embody the Street Medicine mission.

-Operations & Logistics Department



PATIENT EDUCATION

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.

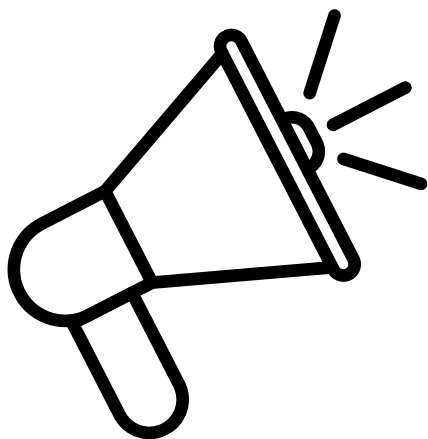
-Patient Education Department



Advocacy & Harm Reduction

Advocacy and Harm Reduction had a successful year of launching a new harm reduction program. Building on last year's work on training bystanders in the event of an opioid crisis and partnerships with Detroit vs. Addiction and American Medical Association, we were able to partner with Safe Point, through the Team Wellness Center to safely distribute numerous harm reduction kits to members in our community. These kits include: safer snorting kit, safer crack smoking kit, wound care kit, fentanyl test kit, safer crystal smoking kit, safer injections kit, and supplies of narcan nasal spray. After holding training sessions for our board members, we have had a successful year of distributing these kits on our street and clinic runs. With the rise in this initiative, we were also able to create a separate department within our board that is dedicated to continuing this work and we look forward to the additional advocacy programs to arise in the future.

-Advocacy & Liaison Department



RESEARCH

The 2022 SMD research team completed a comprehensive chart review of all of the patient visits from 2018-2021. The goal of this project was to assess the most common health concerns within our patient population. This information will foster data-driven decisions related to inventory management, volunteer training, and grant applications. This project was presented at Northwestern University's National Collaborative for Education to Address the Social Determinants of Health (NCEAS) Conference. Other research activity from the SMD board included an ISMS presentation on the Henry Ford Consult Service and a winning a health equity grant to fund a needs assessment that will occur in 2023. Thank you to the entire 2022 SMD board for their interest and participation in research activity! I'm confident our patients will benefit from the research SMD completed this year.

-Research Department



Over the course of the year, we had the opportunity to showcase Street Medicine Detroit’s narrative storytelling model of educating and training as well as our student-run consult system at a variety of conferences nationwide. We had the privilege of sharing our work at the 2023 Diversity in Medicine Conference, the 2023 National Healthcare for the Homeless Conference, and the 2023 Society of General Internal Medicine Annual Meeting. We have also prepared an abstract for submission to the 2023 International Street Medicine Symposium in London, England. Our work aims to engage students in a narrative-centered curriculum informed by guest speakers who not only experienced houselessness but now work as housing navigators. Additionally, we promote continuity of care of our patients through our student-run inpatient consultation service, which coordinates follow-up medical and social care via our street outreach team. We believe that storytelling empowers persons experiencing houselessness to share their lived expertise and equips future and present physicians to provide informed, responsive care.

One of E&T’s goals this past year was to highlight the diverse intersectionality of houselessness. We had the great privilege of partnering with Wayne’s chapters of the American Medical Women’s Association (AMWA), the American Medical Association, Pediatric Interest Group, and Mothers in Medicine to host a panel on parenthood in medicine, breastfeeding stigma, and health equity and access. In light of the formula shortage at the time, we invited guest speakers, ranging from physicians, medical students, and lactation consultants, to share their personal and professional expertise on these topics. This popular event also launched the beginning of AMWA’s Baby Product Drive that month. We are proud to have served as collaborators on a program that fostered learning about complex yet critical issues.

Our greatest ambition this past year was to resurrect the Street Medicine Detroit podcast, “perspectives”. Having started medical school in the age of COVID, E&T knew that most of our seminar programming was likely going to be hosted on a virtual platform. We were also eager to share powerful stories and disseminate critical information about street medicine beyond the medical school and with the greater Detroit community. This led to us wondering, “Why couldn’t we record and document our online sessions in the form of a podcast?” We immediately went to work, brainstorming ideas for episodes and recruiting the intellect of our fellow board members. In the process of doing this, we quickly came to realize how grand an undertaking this project would be. Thanks to our compassionate and well-connected External Affairs Advisor, Stephen Venable, E&T came to know that the Street Medicine Institute Student Coalition was also in the process of developing a podcast and they were interested in collaborating on a series. We finished our year having begun this new and exciting partnership with the Student Coalition. As we transition forward, we are thrilled to have our new E&T Directors inherit this passion project from us and we look forward to supporting the launch of this international podcast series as executive producers. All in all, we are immensely grateful for the fruitful year we have had. We have made enriching connections and have had the honor of leading meaningful street medicine education. We are eager to see what is to come for the future is bright!

-Education & Training Department



INVENTORY

The Inventory Department of Street Medicine Detroit exceeded expectations in 2022, despite facing unprecedented challenges. During the year, we relocated to a temporary storage facility and then to our current permanent inventory location. With this transition, we enhanced our ability to manage and track our supplies. This allowed us to maintain a well-stocked, organized, and accessible inventory throughout the year, enabling us to provide necessary medications and supplies to those experiencing homelessness. To ensure we had ample supplies on hand, we continued our collaboration with Direct Relief and Americares to order medications, while also establishing fruitful relationships with local organizations like Bombas, REI, and Moosejaw for socks, underwear, shirts, hats, and jackets. Working hand-in-hand with our partner organization, Detroit Street Care, we ensured our bags were organized and our inventory well-stocked, which optimized patient care during street and clinic runs. As we look ahead to 2023, we remain steadfast in our commitment to serving the homeless population in Detroit. By forging strong partnerships with like-minded organizations, we will continue to develop a reliable and safe system for obtaining vital medications and outreach supplies for our patients. The Inventory Department of Street Medicine Detroit is unwavering in our dedication to providing essential healthcare to our patients and upholding our organizational values of a well-stocked and organized inventory.

-Inventory Department



FINANCE

The Street Medicine Detroit Finance and Fundraising department had a solid year in 2022 despite the shaky economic climate and rising inflation. We updated our apparel availability and had several sales for students that brought in \$700 in profit. All of Street Medicine leadership worked together to put on a successful Giving Tuesday fundraiser. We are grateful for the support of our family, friends, and alumni in raising over \$1900 for this year's Giving Tuesday. One of Street Medicine Detroit's biggest assets is its strong alumni foundation support. With alumni donations, we were able to address a key social determinant of health in the homeless community, transportation. Lack of transportation to and from healthcare appointments is a major cause of missed follow ups. Using our alumni foundation funds, we were able to purchase three hundred bus passes for our patients.

Funds received from donations: \$2350
Funds from apparel sales: \$700

-Finance Department



GRANTS

Our grants department would like to thank Whole Foods for their generous donation of \$1,750 to support food for our outreach runs. Their generosity allowed us to provide many free, nourishing lunches to our patients! We are also pleased to report that we received honorable mention in the 2022 Health Equity Challenge sponsored by United Healthcare and WSU's Science Policy Network -Detroit. This grant of \$2,500 provided support for our efforts to mitigate the barriers to healthcare faced by our patients.

-Grants Department





— TECHNOLOGY —

Since its establishment in 2016, the Street Medicine Detroit Technology Department has strived to develop and maintain an adequate medical record system. Transitioning into the Practice Fusion EMR system has significantly enhanced our potential to function as a professional and effective student organization. As an organization that visits several locations in Detroit each month, and works with vulnerable patients with unstable housing, maintaining continuity of care for our patients has been a challenge that we have continuously strived to conquer. Implementing Practice Fusion has allowed us to keep structured and thorough notes for our patients that can readily accessed during follow up encounters. Though Street Medicine aims to serve Detroit's underserved, our objective is also to train medical students to become more passionate and effective physicians. By exposing our volunteers to a professional-grade EMR system, we hope to help them become confident and efficient in their patient charting skills, which will be heavily utilized during clerkships and beyond. Further, the Technology department followed through on efforts in continuous improvement. We completed an audit of our monthly chart review process, identifying opportunities for improvement.

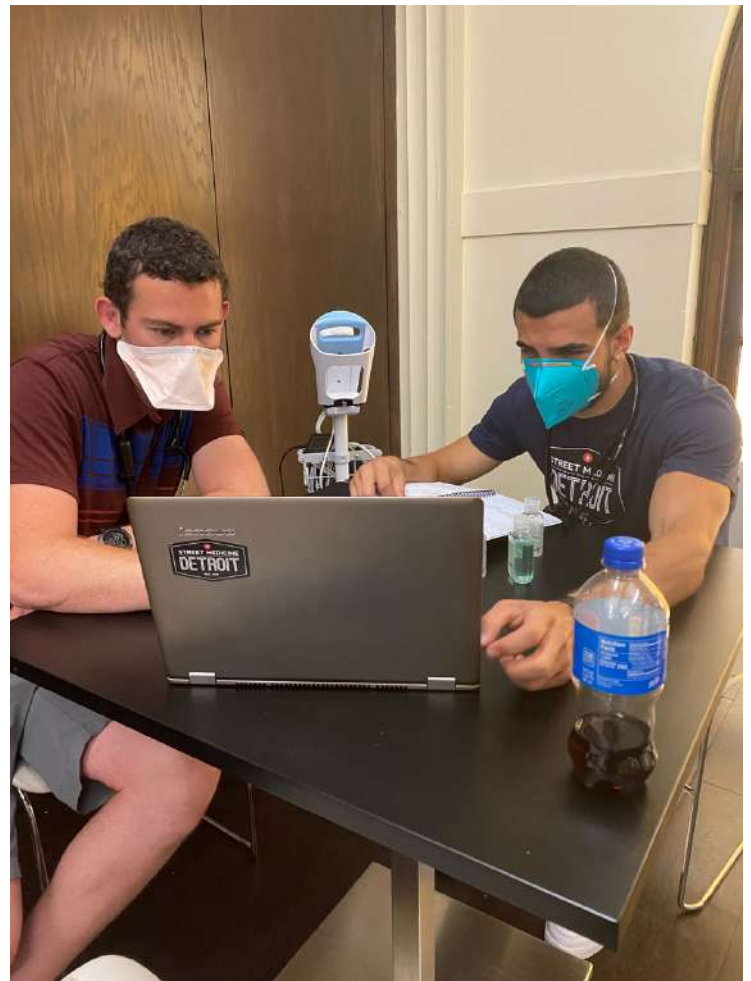
We ultimately created a reduction in dozens of man-hours of work per year, with the same end product. The Technology department further improved communication and utility of chart review results, by pioneering the inclusion of measurable chart "Key Quality Indicators" in our monthly board meetings. This has facilitated our board transition to utilizing measurable indicators to track progress on goals. Finally, we completed an overhaul of the Technology department standard work organization, focusing on reduced time waste. We utilize a single document to map out the entire department's operating processes, and built out a framework for current tasking not previously documented. These improvements all culminated in a streamlined department handoff process to the incoming board. In more recent times, our department has helped coordinate exciting collaborations with the University of Michigan Street Medicine and Michigan State University Street Care teams. Through training and coordination, our department has helped our colleagues transition into using the same Practice Fusion system that we have implemented. Our department has also expanded to become the largest in our organization. With the addition of a resource manager position, we now have a dedicated member in charge of managing and electronically tracking our inventory supplies.



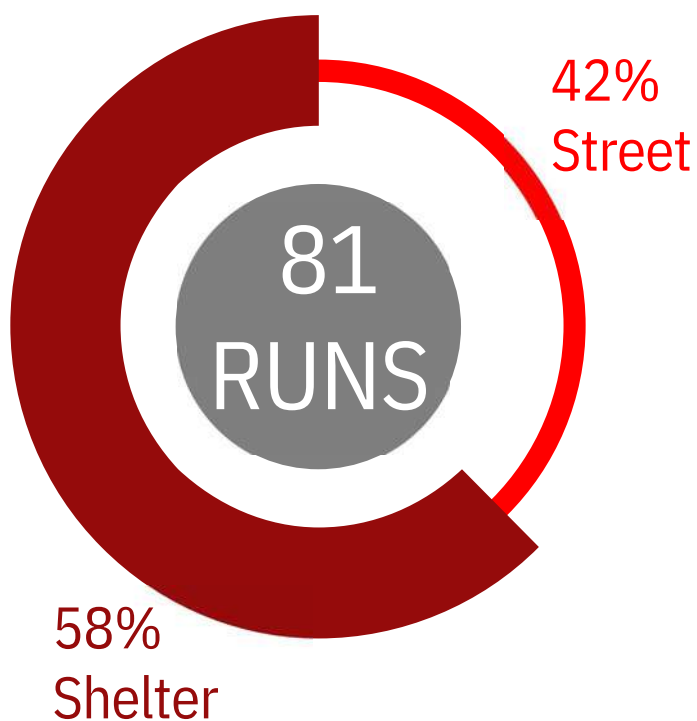
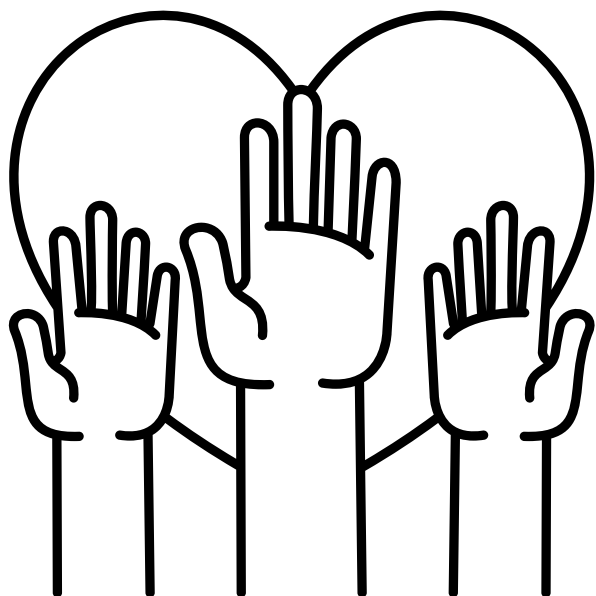
— TECHNOLOGY —

This task has become even more crucial in recent times due to our collaborations with other schools that we share inventory with. While we have made great strides to enhance our department's contribution to our organization, we are hoping to continue to innovate and improve our practices. One of our future plans includes the incorporation of an appointment system through practice fusion that could further help increase our continuity of care. We are looking forward to a productive and successful year, and we will continue to strive towards improving our organization and the quality of care we provide for the underserved populations of Detroit. Another goal that we are working on is expanding our research initiatives focused on EMR usage in free clinic settings to understand how technology aids patient care and derive meaningful conclusions from our EMR data to give us insights on the population we serve. We will present this work at the Society of Student Run Free Clinic Conference in Minneapolis, Minnesota October 2023.

-Technology Department



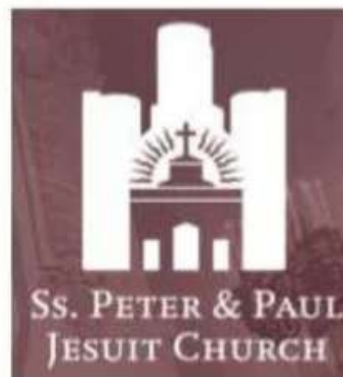
2022: BY THE NUMBERS



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