

## United Health Foundation and Health Care Center for the Homeless: *Nurse Practitioner Residency Program at Orange Blossom Family Health*

Health Care Center for the Homeless (HCCH) was founded in 1993 in Orlando, Florida. It is one of the only providers of health care services, including primary medical care, oral health services, behavioral health and substance abuse counseling, for the homeless population in the area.

In 2020, the United Health Foundation announced a \$1.7 million, three-year partnership with HCCH to create a new 12-month clinical fellowship program for postgraduate nurse practitioners to receive on-the-job training in complex care management for underserved populations. The program trained nine nurse practitioner fellows in integrated behavioral health, pediatric care, wound care, medication therapy management, substance use disorder counseling and other urgently needed services. This partnership helped to improve access to care and better address the distinct health needs of people experiencing homelessness throughout Greater Orlando.



### COMMUNITY IMPACT\*

**4,300+**

unique patients were served by the nursing fellows in the program

**Over 9,000**

patient encounters were generated by the nursing fellows

**95%**

of the time, fellows' patients reported being satisfied with the care they received

**466**

patients were served in the diabetes management clinic

**78%**

of diabetes patients seen in the diabetes management clinic showed improvement in their HbA1c scores

**79%**

of diabetes patients seen in the diabetes management clinic showed a reduction in random blood sugar reading levels

\*2019-2023

### WHY IS THIS WORK CRITICAL?



Everything this fellowship offers helps with my personal and professional growth, provides knowledge and education, and mentors me within this transition period. I am building confidence each and every day.”

**NURSE PRACTITIONER FELLOW**



This fellowship has allowed me to gain confidence and experience as a new nurse practitioner. The support and guidance I have received throughout the program has been invaluable. I am certain I would not have had this experience anywhere else.”

**NURSE PRACTITIONER FELLOW**

