



PEDIATRIC RESIDENTS - EXERCISE: PRACTICE INTAKE [1:15pm – 2:20pm]

1:15-1:25pm – Explanation of IHELP

1:25-2:00pm – Case Exercise

2:00pm-2:10pm – Big Group Reflections

2:10-2:20pm – Final thoughts and questions

General Instructions for Case Exercise [1:25-2:00pm]

⇒ Split up into four groups of 6-7 people each. Each group will form a semi-circle in a corner of the café, around the volunteer “patient.” The facilitator will give the group a brief summary of the medical issue (see individual script). The facilitator will then tell the group that there may be unmet legal or social needs, and that the goal is to see the “patient” and discover all of your “patient’s” needs.

⇒ The first two residents (volunteers or the first two people on the right) will begin to see the “patient” and start asking them questions. The “patient” will respond to questions based on their script. *The goal of the exercise is to have the residents learn to ask questions, so the “patients” should think about how a real patient would act – give your responses based on the resident’s questions.* After about 4 to 6 minutes (at the facilitator’s discretion), each group’s facilitator will ask the residents to switch out, and the next two people in the semi-circle will pick up where the last pair left off and ask questions. Everyone in the group should have a chance to participate. Once everyone has participated, the small groups will each discuss the below reflection questions for whatever time is left (if any).

Big Group Reflections [2:00-2:10pm]

⇒ Each group will share their answers to reflection questions. If the small groups didn’t have time to discuss the reflection questions, they can discuss it as a big group now.

Reflection Questions

- ☐ What were the main needs identified?
- ☐ Did you identify any family strengths?
- ☐ Did you identify any family challenges?
- ☐ Is there anything we as doctors can find out or do that might make a difference?
- ☐ Self-reflection:
 - ☐ What questions did you ask? How exactly did you word them?
 - ☐ Which questions do you think were effective?
 - ☐ Which ones might you change – either ask a different question or change the wording?
 - ☐ Do you feel like you can incorporate some of these questions into your normal practices? [If no, why not?]



SCRIPT #1: 17-YEAR-OLD WITH BACK PAIN

Brief summary to tell residents at beginning of exercise: Patient is a 17-year-old client who has come in complaining of back pain. She has siblings who are patients at the health center too.

For “patient” role (potential issues to uncover):

****Note** that at some point in the simulation, you should pull out the housing letter (See Attached), which the patient just got in the mail today (and she thinks it's from housing), and hand it to the resident, saying you have no idea what it means and to ask them for help**

Health:

- ☐ The patient's back has been hurting for a couple of months now. It was especially painful this morning. This is caused by the strain of carrying her 6-year-old, wheelchair-bound brother up and down the stairs to get to their third-floor apartment. Yesterday, she carried her brother up and down three times, and he was being a little fidgety, putting an extra strain on her back.
- ☐ She's otherwise been in good health her whole life.

Family/Household:

- ☐ Patient is the oldest of 3 children: she has a 7-year-old sister and a 6-year-old brother.
- ☐ The family is raised by a single mother. No contact or child support from the father.
- ☐ The 6-year-old brother is wheelchair bound and has had mobility challenges his entire life. He's grown a ton in the last half-year. The family is happy he's growing sturdily but it sure makes helping him get around more challenging than when he was a baby.
- ☐ No other family support. The extended family does not live in the state.
- ☐ Friendly neighbor (male) offered to patient's mother that he could help, but when the mother told patient about this offer, but the patient told her mother that the neighbor is a little “sketchy.” (“He's very friendly, but...”) The patient said she's rather just take care of her siblings when the mother needs to work, and the mother trusts the patient's instincts.

Housing:

- ☐ Patient, her two siblings, and her mother live in public housing in a 2 bedroom unit on the third floor.
- ☐ There are no elevators or ADA accessible ways to access their apartment, so patient and her mother take turns carrying the 6-year-old up and down.
- ☐ Patient wishes they could get one of the apartments on the first floor, because there are no stairs to get there. Patient saw there was even an apartment with a ramp so that they wouldn't have to go up any steps to get into the building
- ☐ HOUSING LETTER: Patient has a letter they just got today. She thinks it's from housing, but she has no idea what it means. She brings it out to the doctor to look at.



Mom's Work:

- ☐ Patient's mother works in food service. She had been out of work for a little while, but 6 months ago, the mother found a job again. The family is very happy about that, and that's brought a lot of stability to the family.
- ☐ Patient's mother came with her to the appointment because the patient was in so much pain when she woke up this morning and the mother was afraid to let the patient go on her own (navigating bus stairs/apartment stairs, crossing the street, etc.). The patient is worried though because her mother had to miss her shift to accompany the patient to this appointment. The patient is worried about how her mother's job will react and if she is going to be fired. It was really tough for the family when her mother was fired last time, and the patient thinks it was because the mother missed too many shifts during that time to take her 6-year-old brother to his medical appointments.

Education:

- ☐ Patient is a junior; good grades and likes school, but grades dropped last semester since she needed to help care for younger sibs after her mother got the new job. Missed two weeks of school in December before Christmas. (They are on winter break right now.)
- ☐ If specifically asked about her favorite subjects and future dreams/plans, patient likes math and science and she thinks maybe she wants to be a pediatrician when she grows up.
- ☐ Both the 6-year-old and the 7-year-old siblings are in school. During two weeks in December, the 6-year-old and the 7-year-old took turns getting a cold/fever, lasting a couple of days each. Because her mother couldn't take off that much time from work and there was no one else they knew and trusted to take care of the kids, the patient stayed home those two weeks in December to care for her siblings.
- ☐ Patient is eager to return to school once winter break ends, but she's heard stories about other students who missed too many days of school and had to reapply and had issues returning. She's worried they won't understand her situation. She also heard from those students that she needed to gather all her documents, like her ID documents, and her family is always misplacing those.



Suggested answers to reflection questions for Script #1:

- ☐ What were the main needs identified?
 - ↳ Needs an ADA apartment, needs a formal request with a letter/form from the MD linking the disability with the accommodation, job security worry for mother, education worry for patient because of missed days of school, childcare concerns for the younger children.
- ☐ Did you identify any family strengths?
 - ↳ The family seems to be very close! The mother trusts the daughter's instincts and is very attentive to all the children's health. The patient is very caring and responsible for her siblings and has good protective instincts.
 - ↳ The family has recently gained improved stability and happiness after the mom found a new job. The patient is worried about preserving it, but the family's ability to overcome past challenges is a clear strength.
 - ↳ Patient is doing well in school and likes it.
- ☐ Is there anything we as doctors can find out or do that might make a difference?
 - ↳ Help the patient decipher the housing letter. Do a quick Google if you need.
 - ↳ Write a letter to apartment to show child's disability
 - ↳ Write a letter confirming this health appointment and the mother's presence because so that the mother can explain the situation to her job; offering to call the job
 - ↳ Write a letter to the school to explain patient's situation [BUT, concerns about triggering an unnecessary CPS visit?]; also, see if health center/hospital has copies of patient's vital documents; health center may be able to keep those on file for her family, as they are patients
 - ↳ Encourage patient's interest in becoming a pediatrician!



SCRIPT #2: MOM WITH CHILD WITH ASTHMA WHO NEEDS NEBULIZER

Brief summary to tell residents at beginning of exercise: Mom comes in with an 8-year-old child whose asthma has been getting worse, and they ask for new nebulizer. The hospital had prescribed a nebulizer half a year ago. (The patient is the child; but the “patient” played by the volunteer is the mom.)

For “patient” role (potential issues to uncover):

Health:

- ☐ The child was diagnosed with asthma 6 months ago. It had gotten pretty bad at that point. The doctor prescribed a nebulizer as treatment and taught the mom and child how to use it.
- ☐ The nebulizer was really effective and the child’s asthma got a lot better after using it. There were no problems for 5 months.
- ☐ About a month ago, they lost the nebulizer (see below family/household and housing), and the child hasn’t been getting the regular asthma medication since. Her breathing has been getting worse and worse, and her asthma is a big problem again.
- ☐ Since the insurance already paid for one nebulizer 6 months ago, they won’t pay for another one now. At any rate, Mom is considering pulling the child out of her Medicaid insurance because she’s concerned that the public charge rule will get her deported.
- ☐ The child doesn’t have any other big health problems. She’s a little on the skinny side now (she’s always been normal weight before), but nothing unhealthy yet.
- ☐ The child is also a little quiet now. She was a rambunctious chatterbox for her whole early childhood, but got a little quiet starting around a year ago.

Family/Household:

- ☐ The mother is raising the child as a single mother right now.
- ☐ The child’s dad was a loving, doting father who the mom (and even the child) still talk about sometimes, but he passed away three years ago when the child was five-years-old.
- ☐ About a year and a half ago, the mom began a relationship with another man, and they moved in together a year ago. After they moved in together, they began fighting a lot, and pretty soon afterwards, the boyfriend would sometimes hit the mom. He was always remorseful afterwards, and sometimes they would go for weeks without any problems. About two months ago, however, things started getting really bad. After a really bad and scary fight that left the mom pretty bruised—which the child saw—the mom took the child and left immediately that night, without taking anything. (And so they left the nebulizer behind.)
- ☐ They stayed with the mom’s friend for a week, but they were breaking the friend’s apartment code for too many occupants. An apartment manager started noticing them, so they left. The friend gave them some clothes and blankets, and they’ve been living in a park for the last three weeks.
- ☐ The boyfriend hasn’t come looking for them or anything, that she knows of, but Mom is a little worried that he might. She’s definitely too scared to approach her old apartment again to get anything (like the nebulizer), because she knows that leaving will have provoked his temper.
- ☐ No other family support. The extended family does not live in the state.



Housing:

- ☐ Starting a month ago, mom and child have been homeless. They stayed with a friend for a week and have been living in a park for three weeks.
- ☐ Mom wants to get into a shelter but doesn't have the money to pay for the shelter and doesn't know where to start to get into the shelter anyway.

Work:

- ☐ Mom used to work at a hotel doing housekeeping in the past. She liked the job although those new California-king-sized beds that the hotel kept changing more and more of the rooms to have were really heavy to change/make and caused some strain on her back. After she and her boyfriend moved in together a year ago, she stopped working at the hotel. The boyfriend preferred that she didn't work (he said that he wanted to take care of her), and Mom decided that was the best move, because the back strain was increasing and at that point the daughter's asthma was getting worse and worse. Mom hasn't worked since she stopped working a year ago.
- ☐ Mom wants to work again. She was a good housekeeper and liked her coworkers. She also worked at a Jack-in-the-Box in the past and was good at that too. She's open to a lot of different kinds of jobs.
- ☐ Mom doesn't know how to start applying. She doesn't have any of her vital documents anymore. And since it's winter break from school right now, she doesn't have anyone to look after the child if she were to go for a job interview.

Education:

- ☐ The child is in third-grade and LOVES school. Her favorite subjects are math and art. They learned fractions last month and now she tries to cut up everything into fractions. She has a lot of friends at school and they enjoy playing tag.
- ☐ The child missed a week of school in December once they started living in the park. It would have been a bus ride away, and they didn't have the money for the bus tickets. Plus, the child was embarrassed because she only had two sets of outfits that had gotten a little dirty. She didn't want her friends to ask about what happened. After that first week, winter break started.
- ☐ Once school starts back up again, the child hopes to go to school. Even though she's still a little worried her friends will ask about what happened, the child is bored and misses school. It's a big priority for mom to figure out how to get her daughter back to school.

Immigration:

- ☐ The mom is a legal permanent resident. The child is a U.S. citizen.
- ☐ They've heard about the public charge rules from another family in the park. The mom doesn't have health insurance right now and the daughter has health insurance through Medicaid. She's thinking about pulling her daughter out of Medicaid, because she doesn't want to get deported. She also knows she could use health care herself, but she doesn't want to get Medicaid because she heard that can get you deported. Or even if it wouldn't get her deported, it would make her ineligible to become a citizen later. [SIDE NOTE: All of this is a myth and misunderstanding of the new public charge rule.]



Suggested answers to reflection questions for Script #2:

- ☐ What were the main needs identified?
 - ↳ New nebulizer, Asthma care for child, Homelessness, New job for mom, getting the child back to school, there are also some trauma-related concerns for both child and mom, access to vital docs, TRO (maybe), Safety assessment and safety planning.
- ☐ Did you identify any family strengths?
 - ↳ Mom and daughter seem to be close, and mom seems to be an attentive caregiver. Mom is addressing family's safety by leaving an abusive relationship.
 - ↳ Mom is eager to work and has skills in hotel housekeeping and also food service.
 - ↳ Child is doing well in school and really likes it.
- ☐ Is there anything we as doctors can find out or do that might make a difference?
 - ↳ Answer mom's questions about public charge rule: the public charge rule only applies to people applying to be permanent residents or applying to enter the United States. It does NOT apply to deportation and also it does NOT apply to naturalization (applying to be a citizen). Also, a family member's benefits (like her daughter's Medicaid, or welfare or food stamps for her daughter) would NOT apply to her in terms of the public charge rule.
 - Safety assessment and safety planning for mom; TRO info, if needed.
 - ↳ Figure out how to get a nebulizer despite the insurance issue.
 - ↳ See if health center/hospital or another place where Mom's been a patient has copies of patient's vital documents
 - ↳ Telling mom about domestic violence shelters and also shelter fee waivers; doing a quick Google if you need to
 - ↳ Referral for counseling for mom and child
 - ↳ Looking up what resources are available for transportation to get the child to school (the McKinney Vento Act provides that the school will pay for bus transportation for homeless children)
 - ↳ Food pantry, rent supports, and other support resources. 211 resource.
<https://www.auw211.org/>

KPT Towers 1, LLC
c/o Towers Of Kuhio Park Management Office
1475 Linapuni Street Ste 100
Honolulu, HI 96819

January 3 , 2019

NOTICE OF DEFAULT AND LEASE TERMINATION

Via Hand-Delivery and First Class U.S. Mail

Re: **Property: Towers of Kuhio Park Terrace Unit No. 12345**

Dear Patient 1 :

This Notice concerns the Lease Agreement ("Lease") dated November 15, 2009, by and between KPT Towers I, LLC ("Landlord") and Patient 1 ("Resident") for Unit 12345 , Towers of Kuhio Park Terrace, 1475 Linapuni Street, Honolulu, Hawaii.

NOTICE is hereby given that, as of Jan. 3 , 2019 Resident and his/her household members has not provided the proper documents for the Annual Recertification which is a violations of the Lease.

- **July 1 2019-Jan. 1 , 2019—Failure to attend recertification process and/or provide required documents in violation of Section 24 CFR 5.617.24 CFR 960.209 of the Occupancy Rules; Failure to Respond to Notification to Recertify**

Resident's violations are more particularly described in the attached enclosures, copies of which have previously been provided to Resident. Landlord has the right to exercise all of its rights and remedies under the Lease and State and Federal law. Based on Resident's repeated material violations of the Lease, pursuant to Section 8 of the PHA-Assisted Unit Addendum to the Lease, and Section 18(c) and 18(d)(12) of the Lease Landlord hereby terminates Resident's tenancy effective September 1, 2019.

DEMAND is hereby made upon Resident, and every person claiming by, through, or under Resident to vacate and peaceably surrender to Landlord Unit 12345 and the keys thereto. Resident must vacate the premises by . Failure to do so will result in Resident's eviction.

1-16-16

(Date)

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Resident has the right to reply to this Notice. Resident has the right to examine Landlord's documents that are directly relevant to termination of the Lease and Resident's eviction from the unit. Resident may obtain copies of any such documents, records, or regulations, at Resident's expense. Resident may also have the right to request a conference or hearing in accordance with the Lease and the Grievance Procedures of the Towers of Kuhio Park Terrace Admissions and Continued Occupancy Policy ("the ACO Policy"). Resident should consult the Lease and the ACO Policy for further information, procedures, and limitations.

If Resident does not vacate the unit by the date the Lease is terminated, Landlord has the right to enforce the Lease termination and obtain possession of the unit by filing an action for summary possession in the State of Hawaii District Court, pursuant to Chapters 521 and 666 of the Hawaii Revised Statutes ("the Hawaii landlord-tenant statutes"). Resident may prepare and present a defense in such court action. The U.S. Department of Housing and Urban Development ("HUD") has determined that the eviction procedures in the Hawaii landlord-tenant statutes provide the opportunity for a hearing in court that contains the basic elements of due process as defined in HUD regulations. If Landlord prevails in the court action, Landlord may obtain a Judgment for possession of the unit and recovery of all amounts owing under the Lease, including Landlord's attorneys' fees and costs.

Nothing herein is intended or shall be deemed to be a waiver, modification, or release of any rights or remedies of Landlord under the Lease or otherwise, all of which remedies are hereby expressly reserved.

We respectfully urge your immediate attention to this matter.

KPT Towers 1, LLC

By: Interstate Realty Management Company
Its Agent


Name: _____
Title: Community Manager

Enclosure

cc: Bruce D. Voss, Esq.
Hawaii Public Housing Authority (for PHA units)

DEMAND FOR COMPLIANCE OR POSSESSION

Date: 1/3 /2019

From: [Redacted], Property Manager / Agent for Owner
Kuhio Park Terrace - 8475
1475 Linapuni St Ofc 100
Honolulu, HI 96819-3577
(808) 983-1641

To: [Redacted] ALL HOUSEHOLD MEMBERS
1475-1407 LINAPUNI S
HONOLULU, HI 96819

Bldg: 1
Apt: 12345

Dear Patient 1

You are hereby notified that you have violated a condition or covenant of the Lease Agreement by and between Towers of Kuhio Park ("Owner") and Patient 1 (collectively, "You") by which You hold possession of Bldg: 1 Apt: 12345 , HONOLULU, HI 96819, as follows:

Failure to pay rent and other charges as detailed below:

Date	Code	Description	Amount
01/02 /2019	C Begin	Period Beginning balance	326.00
01/02 /2019	CA ACCRENT	Rent - ACC Resident	306.00
01/02 /2019	CB LATEFEE	Late Charges	20.00
01/02 /2019	PZ PMTOPIRD	Check Scan - [Redacted]	-26.00
01/02 /2019	PZ PMTOPIRD	Check Scan - [Redacted]	-600.00

Total amount due \$ 126.00*

*Failure to cure said violations within the prescribed time period may result in the assessment of additional fees in accordance with the terms of the Lease Agreement, including by not limited to late fees and attorney's fees.

Payment must be made with certified funds. No personal checks or partial payments will be accepted.

The undersigned Owner or agent for Owner hereby DEMANDS that You cure said violations of your Lease Agreement within fourteen (14) days of the service of this notice or deliver

possession of the Unit to the undersigned. If You fail to cure said violations by the deadline, the Lease Agreement shall be deemed terminated, and Owner its agent may exercise all of the rights and remedies available under the Lease Agreement and Hawaii law. In that event, DEMAND is hereby made upon You, and every person claiming by, through, or under You, to vacate and peaceably surrender possession of the Unit to Owner, including the keys thereto.

If the Lease Agreement is terminated, and You do not vacate the Unit, Owner may enforce the termination of the Lease and obtain possession of the Unit by filing an action for summary possession in the State of Hawaii District Court, pursuant to Chapters 521 and 666 of the Hawaii Revised Statutes ("Hawaii Landlord-Tenant Code"). You may prepare and present a defense in such court action. The U.S. Department of Housing and Urban Development ("HUD") has determined that the eviction procedures set forth in the Hawaii Landlord-Tenant Code provide the opportunity for a hearing in a court that contains the basic elements of due process, as defined in HUD regulations. If Owner prevails in a court action, Owner may obtain a writ of possession and a judgment for possession with respect to the Unit and recover of all amounts due and owing under the Lease Agreement, including Owner's reasonable attorneys' fees and costs.

We urge your attention to this matter.

Sincerely,

CERTIFICATE OF SERVICE

I certify that I served the foregoing Demand for Compliance or Possession by:

_____ (Initials) handing a copy personally to _____
(Must be a resident or member of household over 18 years old)
_____ Acknowledgement of service

() Individual refused to sign

-or-

__B-H__ (Initials) First Class U.S. Mail.

This notice was served by:

Print Name

Signature

01/03 /2019

Date