

# La Familia

## MEDICAL CENTER

SANTA FE, NEW MEXICO



MEDICAL • DENTAL • BEHAVIORAL HEALTH

### MISSION

Our mission is to foster community well-being in partnership with our patients by providing excellent, accessible, family-centered medical, dental and behavioral health care.

### VISION

Healthy Lives for all in a healthy Santa Fe.

### VALUES

Compassion, Respect, Integrity, Quality, Accountability, Teamwork

# Vaccinating the Homeless COVID-19

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# Homeless in Santa Fe

- ▶ Population of Santa Fe County: about 150,000
- ▶ Homeless: up to 1,000 individuals
  - Living in shelters (Pete's Place, St. E's, Youth Shelter): ~ 1600/year served
  - Midtown Shelter (Consuela's Place)
  - Living on the streets: ~ 100/night
- ▶ Number vaccinated through HCH:

# Increased Risk with COVID

- ▶ Age - typically older
- ▶ Underlying chronic conditions - often untreated
  - ▶ Diabetes, COPD, Heart Disease
- ▶ Substance use disorder
- ▶ Mental health disorder
- ▶ Lack of hygiene
- ▶ Exposure to the elements
- ▶ Inability to socially isolate

# Reaching the Homeless

- ▶ Outreach prior to vaccine availability - posters, flyers, communication at outreach sites (camps, shelters)
- ▶ Completion of interest cards
- ▶ Educate shelter staff in upcoming vaccine availability
- ▶ Difficulty accessing medical services - make vaccine available where they are

# Vaccinating Support Personnel

- ▶ Clinic Staff
- ▶ Shelter staff
- ▶ Outreach teams
- ▶ Improve confidence & Education
- ▶ Ease fears
- ▶ Continue precautions

# Appointments versus Walk-ins

- ▶ Initially limited number of vaccines available
- ▶ Appointments made based on interest cards, prioritized chronic conditions
- ▶ Prepared list for any leftovers - none wasted
- ▶ Walk-in vaccine clinics when more available
- ▶ Called service center locations (hotels, restaurants) to use extra doses

# Vaccine Clinic at Shelter

- ▶ Clinic staff with bilingual capabilities
- ▶ 1 MA: complete intake forms
- ▶ 1-2 Case Managers: registration on EMR, complete vaccine cards
- ▶ Injectors: 1 Provider (NP level), 1 MA
- ▶ Post injection observation area



# Vaccine Sites

- ▶ Pete's Place Shelter
- ▶ Midtown Shelter
- ▶ Recovery Center
- ▶ Healthcare for the Homeless
- ▶ Harm Reduction program

# Required Documentation

- ▶ Proof of ID not required
- ▶ Name, DOB, Sex, Address (OK to use shelter address)
- ▶ Lack of ID/documentation not a barrier to getting the vaccine
- ▶ Transparency with use of data – what it's used for, who it's shared with, how it's protected

# Recording Vaccines

- ▶ Information stored on HCH electronic record
- ▶ Transmitted to NMSIIS
- ▶ Patient given vaccine card, encouraged to take a picture of the card on their phone

# Available Vaccines

- ▶ Johnson & Johnson - single dose  
\*\*preferred: easy to store and transport
- ▶ Moderna - available at La Familia with appointment/drive through
- ▶ Pfizer - available through DOH with appointment (now available at LFMC)

# 1 dose versus 2 dose

- ▶ 1 dose full effect in 2 weeks
- ▶ 2 dose full effect in 6 weeks.
- ▶ If 2 dose preferred, need to work together with other services to support follow-up
  - ▶ contact info
  - ▶ vaccine card
  - ▶ multiple and easy to access opportunities for covid vaccine
  - ▶ remind at routine interactions
  - ▶ outreach to connect to patients

# Shelter Requirements

- ▶ Vaccines required for support staff
- ▶ Vaccine preferred for clients for support services
- ▶ ? overnight guests - cannot mandate
- ▶ If not vaccinated, need weekly screening test (Binax)
- ▶ Temperature and symptom checks at each visit for support services, masks required indoors
- ▶ If symptomatic, significant exposure, or positive covid test, not allowed into shelter until negative result

# Trust Issues

- History of traumatic or negative experiences with medical services.
- Hold multiple vaccine events to allow individuals to consider and reconsider
- Provide information about vaccine prior to vaccination events
- Provide clear, consistent, and transparent vaccine information
- Encourage clients to discuss their positive vaccine experiences with others

# Protective Strategies

- Continue mask wearing indoors along with social distancing
- Avoiding crowds, avoiding poorly ventilated spaces, and washing hands often
- Continue to follow prevention recommendation including the provision of overflow sites to allow for decompression
- Reducing crowded living conditions can decrease the risk of other respiratory and skin conditions including flu, lice, MRSA



# Most Importantly...

- Continue to make vaccines available
  - choice of vaccine
  - reducing barriers to vaccines
  - supporting follow-up and follow-through
  - Transparency
- Continue to educate our clients in vaccine safety and effectiveness
- Continue to screen especially if not vaccinated

**QUESTIONS?**