

Where's the Disconnect?!

Exploring pathways to healthcare coordinated for youth experiencing homelessness in Toronto, Canada

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OVERVIEW

- Purpose
- Background
- Research Question
- Methodology
- Findings
- Discussion
- Closing

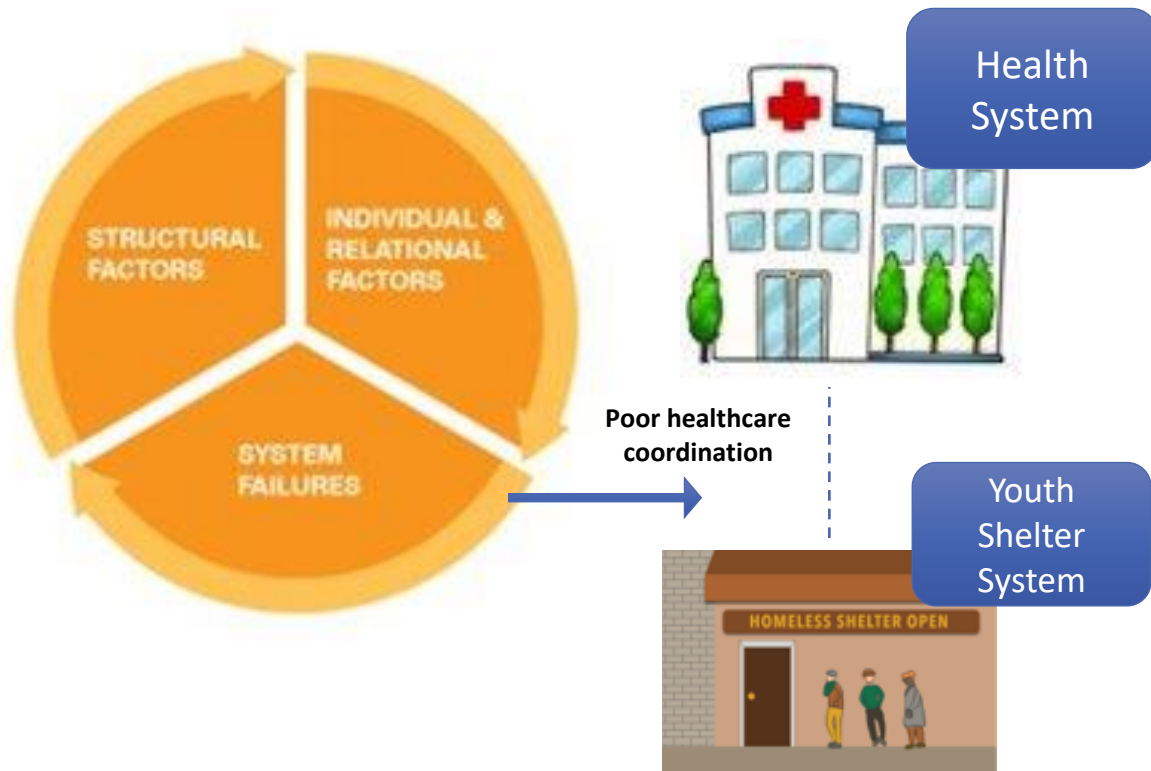


PURPOSE

1. To understand pathways to healthcare for youth experiencing homelessness who reside in emergency youth shelters in Toronto
2. Understand variables that influence those pathways
3. Discuss recommendations (levers for change) to improve healthcare coordination both within and between sectors



WHAT DO WE KNOW?



- Systems operate in silos
- Youth fall through the cracks of public systems
- Shelter and health systems are overburdened
- Young people are often prematurely discharged from hospitals
- No consistent healthcare coordination process within or between systems
- Need for healthcare coordination/systems integration!

What is healthcare coordination?

Healthcare coordination: "the deliberate organization of patient care activities between two or more participants (including the patient) involved in a patient's care to facilitate the appropriate delivery of healthcare services." - Agency for Healthcare Research and Quality

RESEARCH QUESTION

How do the emergency youth shelter system and health system engage to coordinate care for youth experiencing homelessness in Toronto?



Conceptual framework: essential components of transformative systems change

BOUNDING THE SYSTEM

- Problem definition
- Identification of the levels, niches, organizations, and actors relevant to the problem

UNDERSTANDING FUNDAMENTAL SYSTEM PARTS AS POTENTIAL ROOT CAUSES

- System norms
- System resources
- System regulations
- System operations

ASSESSING SYSTEM INTERACTIONS

- Reinforcing and balancing interdependencies
- System feedback and self-regulation
- Interaction delays

IDENTIFYING LEVERS FOR CHANGE

Identifying Parts to Leverage for Change

- Exerts or could exert cross-level influences
- Directs system behavior
- Feasible to change

Identifying Interactions and Patterns to Leverage for Change:

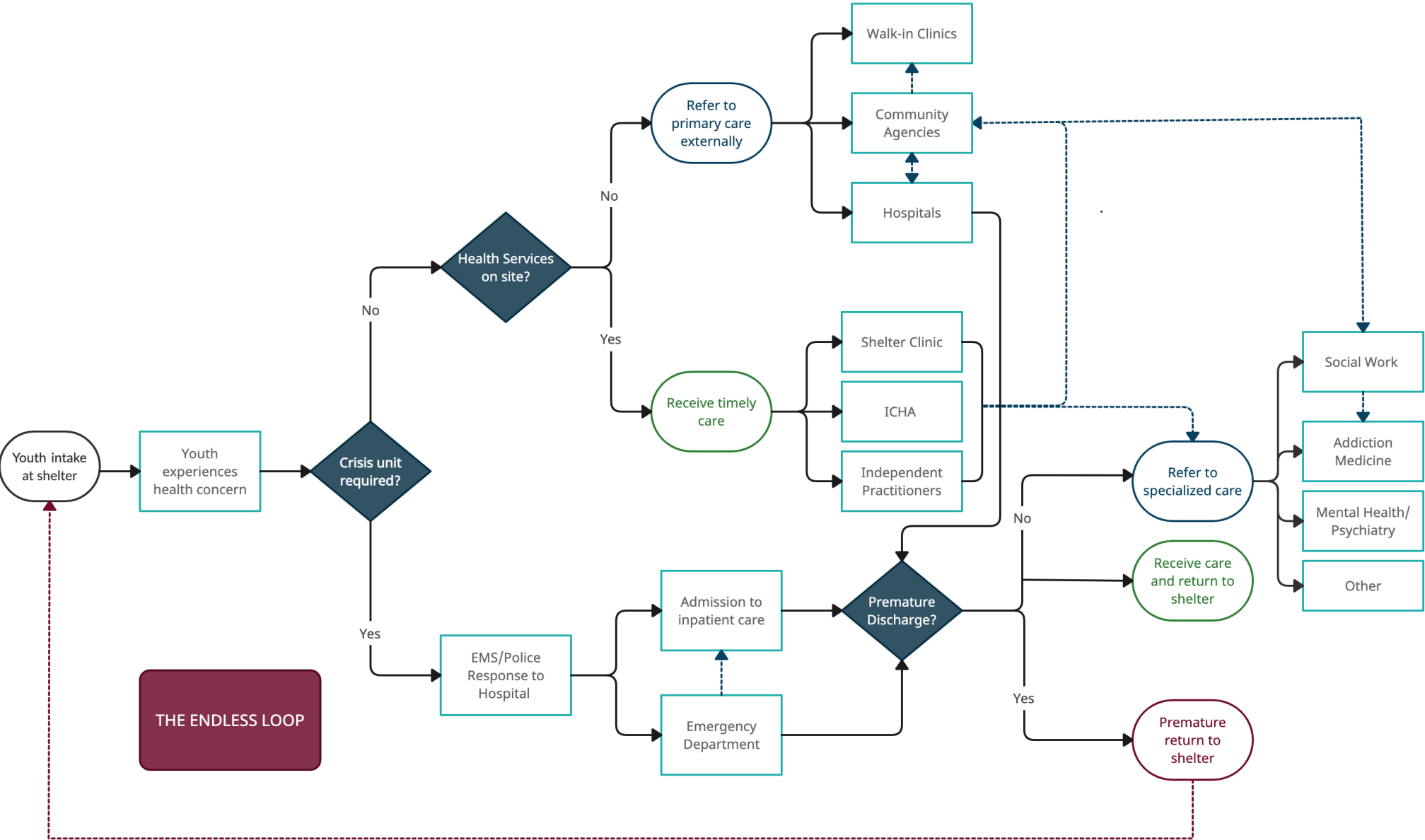
- System differences that create niches compatible with systems change goals
- Long standing patterns that support or hinder change goal
- Gaps in system feedback mechanisms
- Cross-level/sector connections that are needed

METHODOLOGY

- Qualitative case study
- Recruitment from both sectors
- 24 semi-structured, in-depth interviews
 - Emergency youth shelters
 - CHCs, hospitals, research institutions, etc.
- Grounded theory
 - Three layers of coding
 - Constant comparison
 - Analytic memos




Pathways to Healthcare





What does this tell us?

- Insufficient engagement between sectors
 - Multiple routes leading to the endless shelter-hospital loop
 - Higher risk youth at EYS with lesser capacity are more likely to take shortest route to endless loop
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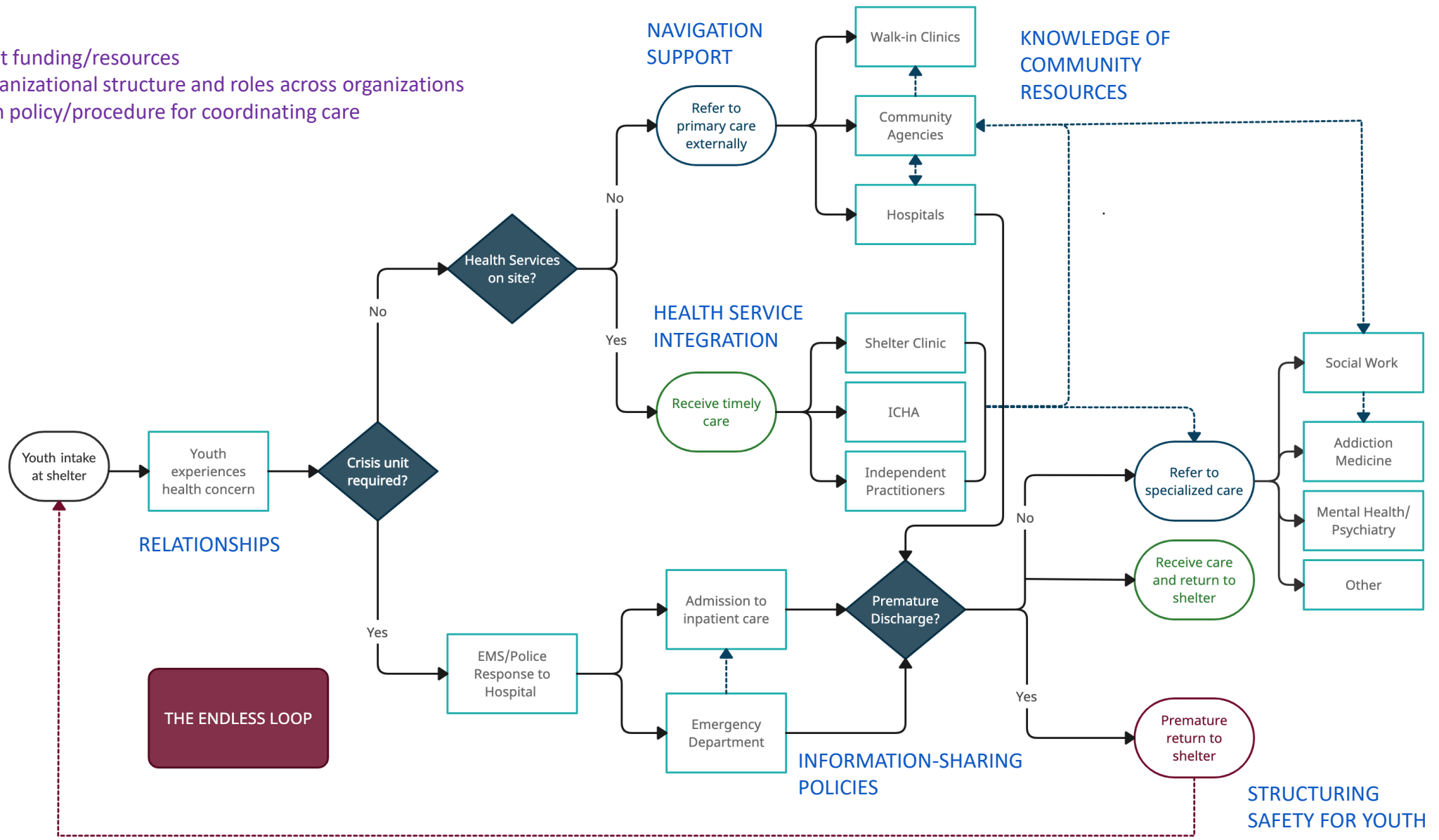
Discussion

What are some ways in which healthcare coordination can be improved within and between the emergency youth shelter and health systems, for youth experiencing homelessness?

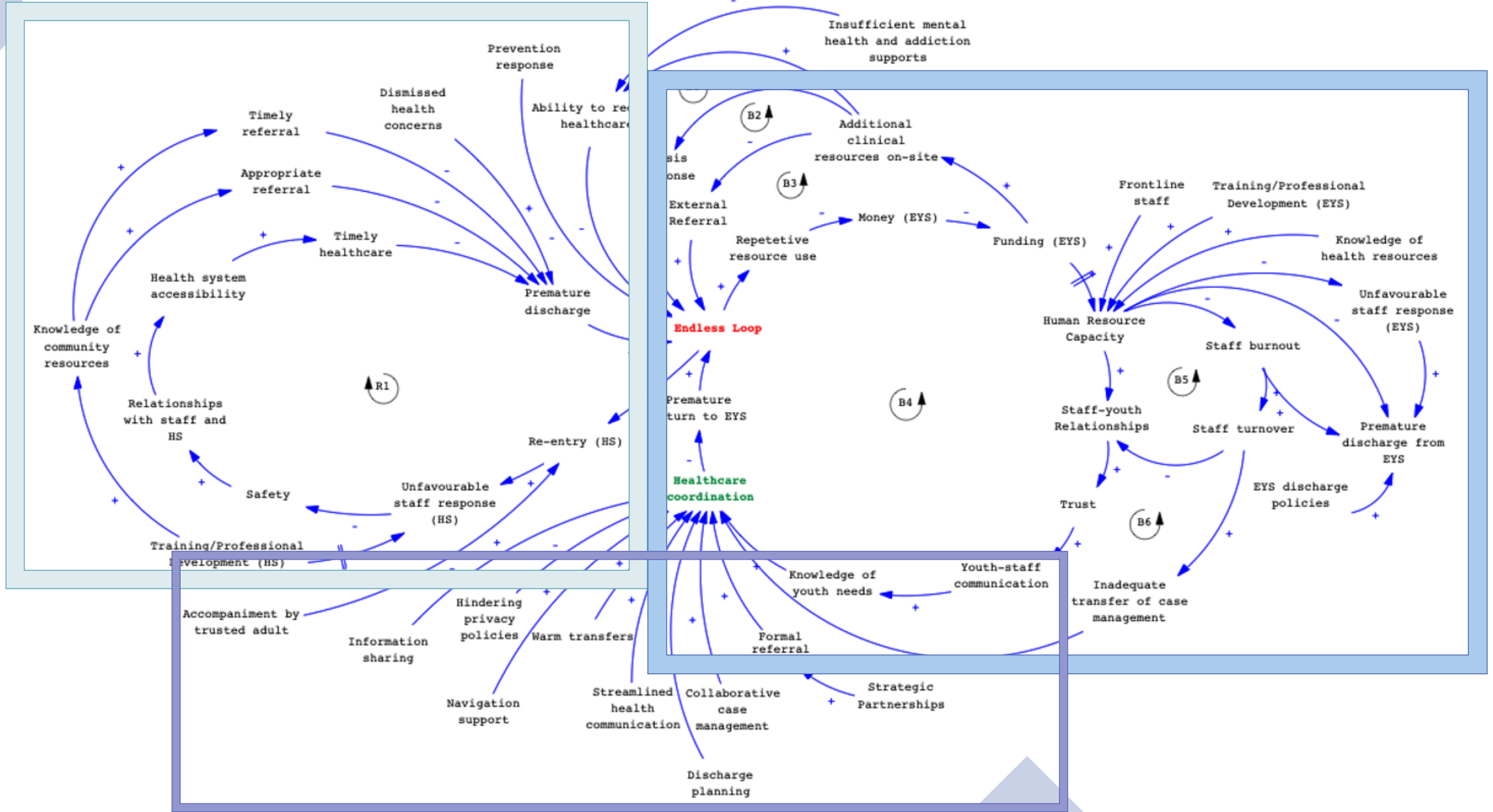


Pathways to Healthcare

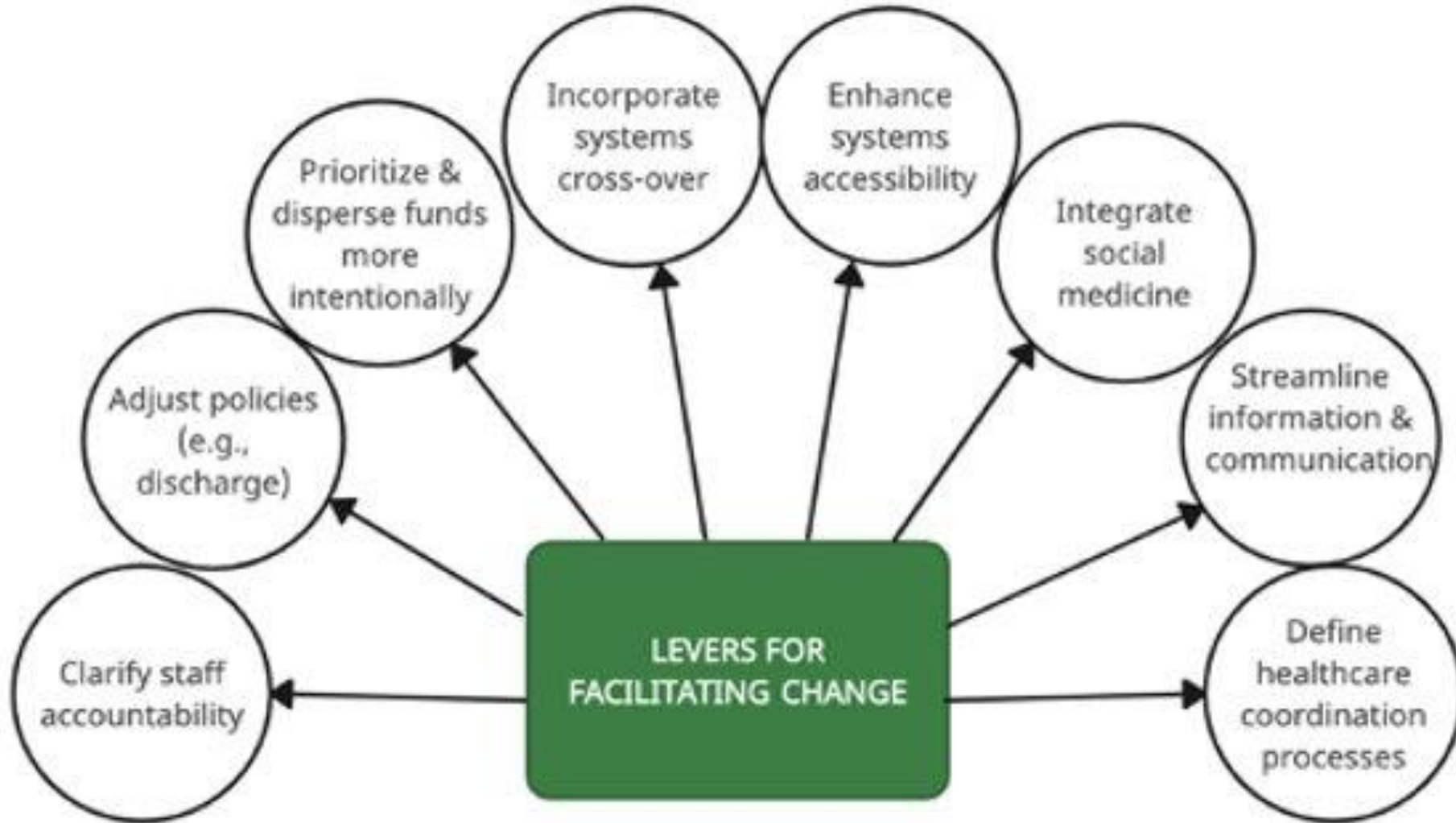
- Insufficient funding/resources
- Varied organizational structure and roles across organizations
- No written policy/procedure for coordinating care



CASUAL LOOP DIAGRAM



Levers to strengthen healthcare coordination



Conclusions

- Multiple routes to the endless shelter-hospital loop
- Need for an integrated systems response
- We recommend that stakeholders consider the identified 'levers for change' to strengthen healthcare coordination

Thank you! Questions?

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