



# SPA 3 SAN GABRIEL VALLEY PATIENT NAVIGATION PILOT

A collaborative effort in the San Gabriel Valley to connect people experiencing homelessness exiting hospital emergency rooms to shelter, housing, & healthcare.

## OVERVIEW

Launched in October 2020, the SPA 3 Patient Navigation Pilot was designed to support post-discharge care coordination & case management for 100 people experiencing homelessness who are “high-utilizers” of hospital emergency services in the San Gabriel Valley/SPA 3 area of Los Angeles County.

Spearheaded by United Way’s Home For Good, the SPA 3 Patient Navigation (PN) Pilot is a groundbreaking, cross-sector effort between Union Station Homeless Services (USHS) and five San Gabriel Valley hospitals.

With coordination support from the Health Consortium of the Greater San Gabriel Valley, hospital and homeless service partners co-designed and implemented the 18-month pilot, which increased service capacity with three full-time Patient Navigators who are embedded within hospital teams and workflows and have connected over 125 patients to shelter/housing placements, primary care services, public benefits, and more.

## KEY ELEMENTS



### Partnership

Union Station established MOUs and BAA with five hospital partners to ensure the effective co-location of PNs within hospital settings and enable data sharing.



### Communication

Hospitals integrated PNs into internal staff meetings to enhance coordination & create direct relationships between hospital discharge staff, social workers, and the PNs.



### Data Access

PNs have restricted, read-only access to hospital EHR systems with some capability to enter case notes; PNs also have access to the homeless services database (HMIS).

## STAFFING MODEL

### Hospital Pair #1

Huntington  
Hospital &  
Methodist Hospital  
+  
USHS 1 FTE Patient  
Navigator

### Hospital Pair #2

Kaiser Permanente  
Baldwin Park &  
Emanate Health  
+  
USHS 1 FTE Patient  
Navigator

### Stand-Alone Hospital

Pomona Valley Hospital Medical Center +  
USHS 1 FTE Patient Navigator Supervisor

## PROGRESS AS OF JULY 2021



+139 patients connected to PNs  
+25 patients re-connected to  
homeless caseworker



+27 patients receiving primary  
care via PN transport support  
+35 patients taken to DMV,  
SSA, & DPSS for documents  
and benefits enrollment



“The work of the patient  
navigators is incredibly,  
incredibly impressive. It’s a  
startling difference in the quality  
of outreach and actual follow-up.”

- Hospital Partner

## LEARNING & SCALING SOLUTIONS



### Patient Navigation Pilot Evaluation

The Center for Nonprofit Management will conduct an evaluation. Goals include exploring the overall effectiveness of the pilot across varying metrics, to demonstrate the value of the Patient Navigator positions to the health care and homeless services sectors, and to provide insight for future advocacy around the financial sustainability and scaling of cross-sector roles, especially as Cal AIM is implemented. The evaluation is expected to be completed by Spring 2022.

### Value/Impact

Assessing the perceived impact of the pilot on patients and hospital/homeless service staff

### Project Impacts & Outcomes

Analyzing health and housing outcome data for patients served

### Project Design & Implementation

Understanding how/whether partnerships, program design, and coordination worked to create a replicable program structure

### Cost Effectiveness

Providing insight into how/whether the pilot reduced health care costs by meeting patients’ social, health, and/or housing needs

## OUR PARTNERS

### Health Care

Emanate Health  
Health Consortium of Greater San Gabriel Valley  
Huntington Hospital  
Kaiser Permanente Baldwin Park  
Methodist Hospital  
Pomona Valley Hospital Medical Center

### Homeless Services

Union Station Homeless Services  
Los Angeles Homeless Services Authority

### Funders

Well Being Trust  
UniHealth Foundation

United Way of Greater Los Angeles’s Home For Good initiative unifies the community around a bold vision of ending homelessness in L.A. County, pioneers approaches, and coordinates across diverse, multi-sector coalitions to scale the most transformative, equitable solutions.