

# Positive Impact Health Centers (PIHC): Client Engagement



## CHALLENGE

The patients in our program present unique barriers to successful engagement. This has led to a need for intensive case management that our agency has not provided in the past. How do we keep these individuals engaged and in care while working towards housing and employment goals and successful health outcomes?



## STRATEGIES

- Provide patient centered, collaborative, intensive case management
- Every patient completes an individual service plan with their case manager that details the patients' needs concerning housing, employment and medical care
- Constant face-to-face interaction to ensure that goals are being met and patients are following through on agreed upon actions



## OUTCOMES

- Fewer patients lost to care or dropping out of the PIHC system leading to a decreased community viral load.
- Increased frequency of stable transitions from homelessness to permanent housing placements and fewer days spent as homeless.
- More patients able to maintain stable employment or obtain disability benefits.



## TIPS

- Frequent communication and patient input are key drivers of successful patient outcomes.
- Utilize a multi-disciplinary team that incorporates members from clinic, housing, behavioral health, substance abuse and employment.
- Leverage HOPWA funding to move patients into permanent housing rapidly.
- Utilize transitional lodging to keep patients on track for housing and retained in care.