

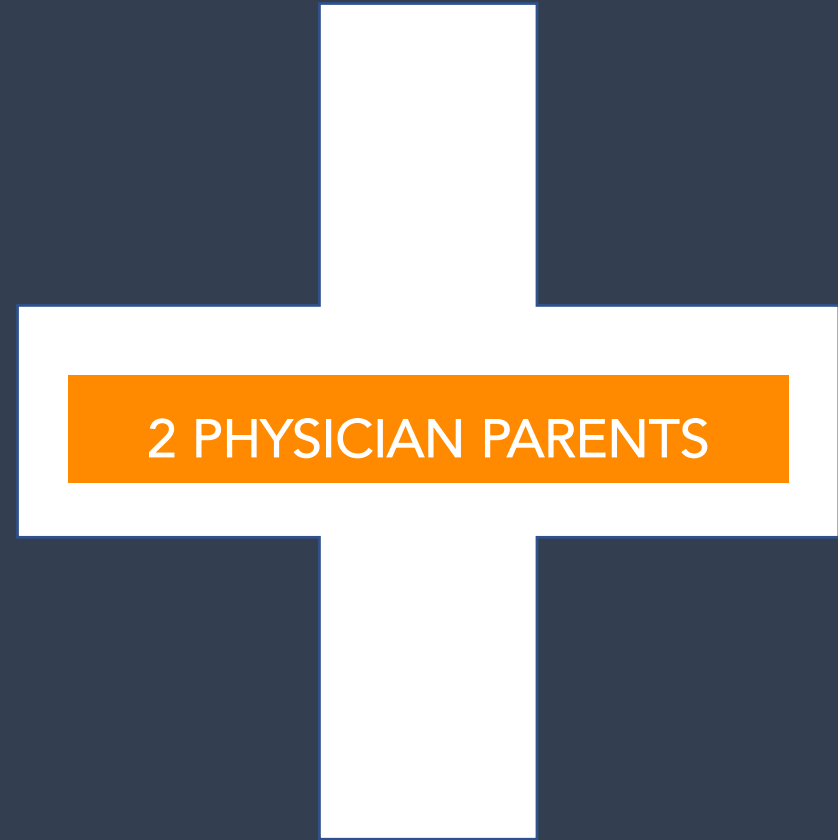
ELAINE

HEALTH NAVIGATION AND TRANSPORTATION

Vivienne L. Gellert
President & Founder, Elaine



MY BACKGROUND



PRE-MED



Shadow E.R
July 2014



Scribe
July 2015

SCOTTSDALE SHEA
HOSPITAL

SCOTTSDALE OSBORN
HOSPITAL

MARYVALE
HOSPITAL

PHOENIX BAPTIST
HOSPITAL



SCRIBING

MARYVALE
HOSPITAL

Reactionary Care
due to lack of
Preventative Care

Gun Shot Wounds

Stabbings

Homeless

Homeless



THANK YOU
THANK YOU
THANK YOU
THANK YOU
THANK YOU
THANK YOU
THANK YOU

Have A Nice Day



RECYCLABLE

WARNING: TO AVOID DANGER OF SUFFOCATION, KEEP THIS PLASTIC BAG AWAY FROM BABIES AND CHILDREN. DO NOT USE THIS BAG IN CARS, BEDS, CRIBS, OR STrollers.
PLEASE RETURN TO A PARTICIPATING STORE FOR RECYCLING



BAK-PAK



SMALL SUCCESS



ASU students start organization to alleviate homelessness in Phoenix

Bakpak, a student-run organization, is working to address homelessness



Photo by The I Have a Name Project | Courtesy
Volunteers wash the feet of homeless individuals at a Bakpak event.

OPPORTUNITY TO MAKE CHANGE

Begin to Survey
Needs of
Human Services
Campus (HSC)



Overflow Shelter
closes on HSC

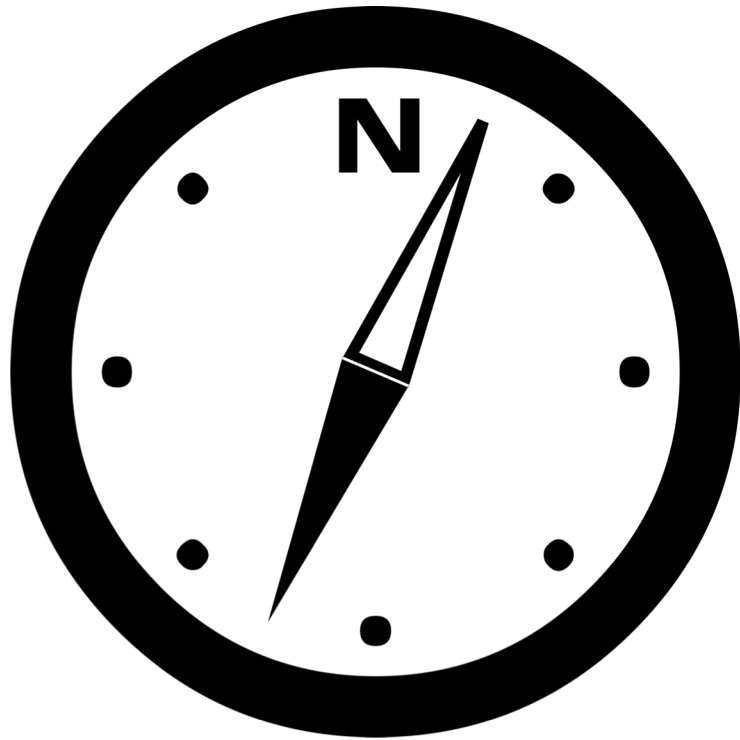


Clients missing all
appointments-
prioritizing a mat
to sleep on
cafeteria floor

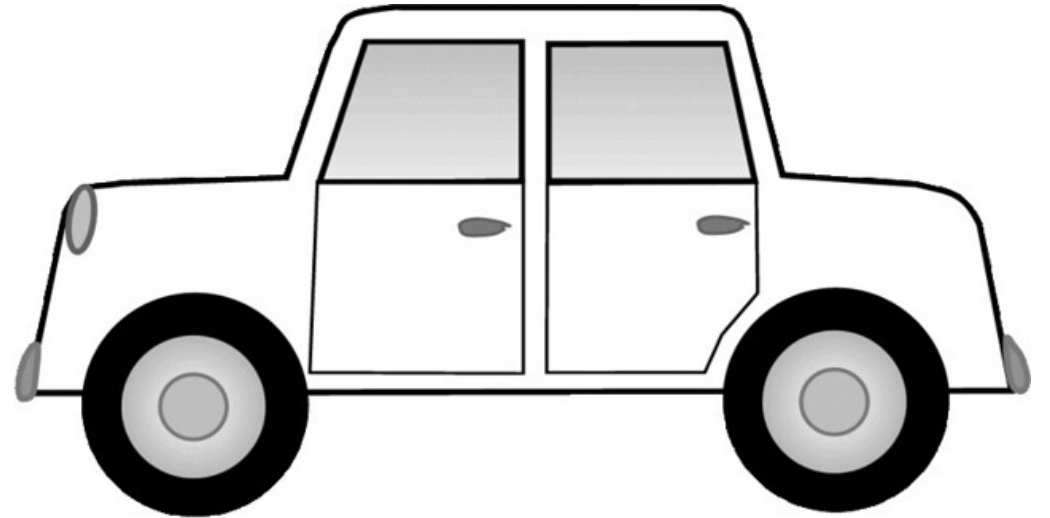


If patients
appointments were
at 9:00am,
and they had to
be back by
1:00pm,
why were they still
not going to
appointments?

NAVIGATION



TRANSPORTATION



2 YEARS

ADD VIDEO TO THIS SLIDE

ELAINE

PHILOSOPHY

We believe no one should have to beg for their health. We believe in care beyond survival.

SERVICES PROVIDED BY ELAINE

In-Person Appointment Assistance	Elaine navigators help clients traverse complicated medical conditions and sit-in on medical appointments to ensure the client's needs are communicated to the physician and the patient understands and acts on his/ her treatment plan.
Health Literacy	Elaine navigators translate medical guidance treatment goals and medication directions to patients.
Transportation	Elaine provides Non-Emergent Medical Transportation to medical appointments and services aimed at addressing SDOH .
Advocacy	Elaine clients have unique barriers to accessing services i.e. legal challenges, not meeting admission requirements, missing identification documents and incomplete enrollment assessments. Elaine Navigators advocate for clients through formal appeal processes, completing enrolment requirements and through direct supervision of completion.
Housing	Elaine navigators assist patients in finding appropriate housing placements through partnerships with community partners.
Case Conferencing	Elaine navigators lead interagency case conferencing meetings to ensure medical, behavioral and SDOH needs of the client are being met, and efforts are not being duplicated.

Patient Level Defined

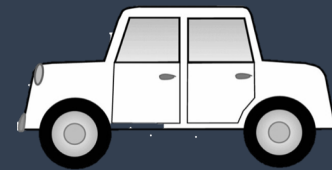
LEVEL 1

LEVEL 2

LEVEL 3

LEVEL 4

Patient Level



TRANSPORTATION



ASSISTANCE INTO
APPOINTMENTS



INTENSIVE NAVIGATION



PATIENT IS IN HOUSING

Key Performance Indicators

LEVEL 1 & 2 NAVIGATION



142

Patients Navigated



238

Hours of Navigation



141

Transports



88

Medical
Appointments Kept

LEVEL 3 NAVIGATION



39

Patients Navigated



552

Hours of Navigation



195

Transports



228

Medical
Appointments Kept

Key Performance Indicators Cont.

Total Appointments



405

Total Shows



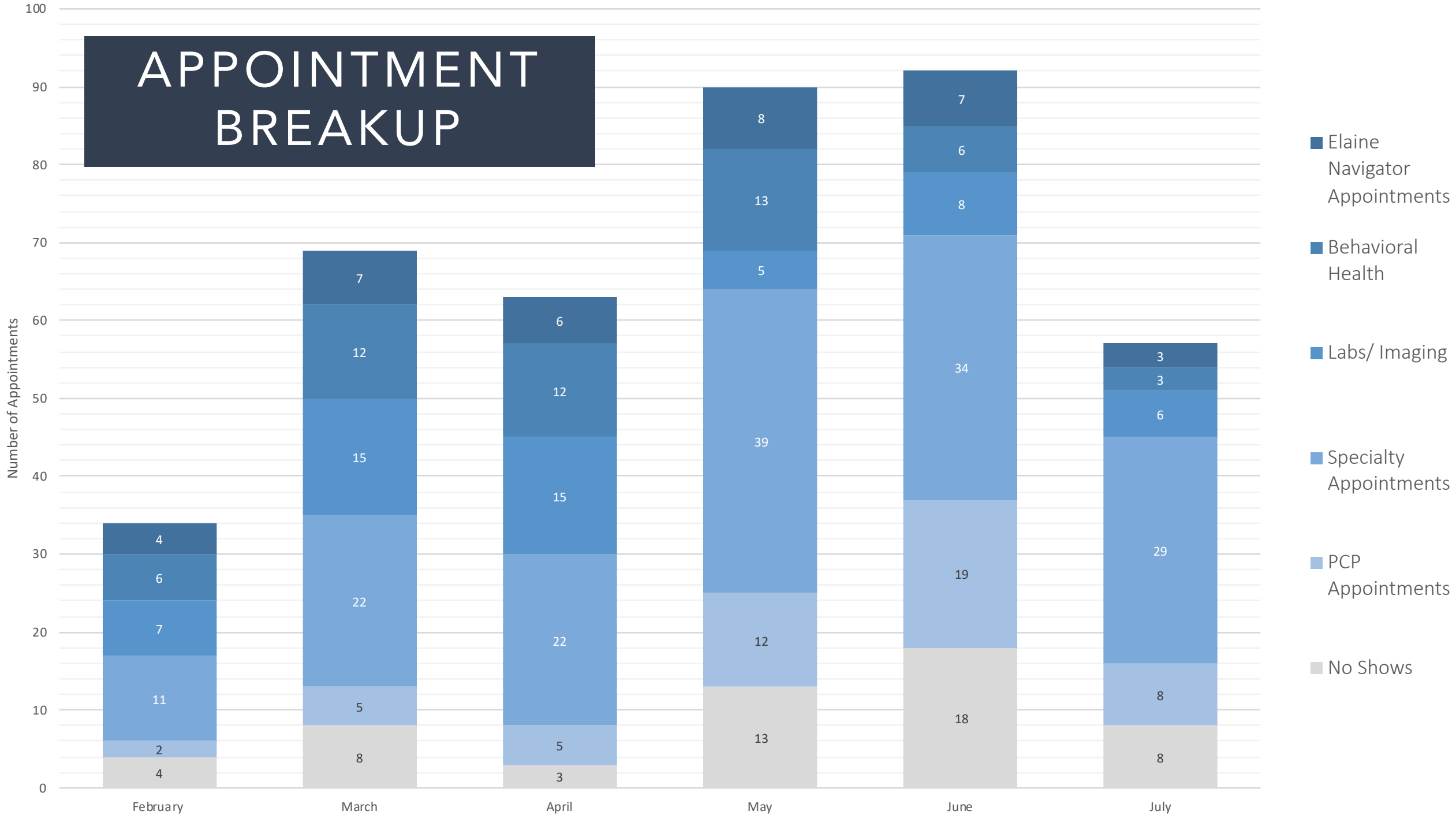
351

Total No Shows



54

APPOINTMENT BREAKUP





PATIENT VIGNETTE 1

AGE: 71 **DIAGNOSIS:** Prostate Cancer **LIKES:** Talking to people

RISK FACTORS: Elderly, Dementia, History of Heroin use, Homeless



- Fall of 2018- patient was diagnosed with progressive prostate cancer
- Strong history of medical non-compliance
- Dementia- Often loses or forgets to take medications
- Cancer treatment calls for an injection every 6 months- must take intensive hormone therapy two weeks prior





PATIENT VIGNETTE 2

AGE: 27 **DIAGNOSIS:** SMI & Epilepsy **LIKES:** Impractical Jokesters
RISK FACTORS: SMI, Clinically diagnosed with cognitive ability of 3rd grader



- Limited cognitive ability
- Navigation- Navigator accompanies this patient to all appointments
- Literacy- After the appointment the navigator will then sit down with this patient to translate the plan and appointment in a comprehensible third grade level language
- Advocacy- Often times, patient will show up to appointment to be told she won't be seen





GIVING BACK

ARTICLE STACI HAUKE | PHOTOGRAPHY LINDSAY JENKS



Entrepreneur and Philanthropist
Vivienne Gellert

Has Redefined how the Community Can Help the Homeless

WHEN A YOUNG ENTREPRENEUR AND ASPIRING MEDICAL PROFESSIONAL SAW AN OVERWHELMING NEED IN THE COMMUNITY TO ASSIST THE HOMELESS, SHE SHIFTED GEARS TOWARD A FUTURE IN PHILANTHROPIC ENTREPRENEURSHIP WITH AN IMPORTANT MISSION.

"Elaine" has a purpose to improve the continuity of care for individuals experiencing homelessness through health navigation and transportation post-discharge from medical services. The cornerstone of this work is the belief that individuals experiencing homelessness are people who deserve care beyond survival.

The brainchild of Arizona State University pre-med student Vivienne Gellert, Elaine was named after an individual experiencing homelessness who tragically lost her life after being struck by a vehicle on the streets of Phoenix.

"We are working to fill an unmet need of connecting individuals experiencing homelessness to health care and behavioral



ASU alumna bridges gap between homelessness and healthcare

Vivienne Gellert is the president and founder of Elaine, a group that serves as a 'medical compass' to those in need



Photo by Lindsay Jenks | Courtesy ASU alumna Vivienne Gellert poses for a photo outside her office in downtown Phoenix, Arizona, on Wednesday, March 27, 2019.



NEXT UP FOR ELAINE...

SUSTAINABILITY & SCALE

“How We Walk With The
Broken Speaks Louder Than
How We Sit With The Great”

- BILL BENNOT