



POLICY

This policy outlines the minimal procedures during a Mobile Integrated Health (MIH) encounter for a patient with housing needs or concerns (housing crisis, shelter, homelessness).

PURPOSE

Provide baseline guidance for the MIH provider on management of patients with housing needs or concerns.

BASIC MEDICAL CARE

Reference and apply all applicable OEM standards of care. Identify, treat, and attempt to stabilize any patient/patient who is identified as acutely ill. Activate the municipal transport service if indicated.

SOCIAL DETERMINENTS OF HEALTH (SDOH)

Reference and apply all applicable patient assessment screens in addition to OEM MIH Standards of Care. An emphasis should be placed on the following SDOH:

- Access to healthcare
- Understanding condition and care plan
- Housing, basic amenities and the environment
- Current financial state, economic stability

STANDARD OF CARE

1. Apply General MIH Operational Guidelines
2. Determine patient's level of housing need
3. If patient is in acute danger due to housing needs, utilize appropriate EMS transportation entity for movement to appropriate ED for further evaluation
4. If not in immediate danger, provide a mitigation plan to a patient that suffers from chronic, transitional, or episodic homelessness
5. Mitigation plans considerations:
 1. Call 211, notify them you are Fire/EMS personnel due to the special provision for protective servants and inquire about immediate shelter options and potential warming rooms available
 2. Email ceteam@impactinc.org notifying them of the following if patient meets criteria for referral:
 - Subject line: Milwaukee County Individual in need of housing assessment
 - Email body - Referral source: Fire/EMS MIH clinician from department X
 - Email body - Patient contact information
 - Names and DOBs (identify head of household)
 - Number of people in family
 - Contact information (phone number, email address)
 - Brief synopsis of the situation
6. Consider additionally available community resources
7. In cases where patient refuses shelter resources, or shelter refuses incoming patient, consider regular check ins or re-offering resources



**Mobile Integrated Healthcare
HOUSING**

REFERRALS

- Milwaukee County Resources: OEM MIH Resource Contact List
- Department Specific Resources: Department Specific Operational Guidelines

EMS AGENCY ADDITIONAL POLICIES

Individual EMS Agencies within Milwaukee County are afforded the flexibility to add additional aspects to each MIH guideline. These additional aspects shall be approved by the OEM Medical Direction.

SUPPORTING DOCUMENTS AND RESOURCES

Milwaukee Health Department Emergency Community Resource Contacts

- <https://city.milwaukee.gov/Health/Services-and-Programs/emergency-Community-Resources>

Milwaukee County DHHS Housing Division

- <https://county.milwaukee.gov/EN/DHHS/Housing>