

PATIENT GUIDES: A NEW APPROACH

Barry Fatland, Manager, Bridging The Gap Training Program

Juan F. Gutierrez Sanin, Coordinator Bridging The Gap Training Program

The Cross Cultural Health Care Program

www.cchcp.org



THE CROSS CULTURAL HEALTH CARE PROGRAM (CCHCP)

- ◉ Established in 1992
- ◉ Home of *Bridging The Gap: A Basic Training for Medical Interpreters*, the gold standard of medical interpreter trainings in the US.
- ◉ We have a network of 77 licensed agencies, in 31 States, the District of Columbia and Qatar
- ◉ We are launching *Bridging The Gap: Patient Guides training*, as the next career step for medical interpreters.



OBJECTIVES OF THIS WEBINAR

- Overview of the definition and role of the **Patient Guide**.
- Explain the rationale for training **Medical Interpreters as Patient Guides**.
- Review CCHCP's **Bridging The Gap: Patient Guides Training** program.



OBJECTIVES

- ◉ In other words, our Patient Guides Training Program will take trained, experienced, professional medical interpreters and equip them to connect patients to all points of service effectively and efficiently.
- ◉ We call this our Win, Win, Win, approach.
- ◉ It is a win for the patient.
- ◉ It is a win for efficient use of services.
- ◉ And it is a win for the professional medical interpreter.



PATIENT GUIDES

Commonly used names for similar roles:

- ◉ Community Health Workers
- ◉ Patient Navigators
- ◉ Health Care Guides
- ◉ *Promotores de Salud*
- ◉ Health Coaches
- ◉ Care Coordinators
- ◉ Peer Counselors

Well known in the context of cancer care
(Freeman, 2004-2005)



CLARIFICATION

Throughout this webinar we will be referring to research on “Patient Navigators” and “Community Health Workers” to support the role of the Patient Guide.

The Patient Guides’ functions can be similar to the Patient Navigators’ functions.

The outcomes of their functions can coincide. The differences lie in our starting point.



CLARIFICATION

We are taking the professionally trained medical interpreters and teaching them a new set of skills to function as Patient Guides.

This new specialized professional can serve as a guide for both LEP patients as well as native-born English speakers.



WHY PATIENT GUIDES?

We prefer the term **Patient Guides** because:

- It avoids the potential confusion due to very broad use of “Patient Navigators”.
- It emphasizes the transitional care and system education functions of the guide.
- It empowers the patient by highlighting the collaborative nature of the role.
- It is easy to remember and is self-explanatory.



PATIENT GUIDES

- ◉ Are often trusted members of the community.
- ◉ Are knowledgeable about the health care system.
- ◉ Work within specific hospital's guidelines and resources.
- ◉ Empower patients and communities.
- ◉ Connect communities with the system.
- ◉ Connect patients with providers.

(CDC Policy Guidance November, 2011)



PATIENT GUIDES IN PRIMARY CARE

- Work with specific patients' needs.
- Serve as cultural brokers.
- Serve patients with complex care needs.
- Serve as interpreters (*Brownstein et al 2011*):
 - Must be professionally trained as medical interpreters
 - Being bilingual is not enough (*Flores, 2012*)



THINGS THAT PATIENT GUIDES COMMONLY DO:

- ◉ Listen to patients to understand the barriers to care they experience.
- ◉ Inform patients about services available.
- ◉ Interpret for patients and family members.
- ◉ Help patients seek financial services.
- ◉ Assist patients with directions and connect them with transportation services.
- ◉ Fill out forms.
- ◉ Inform patients of any reschedules or delays.



THINGS THAT PATIENT GUIDES DO

NOT DO:

- ◉ Give second opinions about health services.
 - ◉ Counsel.
 - ◉ Diagnose patients.
 - ◉ Suggest treatments.
 - ◉ Provide physical, speech or occupational therapy.
 - ◉ Replace social workers.
 - ◉ Replace clinicians.
- (Volkman & Castañares 2011)*



PATIENT GUIDES FACILITATE ACCESS

- Low income, low literacy patients
- Patients with chronic conditions and high frequency users
- Ethnic minority status and limited English proficiency patients



PATIENT GUIDES IMPROVE OUTCOMES

○ Research Shows:

- Evidence of improved clinical outcomes
- Reduced readmission rates
- Reduced complications
- Reduced length of stays
- Reduced missed appointments
- Generate significant cost savings



TIME - TASK ANALYSIS OF KNOWN PATIENT NAVIGATORS

- 12% Routine Administrative Duties.
- 11% Travel / Remote Activities.
- **77% Assistance with care coordination**
 - Assessing needs, phone calls, medication lists.
 - Patient education, system navigation and social support (*Volkman, Castañares, 2011*).
- Most clinicians perceive navigators as performing tasks not done by anyone else. (*Ferrante, 2010*)



MEDICAL INTERPRETERS

- ◉ Mandated by law (Title VI Civil Rights Act).
- ◉ Main role is to provide culturally and linguistically effective access.
- ◉ Need to be screened, trained, and certified.
- ◉ Connected with the community.
- ◉ Connect patients with providers.
- ◉ Connect communities with the system.



MEDICAL INTERPRETERS AS PATIENT GUIDES

- ◎ Serve as cultural brokers and advocates
- ◎ Are a natural transition to
 - Patient Education.
 - System navigation and social support.
 - Various coordination functions depending on setting.



MEDICAL INTERPRETERS AS PATIENT GUIDES HELP HOSPITALS

- Patients' behavioral change: healthier lifestyles, more appropriate usage of health care resources.
- Clinical success: recovery rates closer to those of the general population.
- Reduced Emergency Department utilization
- Reduced re-admission rates
- Patients' satisfaction with care.

Return on investment: Reflected in savings from more cost-efficient use of the system, between 2:1 and 6:1 in known studies.



MEDICAL INTERPRETERS AS PATIENT GUIDES HELP PATIENTS

- ◉ Shorten lengths of stay and reduce readmission rates.
- ◉ Establish relationships with primary care provider
- ◉ Qualify for health benefits coverage or financial assistance
- ◉ Make better informed and appropriate health decisions
- ◉ Increase screening and preventative care utilization
- ◉ Improve patient safety by reducing medical errors.
- ◉ Reduce Emergency Department return rates.



MEDICAL INTERPRETERS AS PATIENT GUIDES HELP LANGUAGE AGENCIES BY

- ◎ Being able to offer a wider range of services.
- ◎ Having a highly skilled workforce that is able to address the needs of English speakers with low health literacy.
- ◎ Strengthening their relationships with health care institutions.
- ◎ Giving them a competitive advantage.



MEDICAL INTERPRETERS AS PATIENT GUIDES BENEFIT BY

- ◉ Using their community and system knowledge to help their patients receive the services they need.
- ◉ Having proof of their additional skills by earning a certificate of successful completion
- ◉ Increasing the likelihood of finding full time employment



SUCCESS STORY

- ◎ Seattle Children's Case
 - Spanish and Somali speaking families.
 - Patient navigators, trained as interpreters by the **Cross Cultural Health Care Program**.
 - \$210,000 investment.
 - Generated 1.2 million in savings (5.8-1 Return on Investment).
 - Reduced admission rate, lengths of stay and missed appointments.
 - 20% of families "graduated", and are navigating the system on their own.



SHIFTING PARADIGMS

- Patient Guides in Health Care Reform:
 - The Affordable Care Act reauthorizes “Patient Navigator” Programs.
 - Navigators are mandated to “assist patients in overcoming barriers to health services.”
 - ACA requires navigators to meet minimum core competencies.



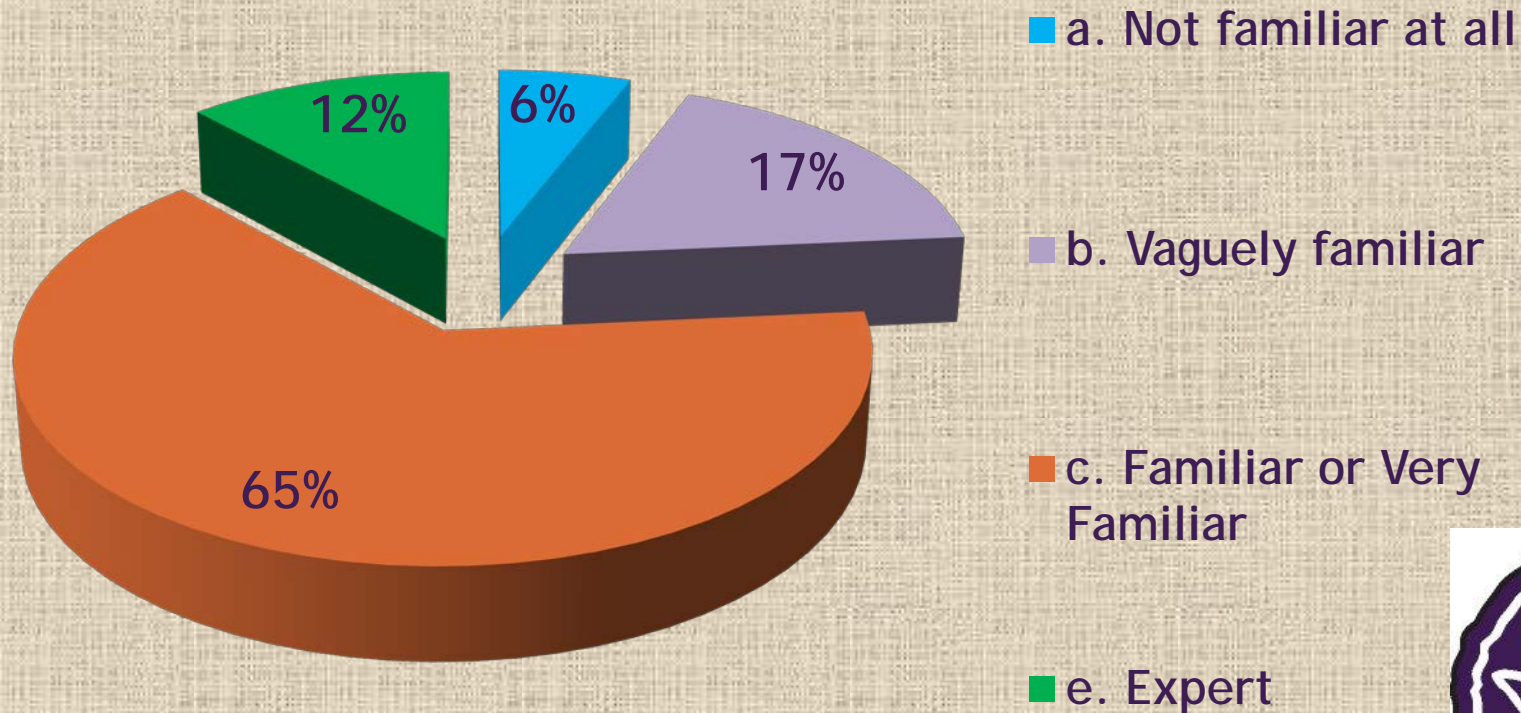
OUR JOURNEY

- ◉ 10 years of research on role of patient navigators.
- ◉ 15 plus years of experience defining the role of medical interpreters.
- ◉ Substantial feedback from interpreters, providers, and communities.
- ◉ 2012 Survey
- ◉ National Advisory Board.
- ◉ Licensed Trainers.



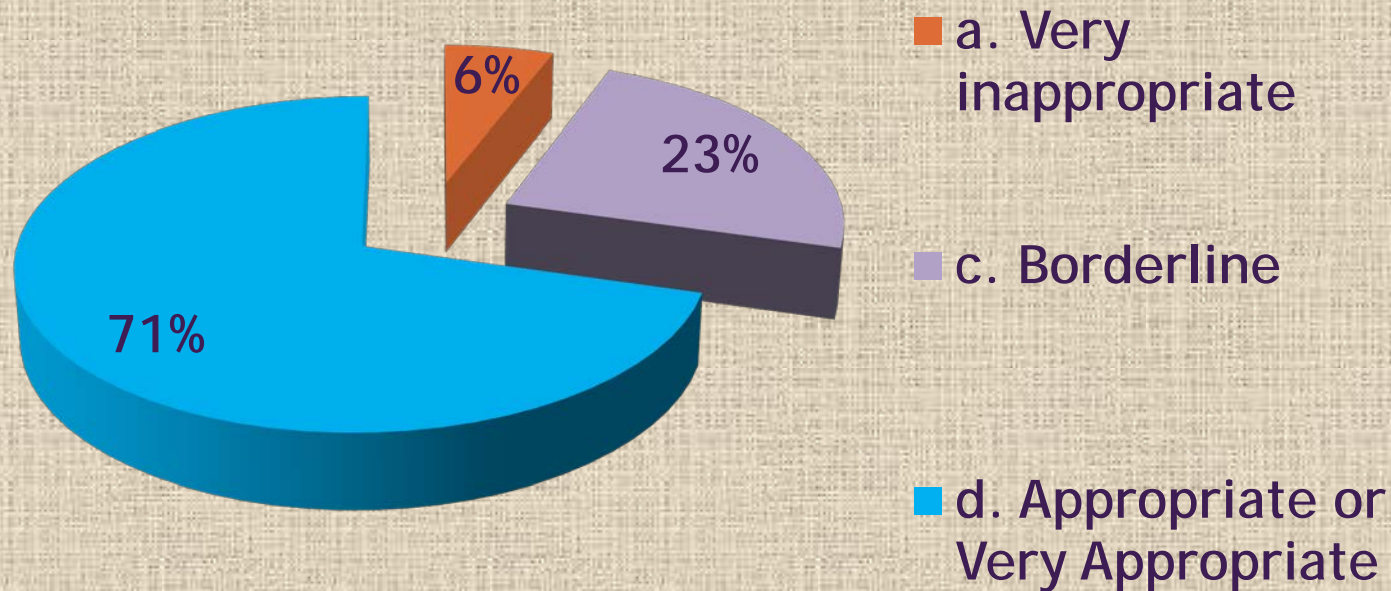
OUR FINDINGS FROM 2012 SURVEY

How familiar are you with the concept of "Patient Guides" or "Patient Navigators"?



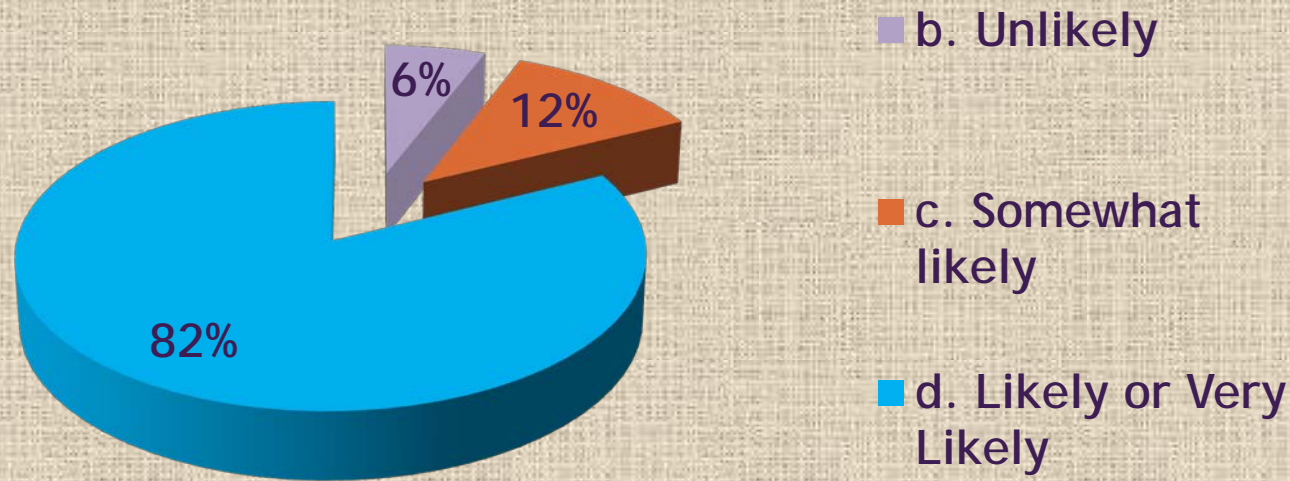
APPROPRIATENESS

In your opinion how appropriate is it for Professional Medical Interpreters to act as Patient Guides?



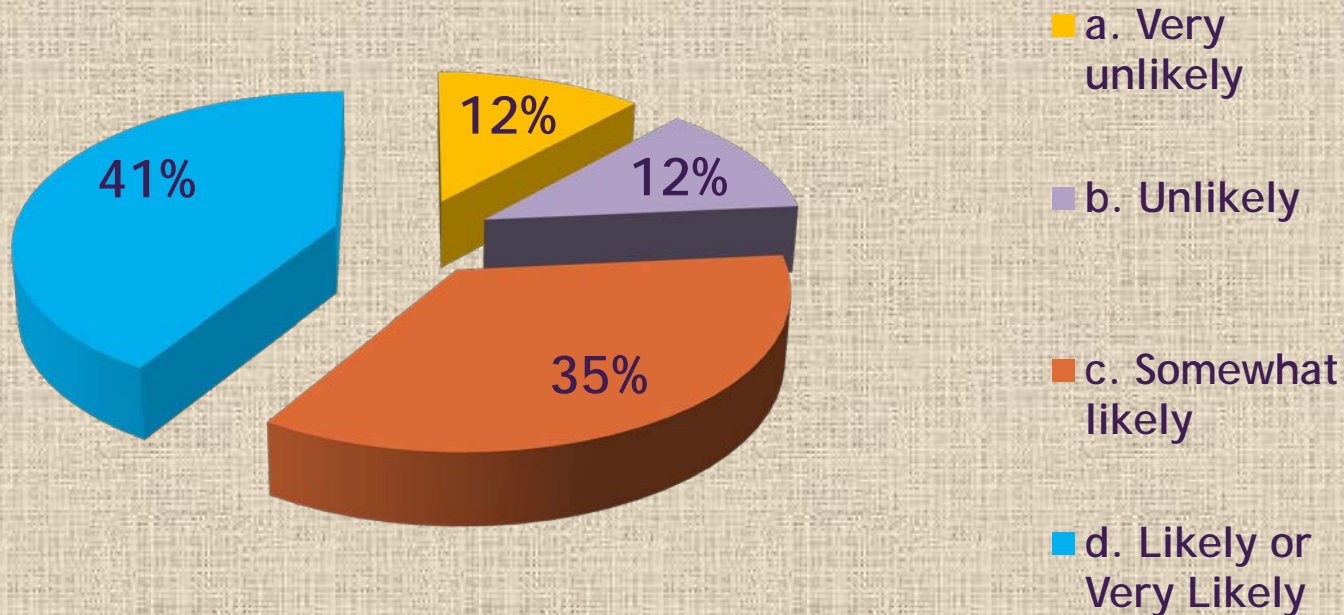
SAVINGS

In your opinion, how likely are Patient Guides to save money for healthcare institutions?



BUY - IN

In your opinion how likely are health care institutions to offer this kind of training to their medical interpreters?



BRIDGING THE GAP: PATIENT GUIDES TRAINING PROGRAM

- ◎ 24-hour, comprehensive, interactive.
- ◎ Uses existing workforce.
- ◎ Career ladder for active medical interpreters.
- ◎ Builds on 20 years of experience of *BRIDGING THE GAP Medical Interpreter* training program.
- ◎ Customizable to the needs of individual facilities.



BRIDGING THE GAP: PATIENT GUIDES TRAINING PROGRAM

- ◎ Will offer Training of Trainers and licensure program
- ◎ Flexible delivery according to needs of individual institutions
- ◎ Priced at around \$500 per student plus travel costs



CCHCP PATIENT GUIDES TRAINING PROGRAM:

- ◎ Based on competency acquisition in four main domains:
 - Outreach and Coalition Building
 - Cultural Competency
 - Transitional Care and System Navigation
 - Health Promotion and System Education



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- Call: 206 860 0329
- Email: juang@xculture.org
barryf@xculture.org

