



Curam Healthnet





Making Sense of Street Chaos

An Ethnographic Exploration of the
Health Service Utilization of Homeless
People in Dublin.

Acknowledgements: Dr Derval Howley Dr David Wainwright.

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**If you were to
provide a health
service for one
group of people
it would be
homeless
people.....**

Homelessness: An Unhealthy State

**HEALTH STATUS, RISK BEHAVIOURS AND
SERVICE UTILISATION AMONG
HOMELESS PEOPLE IN TWO IRISH CITIES**





Research

Ethnographic

Street

Hugh

Delayed presentation for treatment.

(39 sources/75 references).

- *'It just.....I didn't think I could die or if I cared...I kind of waited and waited 'till the last minute before I'd do something about it.'*



DELAYED

Defaulting from treatment prior to completion.

(33 Sources/78 references)

- *‘Drunk one night and I must have hit my head against something, but I ...if I had....I’d to have 4 stitches or 4 staples and I just left....I had left the hospital and it closed up.’*



Low (often described as inappropriate) usage of Primary Care Services.

(22 sources/50 references)

- *‘No one to make an appointment. It’s laziness. Just laziness. You know laziness and a drug addict.’*



High (often described as inappropriate) usage of Emergency Department (ED).

(24 sources/56 references)

- *“I slept there for three months (laughs)...(laughs).....When I went in to the toilet I’d lock the cubical, put me sleeping bag out and went to sleep...And why Casualty. What.....It’s Safe... and it’s warm, and it’s in out of the cold”.*



Poor compliance with medication

(10 sources/30 references).

- Not taking their triple therapy for HIV.
Participant-18: *“No, so I was thinking what’s the point?”*



Avoidance of Psychiatric Services.

(10 sources/ 17 references)

- Participant-50 had an eating disorder, OCD and suffered from panic attacks. She did not want to see a psychiatrist as they had admitted her against her will on several occasions and she did not trust them. She had refused several attempts by her keyworker to link her with local GP's, mental health services and public health nurses.



Social, Economic & Structural Backgrounds

Poverty

Marginalization

Homelessness

Drug Addiction

Migrants

Internalised Barriers

Cognitions Emotions

External Barriers

Physical Financial Communicative
Administrative Attitudinal Resource

Health
Care Need

Healthcare
Needs and
Desire for
Treatment

Healthcare
Seeking

Healthcare
Reaching

Healthcare
Utilization
Primary Access
Secondary Access

Psychological Barriers

Personal Background

Individual Genetics

Family

Friends

Culture



Eliot

Queues
Forms
Attitudinal
Appointments
Physical
Discrimination
Stigma
Administrative
Rules
Barriers

Physical Barriers-Deterrents

Distance

- *“Well if I hadn’t got you, I’d have to mainly go out to him and (it) is very far away?”*



Administrative Barriers-Deterrents

Application Process for Medical Card



- *“I had blood poisoning...and blood clots in my leg and I actually walked around for...a week and a half... Because I had no medical card or anything like and I was actually afraid to go up to hospital”*

Administrative Barriers-Deterrents

Appointments

- *'you wouldn't have much organisational skills or time keeping or any of them things that a normal person would just take for granted..All those appointments about your health, you really don't prioritise that.'*



Administrative Barriers-Deterrents

Waiting Times – Queues

- *“Oh it was horrible like I used to be sitting in the waiting room thinking like...what’s the point of this”.*



Administrative Barriers-Deterrents

Policies for Management of Addiction in Emergency Department

- *“It could be a day before they see you even, and most drug users have to get out...get money and ...drugs. I often had to (leave the queue) , I’d say most drug addicts do. When you come back you’re put at the end of the queue again.”*

Administrative Barriers-Deterrents

Rules of Service

- *“I’m a drug addict for f..k sake”*



Administrative Barriers-Deterrents

The Presence or Absence of Information

- Participant-11 had an old hospital prescription for his anti-coagulant medication (for deep venous thrombosis) which he said he had not been able to get for 6 weeks as he had no doctor or medical card.



Attitudinal Barriers-Deterrents

Stigma & Discrimination

- *“He just looked at me as if I was bleedin’ dirt like.”*
- *“As soon as you give them your name, you know what way you’re going to be treated”*



Attitudinal Barriers-Deterrents

Conversations of Exclusion

- *The Benzo Conversation.*
- *The Mistrustful Conversation*
- *The Blaming Conversation.*
- *The Assertiveness Conversation.*

Internalised Inhibitors

**Internalised
Cognitive
Inhibitors**

**Internalised
Emotional
Inhibitors**



Self-Blame

Denial

Presume-Discrimination

Need-to-Survive

Fatalism

Thoughts

Internalised Cognitive Inhibitors

Fatalistic Cognitions

- *“I don’t care about me life...I can see death, in me... And it is going to happen someday. I think it’s going to be very soon... I didn’t expect to live very long either.”*



Internalised Cognitive Inhibitors

Denial Cognitions

- *“Everybody has a choice. I just wasn’t listening and was in denial with my health.”*



Internalised Cognitive Inhibitors

- **Presumption of Poor Treatment Cognitions**
- P-36: *“Yeah I won’t go near that hospital.”*
- P-37: *“I don’t blame you”*
- P-38: *“It deters you from going there?”*
- P-38: *“Did you go to another hospital.”*
- P-36: *“No, I’m not going to any hospital.”*

Internalised Cognitive Inhibitors

Self Blame Cognitions

- *“Sometimes you feel like that too, only wasting their time, you know. There’s somebody out there who needs the help more than you need it...Because I’m a drinker and it’s my own fault.”*



Internalised Cognitive Inhibitors

Presumption of Discrimination Cognitions

- *“Well there is doctors out there the minute they hear you are on drugs, you know what I mean, they kind of give you a wide berth”*



Internalised Cognitive Inhibitors

Deferral to the Future Cognitions

- *“thinking aw it’ll be get through tonight and then I’ll worry about tomorrow.”*



Internalised Cognitive Inhibitors

Need to Survive Cognitions

- Competing Priorities.

SURVIVAL



Eliot

Hopellessness
Feelings
Fearless
Shame
Fear

Internalised Emotional Inhibitors

Fear

- *“My partner like he wants off the Clinic...he was.....jumped on...Verbal confrontation and then bang.....youngsters for some reason, their answer to everything is violence.”*



Internalised Emotional Inhibitors

Lack of Fear



Internalised Emotional Inhibitors

Hopelessness

- *“I don’t care about me life.”*



Internalised Emotional Inhibitors

Embarrassment

- *“Yeah, yeah, you know what I mean because I was dishevelled...when you’re homeless and in that situation...I was sleeping the street for a week and you can’t (go into hospital like that).”*



Internalised Emotional Inhibitors

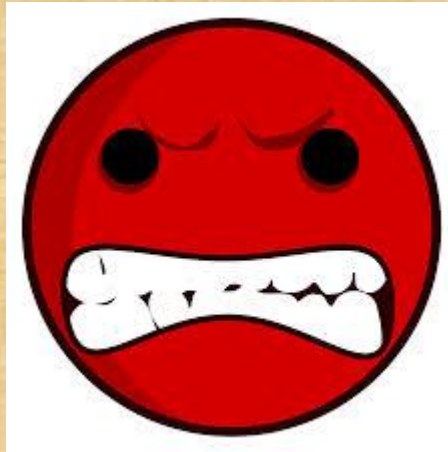
Low self-esteem

- *“And along with the stigma sometimes you feel the inferiority complex. I think a lot of addicts have an inferiority complex...You do feel very small within yourself...Never mind the doctors that you feel lower and less of a life form than them.*



Internalised Emotional Inhibitors

Anger



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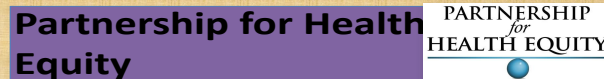
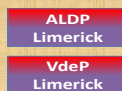
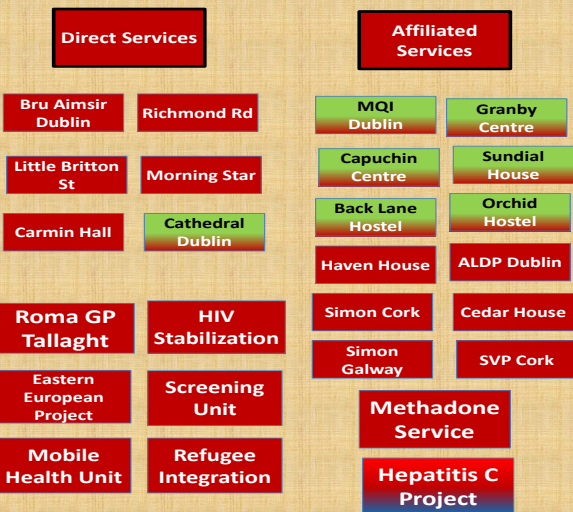
Family

Friends

Culture



THE DUBLIN PROJECT





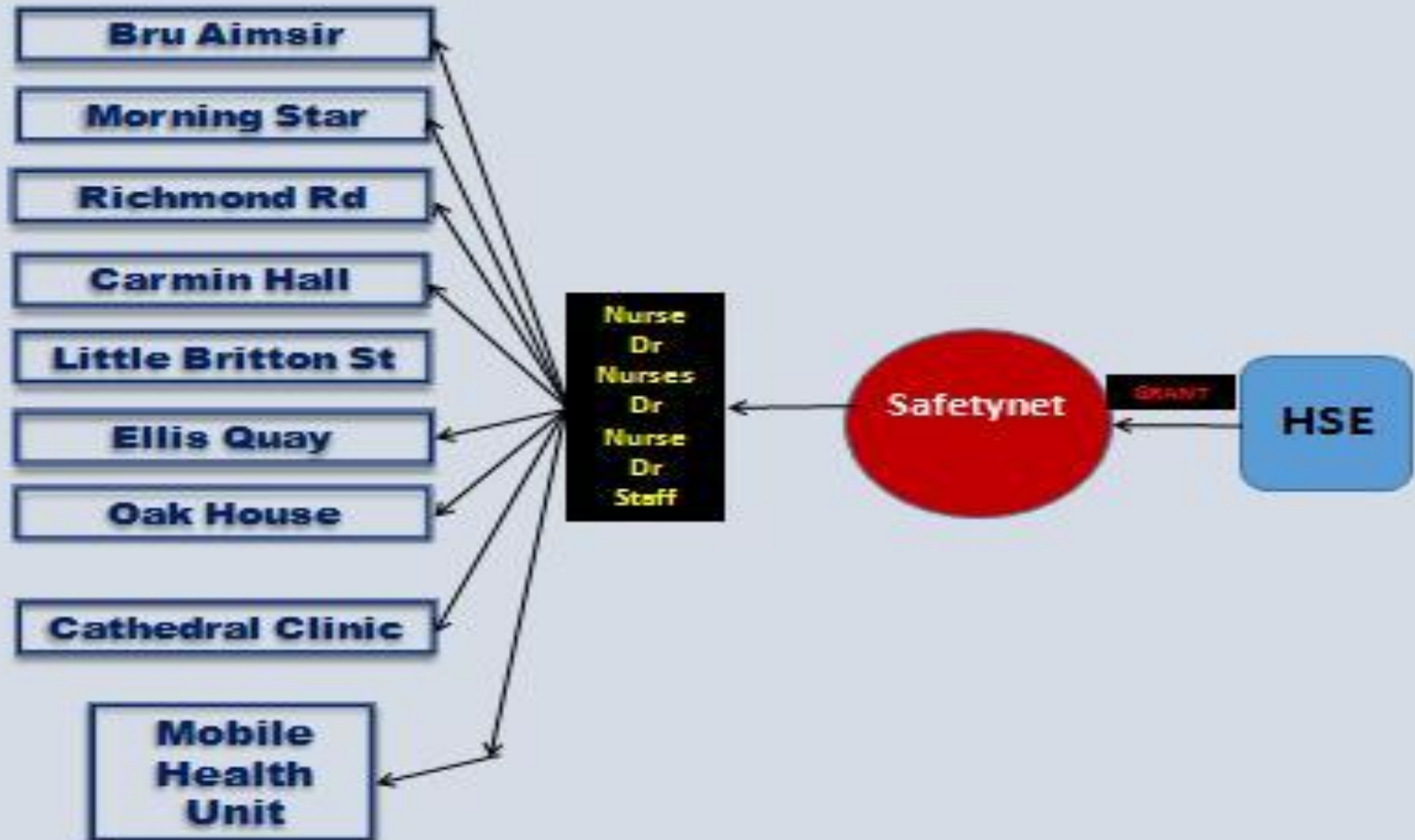
Safetynet Ireland

PRIMARY HEALTHCARE FOR HOMELESS PEOPLE

Safetynet Homeless Direct Service Clinics



Safetynet Ireland
PRIMARY HEALTHCARE FOR HOMELESS PEOPLE

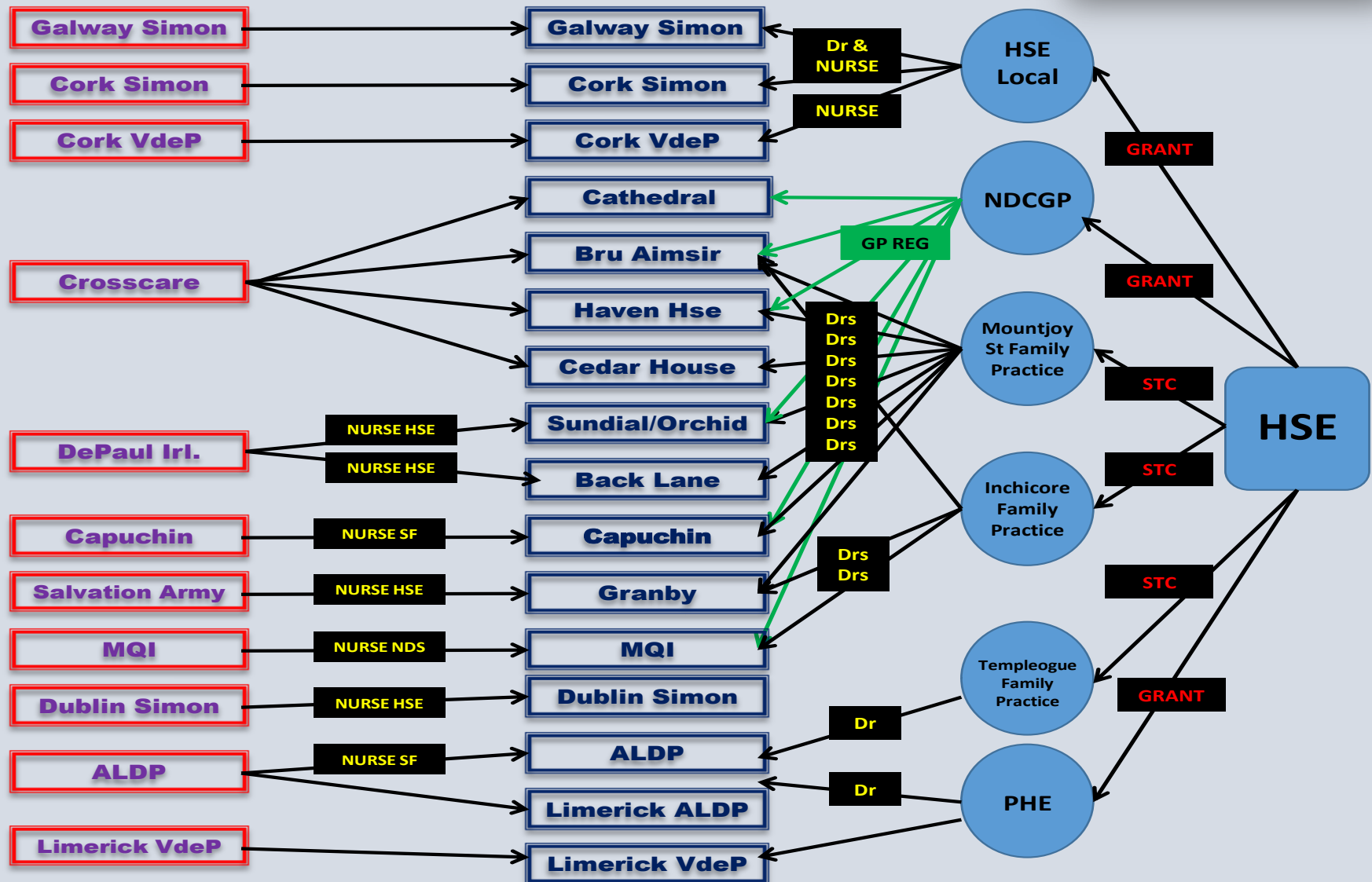


Safetynet Homeless

Affiliated Service Clinics



Safetynet Ireland
PRIMARY HEALTHCARE FOR HOMELESS PEOPLE



Safetynet Methadone Programme

- 510 started
- 86% retained in treatment
- 80% Accommodation Status Improved



Safetynet Clinics for Migrants



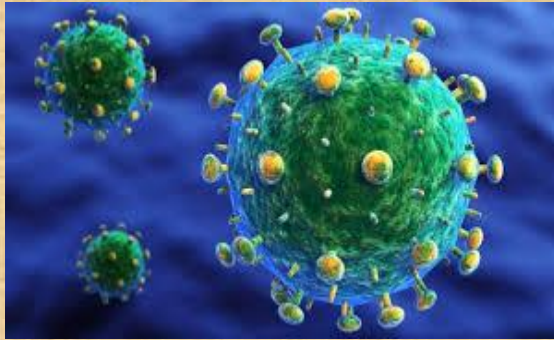
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PRIMARY HEALTHCARE FOR HOMELESS PEOPLE



Safetynet Mobile Screening & Integration Unit

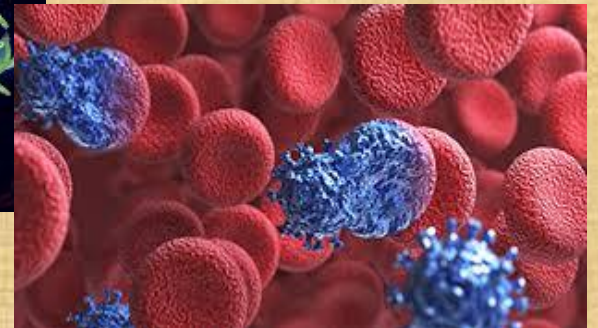
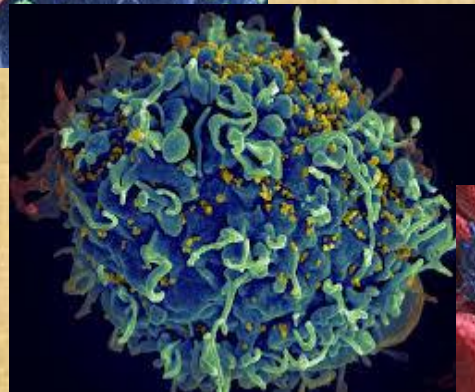
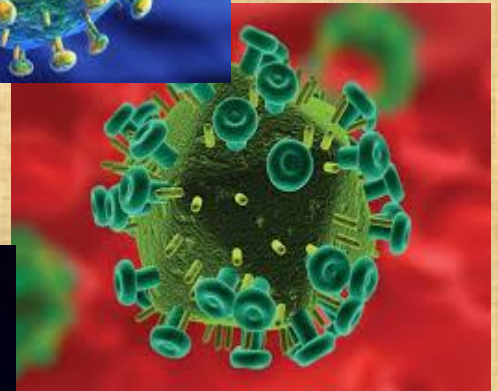
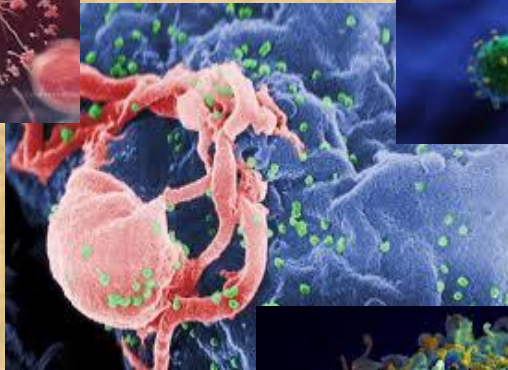
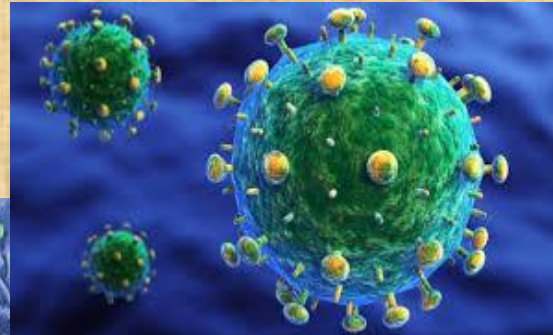
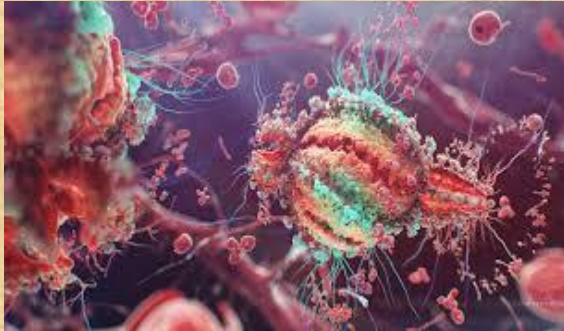


Safetynet Ireland
PRIMARY HEALTHCARE FOR HOMELESS PEOPLE



Hepatiis C Project

Safetynet HIV Stabilization Unit



Safetynet Homeless Mobile Clinic



Safetynet Ireland
PRIMARY HEALTHCARE FOR HOMELESS PEOPLE



‘If it was not here I probably would have asked hostel to call Doctor or to call an ambulance’

‘I wasn’t able to make it up to my Doctor today to collect my methadone or medication because of my legs, ...because of this (Mobile Health Unit), I got a bit of help, it means I might be able to go up tomorrow.’

‘Don't know where I would have gone without it’

‘If it wasn't here, would have just suffered with it’



Offers us a chance to provide a low threshold, easy to access service for hard to reach group's

We see the difficulties homeless patients have in managing health problems in the context of their competing priorities and learn to tailor a treatment plan to their circumstances

It is a humbling experience and exposes us to the realities of homelessness

HSE

HSE Social
Inclusion

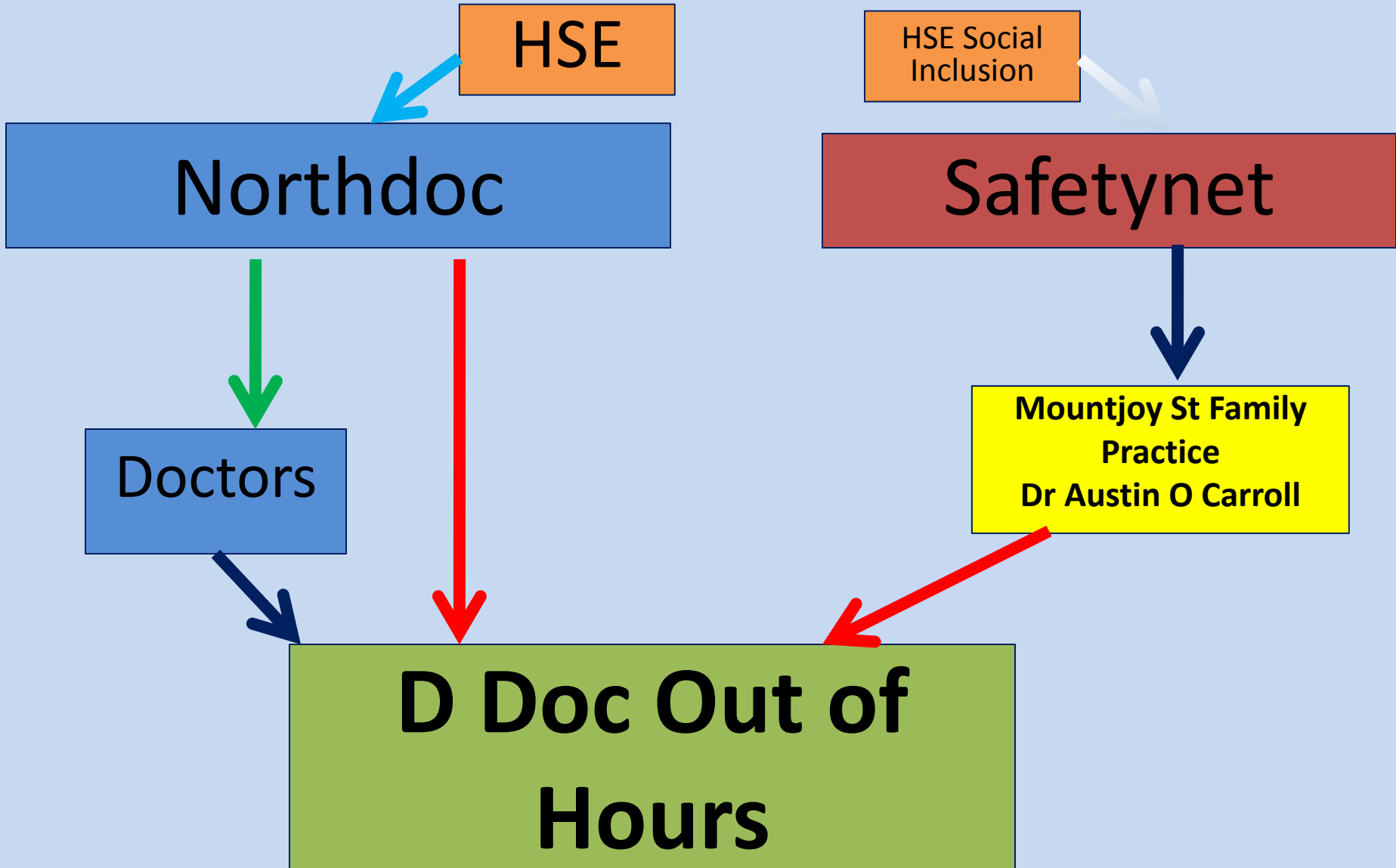
Northdoc

Safetynet

Doctors

Mountjoy St Family
Practice
Dr Austin O Carroll

D Doc Out of
Hours



Safetynet Street Medicine Symposium



Safetynet Ireland
PRIMARY HEALTHCARE FOR HOMELESS PEOPLE



Safetynet Intermediate Care Centre





North Dublin City GP Training

HEALTH CARE FOR ALL

OUTCOMES

- **Survey:**
 - 38/42 (88%) Response Rate
 - 37/38 working in an area of deprivation and/or with a marginalized population.
 - 37/37 want to end up working in area of deprivation and with marginalized groups.



OUTCOMES

- Manchester
 - Funding for similar scheme obtained for 2019.
- Glasgow
 - Specialist Registrar Posts developed based on NDCGP.
- Northern Ireland
 - Seeking to develop National Social Medicine Curriculum



Inclusion Health SJH



ALL THE KEYS AND EVERYONE ELSE



No Health Care in the City
GP Training
HEALT REPAIR

Names in the word cloud include: Sinead Grogan, Naoise Kinsella, Stefanie Byrne, Brid Shanahan, Dermot Power, Jennifer Power, Keenan, Sorcha O, Marguerite, Riordan, Patrick O'Donnell, Dave Greene, Joanis McNevin, Colleen, Tilda McHugh, Thomas, Serrina, Hopkins, Denise O Mahony, Ki, Barry, Barror, Claire Dunne, Nasa, Rose O Connell, Cillian de Gascun, McDonagh, Cathy Cullen, Menendez, Derek Parker, Jean, Marie Naughten, Angie, Kuce, Un, Tuoh, Louise Malone, Kevin, Carol, Murphy, Simon, Rough Sleeper, Deirdre, Dowd, Fionn, O'Reilly, Gavin, Carroll, Angie, Wallace, Robinson, Don, Coffey, Pimp, Crowley, Ha, Cor, Martin, Per, Brian, Kien, John, Lath, Rana, Se, Shar, de Paor, Elaine, Butler, Cliona, Nic, Cheallaigh, John, Flanagan, Kerri, Moore.