

### Abstract

Many factors contribute to a lower health status among the homeless population. Their lack of access to primary care leads them to use the emergency department (ED) more frequently than the general population. Therefore, most ED nurses are involved in the care of homeless individuals. This presentation will elucidate the factors that contribute to the homeless population's use of the ED, the perspectives of homeless individuals on their healthcare needs and experiences, and the healthcare provider's experience of caring for the homeless population. Literature review findings demonstrated that the homeless population perceives that they receive a lesser quality of care. However, there is little research explaining this phenomenon in the context of the ED from the healthcare providers' perspective. Inadequate evidence exists on which to base suggestions and nursing care for homeless individuals who present to the ED. Understanding the experiences of ED nurses could illuminate areas where education, research, change, and resource development are needed. The limited number of studies addressing this issue displays the need for further research.

*Keywords:* Homeless, Homelessness, Nurses, Emergency Department