**Internship Objectives**

This internship provided an opportunity to learn about how many social determinants of health influence patient experiences and needs.

My key objective was to learn specifically about the Latino community in the United States and the unique challenges that they face.

**Internship Profile**

- **Observed Complex Case meetings with physicians, social workers, and hospital leaders**
- **Attended city-wide meetings regarding a new medical respite program**
- **Edited yearly Hospital Homeless Count publication**
- **Drafted the Policies and Procedures for a new medical respite program**
- **Composed patient write-ups of individuals with whom the Consortium or HARP worked closely**
- **Shadowed clinicians, social workers, and patients navigators in the Emergency Department**
- **Scheduled specialty appointments for ED patients**

**PARTNER PROGRAMS**

**Montefiore Housing @ Risk Program:** This allows Montefiore to identify homeless or near-homeless patients and integrate the social and clinical needs of the patient into the care plan so that they can be linked to appropriate city and state aid programs.

**Montefiore Patient Navigator Program:** This program streamlines emergency room visits by having Navigators organize follow-up care for patients after their visit. Navigators ensure that each patient receives the care and support they need outside the hospital to avoid unnecessary ED visits in the future.

**Bronx Health and Housing Consortium:** This group works with both supportive housing providers and healthcare providers to strengthen the relationships between these two worlds. The Consortium helps healthcare workers understand housing conditions of the patients they are working with, and vice versa. Their overall goal is to improve the care of individuals who are joint clients of both healthcare and supportive housing providers.

**Internship Profile**

**Montefiore Medical Center and Bronx Health and Housing Consortium**

Rachel Todd, 2019, Department of Spanish and Portuguese

Funded by the Center for Health and Wellbeing and the PICS program

**INTRODUCTION**

Access to housing has long been closely tied to improved health and psychosocial outcomes for individuals facing financial hardship. This includes homeless, unstably housed patients dealing with eviction or poor living conditions. Recently, the role of housing in reducing emergency room visits and hospital admissions has become an area of interest for treating and engaging these people.

**REFLECTIONS**

- By working with many supportive housing providers and their employees, I was able to learn about how their efforts help patient care run more smoothly within a hospital.
- I learned so much by researching supportive housing issues within the Bronx and completing subsequent deliverables, including an interactive supportive housing map and a compiled spreadsheet of key information.
- Attending meetings regarding the new medical respite program opened my eyes to existing problems in our healthcare system and how we are working to solve them.
- Weekly Complex Case meetings provided me with a unique understanding of how a large hospital works through atypical situations that are medically and ethically challenging.
- Shadowing Patient Navigators in the emergency department exposed me to a new approach to streamlining a patient’s ED experience and demonstrated the importance of clinical follow-up after an emergency visit.

**CONCLUSION**

Montefiore hospitals are leaders in healthcare regarding their proactive approach and dedication to addressing the social determinants of health in New York City. Their groundbreaking Housing @ Risk program has allowed the hospital to more efficiently allocate their funds and improve the health and wellbeing of many patients. Similarly, the Bronx Health and Housing Consortium has catalyzed the growth of new relationships in the community that have a positive impact in the lives of Bronx residents.

**LOOKING AHEAD**

After graduation, I hope to continue working, followed by medical school. The knowledge I gained this summer will forever influence how I approach patients and healthcare in general.

Future research questions include: How can other boroughs incorporate the work seen in the Bronx? How can the supportive housing process be more streamlined?

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