

Over The Rhine Community Housing and The Jimmy Heath House

LC9

Social Determinants of Health

- Housing
- Marginalized Community
 - Substance Use Disorder (SUD), Alcohol Use Disorder (AUD)

The Setting

- The Jimmy Heath House is a “housing first” initiative that provides housing to chronically homeless people who struggle with addiction without the typical prerequisite sobriety or “clean time” policies held by many other housing options

Approach

- Our team conducted a **series of interviews** with residents of the Jimmy Heath House to gather a sense of their **experiences with healthcare**, both positive and negative, in an effort to glean insight into ways positive change can be implemented in the healthcare field.

Results

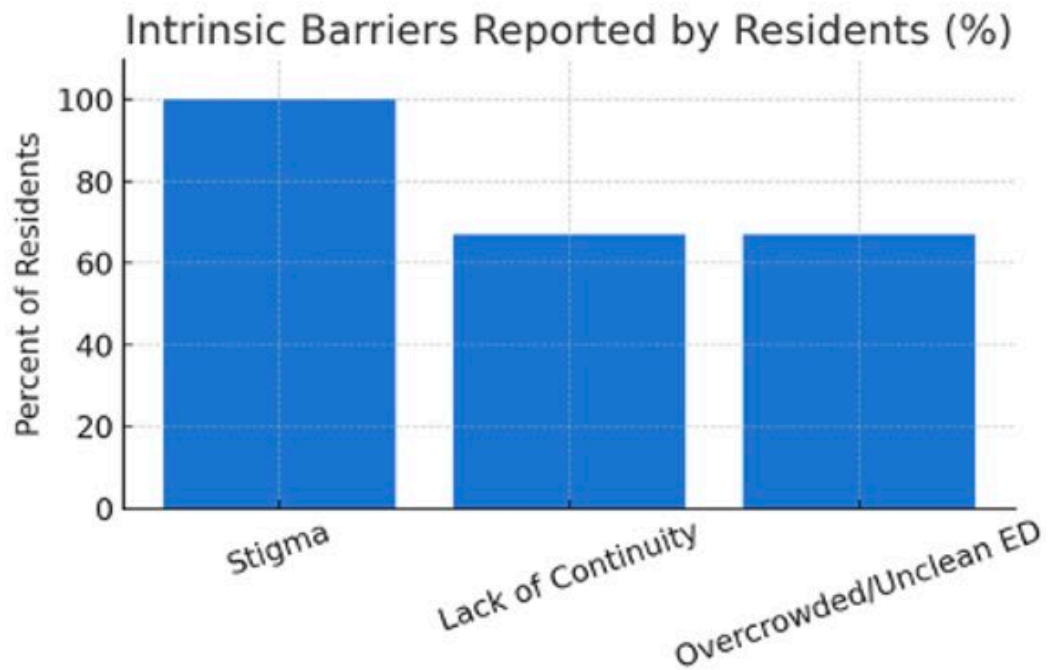


Figure 1: Intrinsic Barriers Reported by Residents

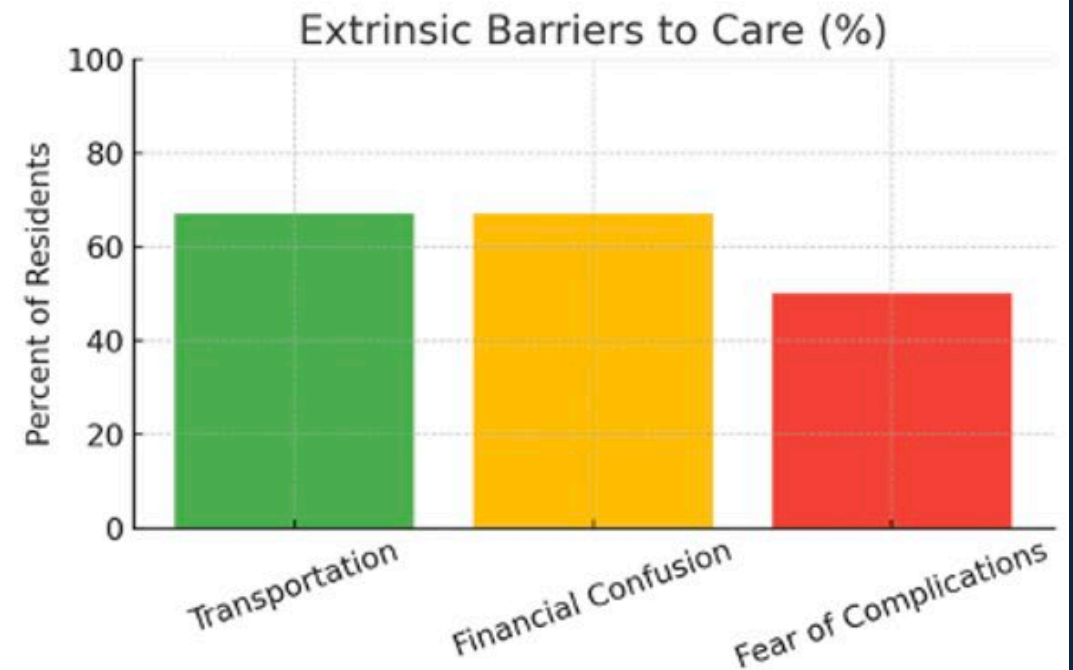


Figure 2: Extrinsic Barriers to Care

Results

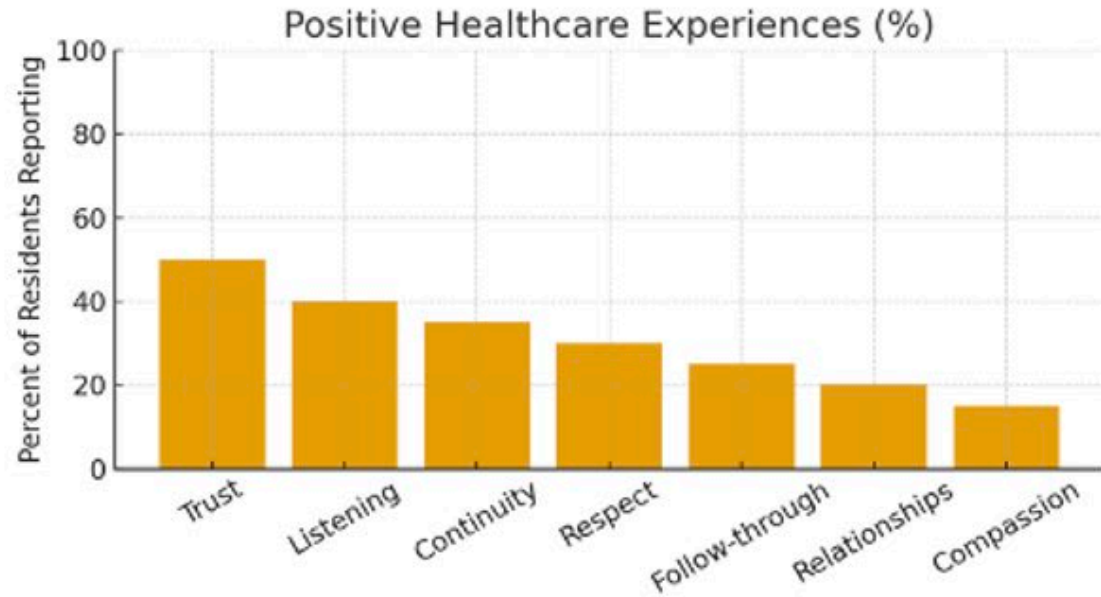


Figure 3: Positive Healthcare Experiences



Figure 4: Advocacy Strategy Focus Areas

Existing Literature and Correlations with JHH residents

- Bursch et al. found in a survey of 258 ED patients, the five variables rated **most impactful on patients' overall ED experiences** were
 1. wait time before being seen
 2. perceived level of care by nurses
 3. perceived staff organization
 4. perceived level of care by physicians
 5. Information provided to them about their care (Bursch)
- This correlates with our interview results, as the **residents often cited not feeling well cared for** as the primary reason for discontent with ED visits.

Advocacy and Policy Changes

- Due to the barriers perceived by the vulnerable population interviewed through this project, we recommend a **close examination of Emergency Room policies and procedures**, with a concerted effort to **decrease wait times, improve transparency and continuity in care, and ameliorate stigma** surrounding the unhoused population and those who struggle with SUD and AUD.
- We would also suggest a **continued support of NPOs like OTRCH and JHH** because it is well established that housing improves healthcare outcomes.

References

Bursch B, Beezy J, Shaw R. Emergency department satisfaction: what matters most?. *Ann EmergMed*. 1993;22(3):586-591. doi:10.1016/s0196-0644(05)81947-x