

Monthly Report: June 2024

Please note: *Safety Net's numbers and productivity were affected due to the weather and a decrease in staffing.*

Outputs:

58 Clients received **48** follow-up phone calls to monitor their health/safety.

108 Clients received **270** case management hours.

7 Clients received **6** home visits with health/safety assessments conducted.

173 Total number of Enable clients receiving *Safety Net Health Care Services* during 06/01/2024-06/30/2024.

Other:

Due to the continuing spread of COVID-19, RSV, and influenza; the Safety Net Registered Nurse (RN) conducted phone visits for Enable Madison County services to minimize intensive direct interactions with clients. **Seven (7) clients received six (6) phone visits.**

The Safety Net RN utilized four (**4**) hours gathering and tagging supplies/equipment for clients and three (**3**) hours loading personal hygiene supplies (protective undergarments) into clients' vehicles for picking-up and delivering items to clients' homes. Also, the Safety Net RN spent two (**2**) hours receiving and organizing donated items.

Six (6) *Vials of Life* were distributed to clients during the comprehensive home visits.

As usual, in addition to in-county phone calls, Safety Net received numerous out-of-county phone calls requesting services and DME items. Enable has gotten the reputation from the Huntsville-Madison County area that we can take care everyone's needs, as evidenced by the number and type of phone calls Safety Net receives. We are expected to fix everyone's problems and take care of everyone's needs. **This report does not adequately reflect the amount of time consumed with clients and non-clients.**

Several hours were consumed by the Safety Net RN answering the phone from clients and non-clients referred by other agencies' social workers, case managers, and nurses (TARCOG, 211, Huntsville Hospital, Crestwood Medical Center, Wellstone, Encompass Health, Clearview Cancer Institute, Insurance Companies, hospice, private practice physician offices, nursing homes, rehab facilities, etc.). The Safety Net RN spent many hours answering calls and deciphering clients and non-clients' concerns, thereby, providing appropriate referrals.

As usual, a **plethora of hours** were spent by the Safety Net RN during the home visits. The home visits tend to be longer and more intense due to the increasing elderly population having an increasing number of chronic diseases, physical, social, and emotional health needs. In addition, home visits include assessment of additional occupants, conducting research on behalf of the client (prior to, during, and after the visit), and data entry/documentation. An assessment of the additional occupant has warranted creating a separate client intake for the additional occupant (s) or the widowed occupant. These assessments have caused an increase in the amount of time to document home visits and information. However, a holistic approach is implemented with each home visit and assessment.

The Safety Net RN provided intense case management totaling six (**6**) hours to non-clients per face-to-face interactions, via email, or over the phone. Of these hours, case management provided: family support, coping skill management, task management, grief support, validation, spiritual restoration, gathering biopsychosocial and medical histories, follow-up, mobility assessment, out of county aging research and referrals, safety assessment, caregiver support and assessment, brokering needs as a third party, housing and eviction, financial distress, crisis management, mental health exploration and/or advocacy.

Future Safety Net RN activities include the following: None as of 6/30/2024.