

Roderick's Journey: Homelessness and interactions with the hospital system



Ongoing impacts from chronic health conditions understood through VI-SPDAT*

- Cellulitis
- Eye cancer - Ocular Surface Squamous Neoplasia
- Unexplained Hypoxia
- Hypertension
- Auto-Immune Condition (Mucous Membrane Pemphig)
- Osteoarthritis
- Needing hip replacement due to Arthritis
- Foot/skin infections
- Serious head injury
- Missing vertebrae in neck

Difficulty with personal care and hygiene

Blindness in right eye and limited vision in left eye

Physical disability limiting housing

Mobility limited, uses a walker

Unable to store medication

Unable to afford medication. On Job Seeker and ongoing storage costs

Can't apply ointment to eye due to arthritis

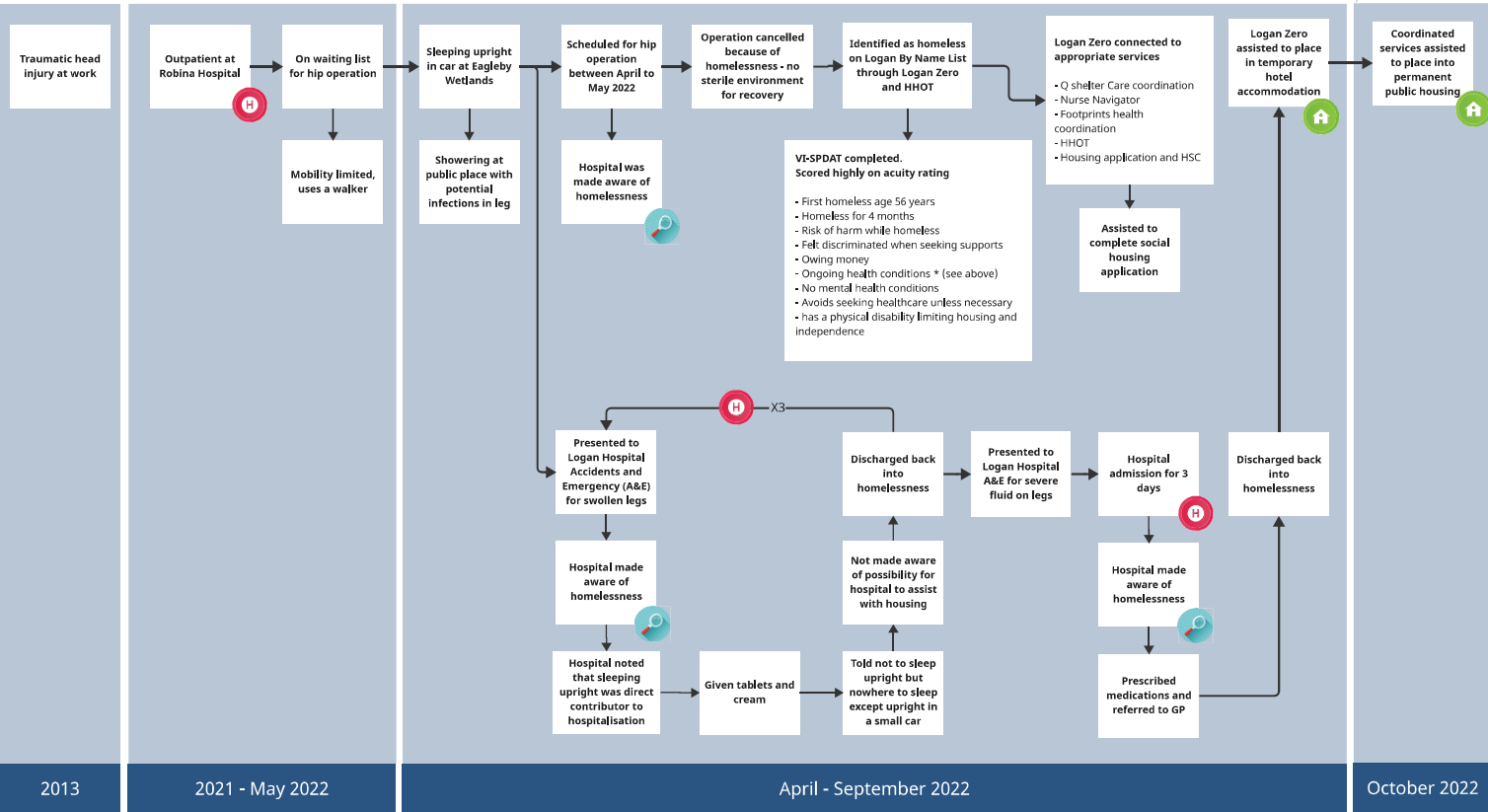
Legally blind



ABOUT:

- Age: 57 years old
- Gender: Male
- Indigenous status: Non-Indigenous
- Household type: Individual
- Age first homeless: 56 years old
- Acuity level for vulnerability: High

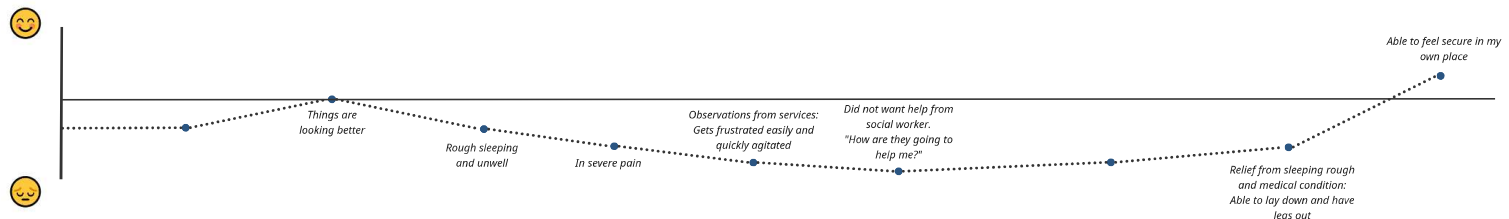
Client journey



KEY:

- Hospital presentations
- Opportunities for intervention
- Accommodated (temporary or permanent)
- Positive experiences
- Negative experiences

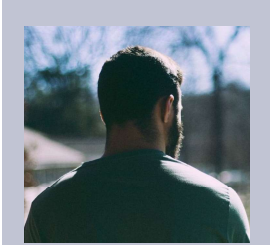
Client experience



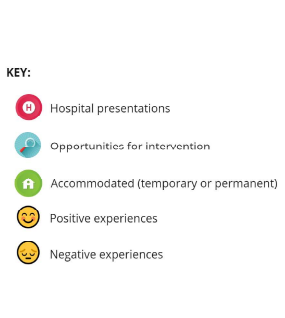
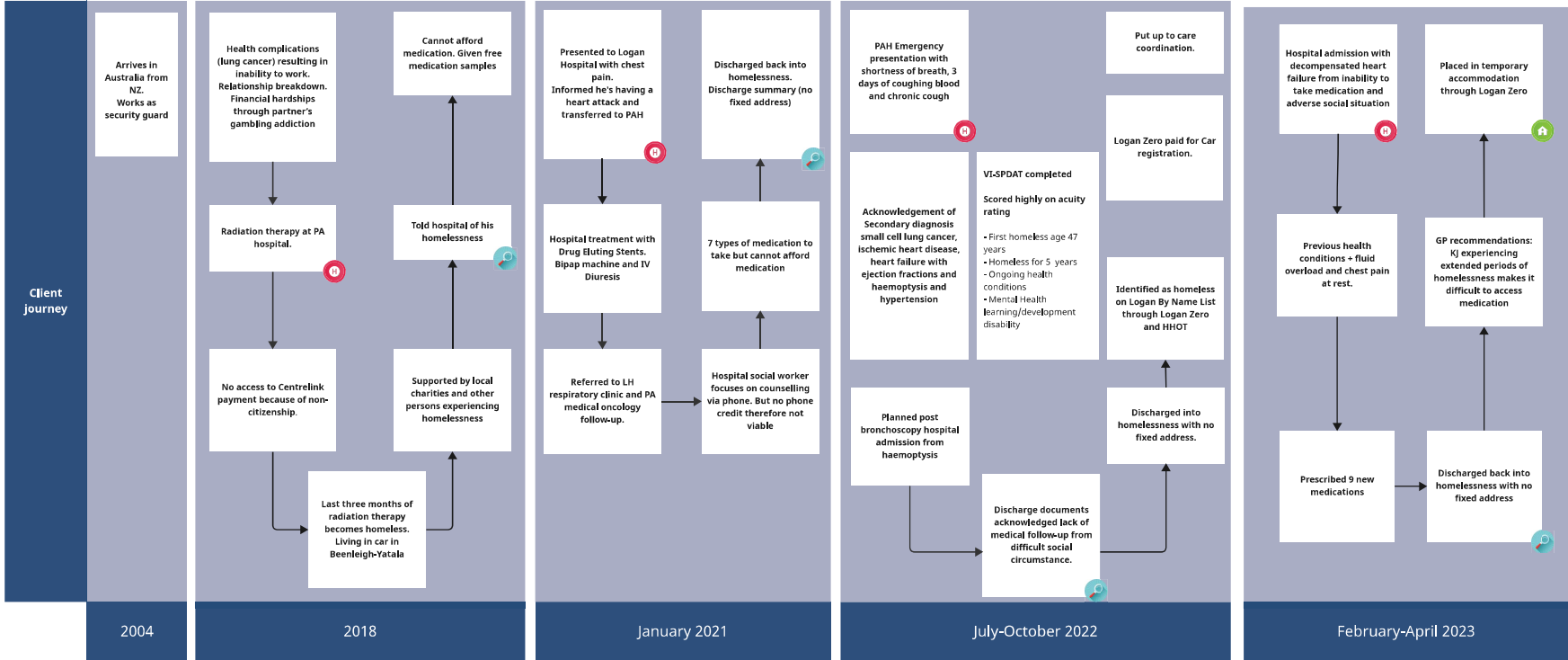
KJ's Journey: Homelessness and interactions with the hospital system



Impacts of lack of access to income on health and wellbeing



ABOUT:
 Age: 53 years old
 Citizenship status: New Zealand citizen
 Gender: Male
 Indigenous status: non-Indigenous
 Household type: Individual
 Working: No
 Age first homeless: 47 years old
 Acuity level for vulnerability: High



- KEY:**
- Hospital presentations
 - Opportunities for intervention
 - Accommodated (temporary or permanent)
 - Positive experiences
 - Negative experiences

N's Journey: Homelessness and interactions with the hospital system



Ongoing impacts understood through VI-SPDAT*

- Mild cognitive disability
- Post Traumatic Stress Disorder (PTSD)
- Night tremors
- Heart attack, insertion of stents
- Diabetes

Income from JobSeeker

Providing income support to family overseas

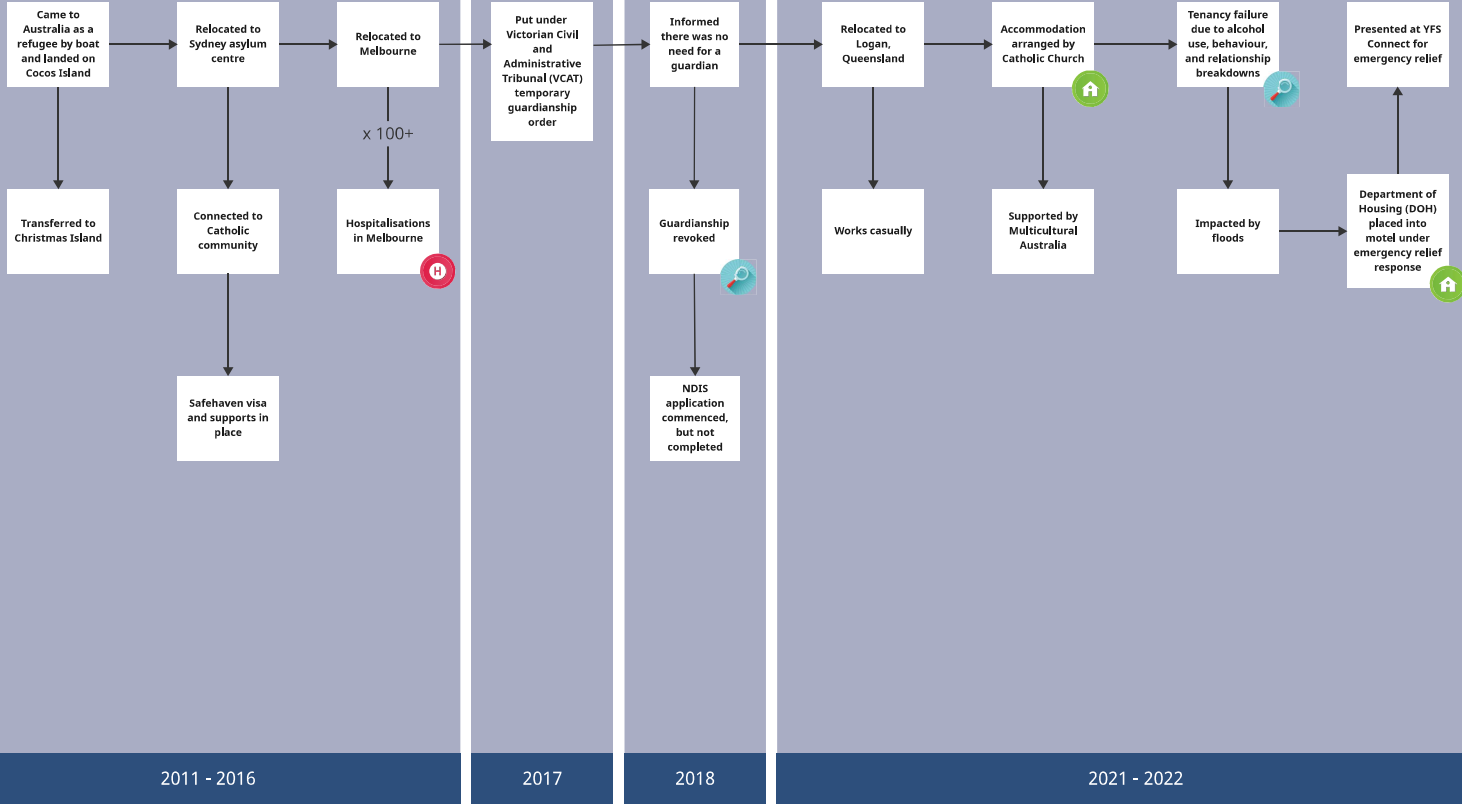
Difficulty speaking English



ABOUT:

Age: 46 years old
Gender: Male
Preferred language: Tamil
Household type: Individual, but has family overseas
Acuity level for vulnerability: High

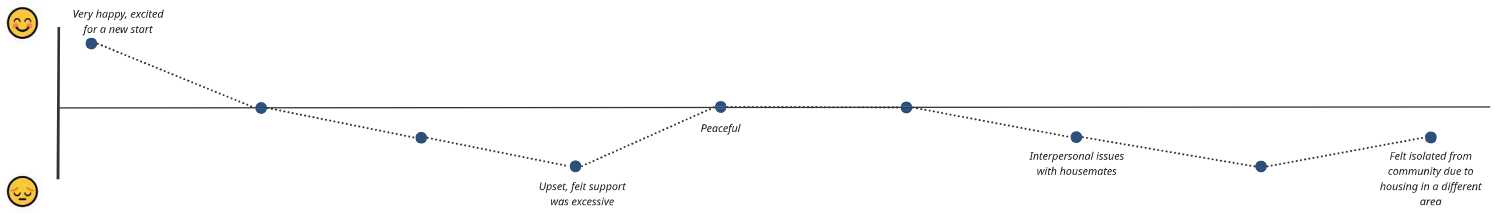
Client journey



KEY:

- Hospital presentations
- Opportunities for intervention
- Accommodated (temporary or permanent)
- Positive experiences
- Negative experiences

Client experience



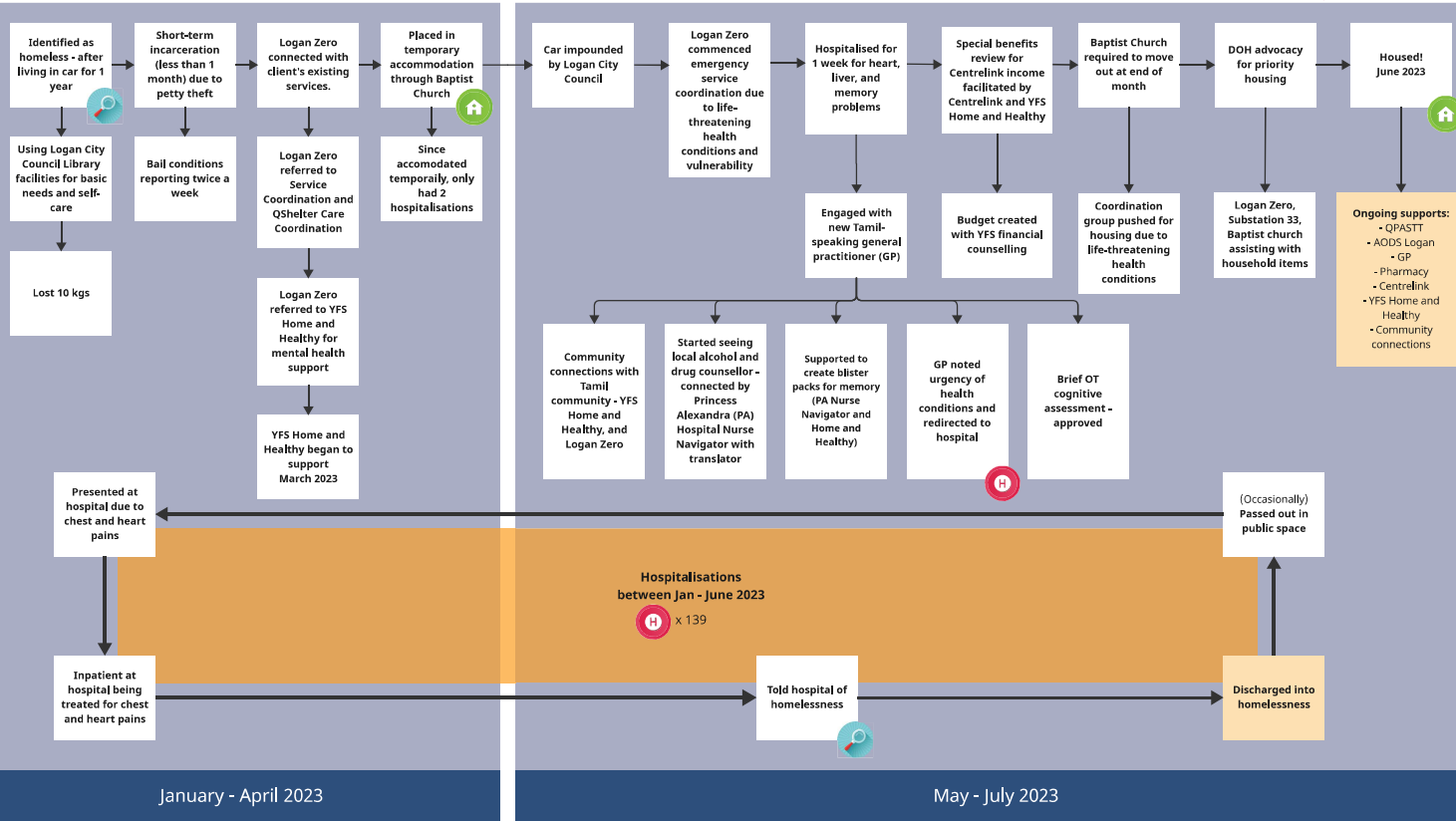
N's journey: Homelessness and interactions with the hospital system



Ongoing impacts understood through VSPDAT* (cont.)



Client journey (cont.)



Recent partners involved in supports

1. Beenleigh Baptist Church
2. Queensland Health Nurse Navigators
3. Various hospital Emergency Departments
4. Refugee & Immigration Legal Service (RAILS)
5. Multicultural Australia
6. Queensland Program of Assistance to Survivors of Torture and Trauma (QPASTT)
7. Alcohol and Other Drugs Service (AODS) Logan
8. General Practitioner
9. Lawyer
10. Pharmacy
11. Community connections
12. Catholic reverend
13. Anglicare Emergency Relief
14. Transit Care
15. Logan Zero
16. Centrelink
17. YFS Home and Healthy
18. YFS Financial Counselling
19. SSI (previously Access Community Services)
20. Queensland Police Service

Costs of services*

The following costs are an estimate of known interactions with services during N's journey:

Presentations at Emergency Department
 QLD - \$740 per day x 139 presentations = \$102,860
 VIC - \$740 per day x 100 presentations = \$74,000

Corrective Services
 \$342.28 per day x 30 days = \$10,268.40

Homelessness support services
 \$39.87 per day x 365 days = \$14,552.55

*Costs accurate as of August 2023
 Source: Independent Health and Aged Care Pricing Authority. (2022). Round 24 National Hospital Cost Data Collection (NHDC). <https://www.ihacpa.gov.au/resources/nhdc-round-24-infographic>

Client experience

