

# Supporting Community Members in Need

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## Problem

Unhoused community members had been spending nights in the CCD West lobby, raising concerns for their wellbeing while also limiting space intended for visitors and ED care companions. To address this, the ACCT Community Health Worker (CHW) team partnered with the Salvation Army and the UCM Public Safety Team to help former patients secure shelter. A flyer was also created to share information on community shelters and warming centers for non-patient use. While these steps improved the situation, leadership came together in 2024 to strengthen the process and provide faster access to additional resources.

## Goal

The goal was to strengthen collaboration between the Public Safety team and CHW team and utilize other internal resources and community partners to establish clearer standards of care and provide patient-focused guidelines that enable timely support.

## Intervention Design



- A Fish Bone diagram was used to map out all contributing factors and highlight areas needing improvement
- This intervention tool helped us identify key stakeholders and incorporate their feedback into the improvement process
- Planning efforts focused on reviewing the current process and defining the scope of support available both internally and within the community
- The diagram served as a tool that could be revisited as new challenges emerged, ensuring ongoing evaluation and refinement of next steps

## Strategy

### Process and Workflow Improvement

- A revised and clear standard operating procedure was created and shared across teams to clarify roles and responsibilities, this included inpatient care coordination to be aware of support and resources available at time of discharge
- Timelines were set and expectations defined to help reduce patient wait times
- The Health Literacy team revised a flyer to support patients and assist the public safety team with their daily workflow
- An improved internal Excel tracking system was implemented to maintain a list of patients in need of support and to monitor repeat patients
- Timing and placement information was added to the tracking system to assist with future process improvement initiatives

### Training and Staffing Support

- Onsite leadership support was made available for all teams to support understanding of the workflow
- Crisis intervention training was provided to the CHW team
- ED Social Work team was included for additional expertise and for weekend and holiday coverage
- CHW coverage boosted their rounding efforts to include face to face visits two times each day (Monday-Friday)

### Patient Support Guidelines

Clear guidelines were set for patients to understand their three options for support:

- 1.UCARS ride to a designated shelter
- 2.UCARS ride to family or friend (within 10 miles)
- 3.Shelter and resource flyer to support patient self-management

## Outcome

Table A shows that this year between January 1, 2025, and September 12, 2025, a total of 136 patients have received shelter assistance

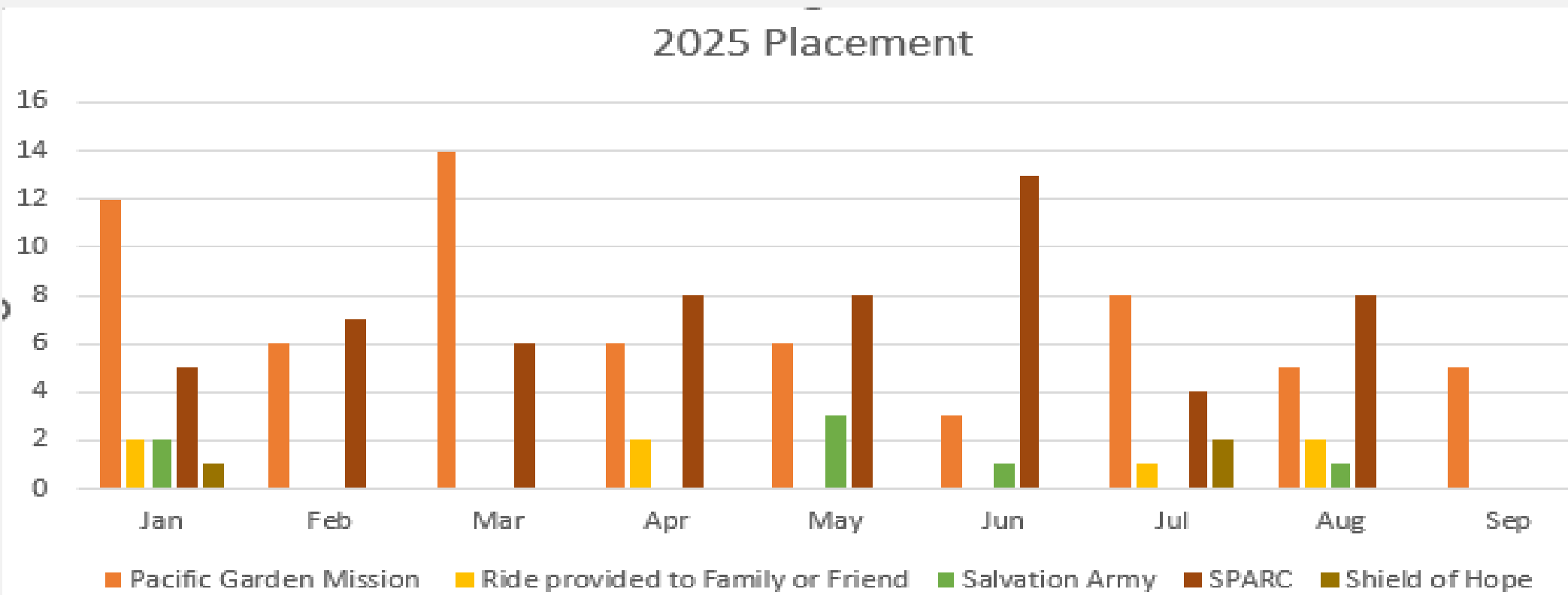


Table A

## Impact

- Community Health Workers reported feeling more equipped and empowered to support patients
- Stronger relationships were built across all teams
- Additional community resources and shelter partnerships were established
- Patients expressed that having choices increased autonomy and stability
- Faster support for those in need created more lobby space for patients, families, visits, and ED companions
- Fewer patients returned to the ED for shelter placement and non-medical ED use decreased, improving equitable access to timely, community-based resources

## Next Steps

- The CHW team will continue ongoing collaboration with community resources to ensure flyers are updated regularly
- Internal teams will be surveyed regularly to ensure the process is responsive to seasonal needs/staffing changes
- Continually assess whether additional training is required across teams
- The Ambulatory Care Coordination Team (ACCT) will continue the 'Holiday Drive', collecting requested items such as toiletries for the shelter, enabling our teams to support community partners and express our gratitude

## Acknowledgements

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