

Practice/Program Description

Street Outreach Nurse Program (VIHA)

The Street Outreach Nurse Program of Vancouver Island Health Authority (2.6 nurses) delivers harm reduction services to the marginalized populations of Victoria that are at highest risk for, or already infected with, HIV, hepatitis C and/or sexually transmitted infections. Specific clinical services include pre and post test counseling and testing for blood borne disease, STI and TB, STI treatment, women's health exams including pap tests, adult immunization, vein maintenance, wound management, and harm reduction education. A major goal is to address the health determinants by connecting with clients who are not accessing health care, building relationships of trust and supporting them to move towards accessing more traditional health care services.

Assertive Community Treatment (VIHA)

An outreach service to engage high risk, high need clients who have not engaged with Mental Health and Addiction Services or require additional resources beyond those normally available from Case Management

There are four Assertive Community Treatment (ACT) Teams in Victoria, collectively serving the three broad categories of severely mentally ill & addicted patients who have a tertiary level illness.

Practice/Program Description

The Cool Aid Community Health Centre

The Cool Aid Community Health Centre serves thousands of individuals every year who have not been helped elsewhere through their unique approach to inner-city medicine that emphasizes low-barrier access to interdisciplinary primary health care services for economically vulnerable clients with complex medical needs and multiple barriers to accessing care.

Cool Aid has been providing community health services in the Capital Region for 40 years, including primary health care, counseling, dental care and a dispensing pharmacy. We have developed a unique inner-city health care approach that seeks to ensure equitable access to care, appropriate and effective care and a holistic approach that is inclusive of the social determinants of health.

The marginalized populations that we serve include people who are street involved or homeless, aboriginal people, sex trade workers, women and people who are gay, bisexual, lesbian, transgender or queer. Many of those who are street involved or homeless also live with HIV and/or hepatitis C, as well as mental health challenges, drug and alcohol dependencies, or other chronic health conditions.

Team Description

Victoria Inner City Collaborative (VICC)

Senior Leaders

Audrey Shaw Manager Island-Wide Communicable
Disease (CD) Program

Irene Haigh-Gidora Manager Cool Aid Community Health
Centre

Joan MacArthur Coordinator of ACT Teams

Senior Clinical Champions

Shelby Munk Street Nurse

Anne Drost Cool Aid Nurse

Michelle Robson ACT Nurse

Clinical/Technical Expert

Sara Pape-Salmon Nurse Practitioner Cool AID/ ACT
Teams

(Dr. Chris Fraser) Physician Cool Aid

Day-to-Day Leader

Shelley Dean Nurse Coordinator South Island CD
Program

Draft Aim Statement

Create partnerships and improve communication between the three service providers (Cool Aid Community Health Centre, ACT Teams, and Street Nurse Program) to provide improved coordination of care and achieve quality clinical and functional outcomes.

Through this partnership and using the Chronic Care Model, the team will measure the following to gauge our success:

- Increase in the # of clients accessing primary care.**
- Increase in the percentage of clients with visits to primary care clinic within the last 3 months.**
- Increase in the # of clients having completed recommended immunizations.**
- Increase in the # of female clients having had a pap test in the last year.**

Draft description of population of focus

Clients who are HIV+ and are presently connected to one or more of the following health care providers: Cool Aid Community Health Centre, the ACT Teams, and/or the Street Outreach Nurse Program. These clients are mainly street-involved and have significant mental health and/or addictions histories.

Any baseline data collected so far

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| ACT/VICOT | 40 HIV+ Clients |
| Street Outreach Nurse Program | 30 HIV+ Clients |
| Cool Aid Clinic | |
| • Total | 250 HIV + Clients |
| • Inadequate follow-up | 60 HIV+ Clients |

Description of progress and partnerships so far

To Date: One meeting to ascertain team members, develop an aim statement, and define the population of focus.