Carolina Conexiones:

Improving Patient Satisfaction and Flow through Volunteer Bilingual Patient Navigators

UNC Institute for Healthcare Quality Seed Grant Symposium
May 24, 2016
Aim

- Improve patient experience and flow for Spanish-speaking families in UNC Children’s Specialty Clinics
  - Improve *measurement of satisfaction* by increasing the number of patient experience surveys completed by Spanish-speaking patients
  - Improve *visit efficiency* by decreasing no-show rates
- By implementing and adapting a system of Spanish-speaking volunteer patient navigators
Using Quality Improvement Methods to Develop and Implement Patient Navigation

- Recruitment and Onboarding
- Training Materials and Processes
- Incorporate Navigators in Clinical Flow
- Involve Navigators in Phone Calls
- Improve Measurement of Satisfaction
Recruitment and Onboarding

- Testing and continuous improvement of:
  - Recruitment processes
  - Spanish proficiency evaluation
- Developed pool of 30+ trained volunteers
Training Materials and Processes

- Iterative testing and adaptation of training materials
- 7 weekend/evening orientations

Encuentro:
Ongoing navigator support and development meetings
Incorporate Navigators in Clinic Flow

- Testing and continuous improvement of:
  - Navigator scripts
  - Checklist for activities

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**Standard Work – Navigation Discussion Topics**

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<thead>
<tr>
<th>Standard Discussion Topics and Tasks w/ Patient-Family</th>
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<tr>
<td>SVC (Site of Service) (every visit)</td>
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<tr>
<td>GCT (General Consent for Treatment) (once a year)</td>
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<td>Update email and preferred language</td>
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<td>Talk about Patient Satisfaction Survey (whether or not they have email address)</td>
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<td>Is this your first visit to our clinic?</td>
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<td>How many appointments does the patient have today?</td>
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<td>Would you like a medical interpreter?</td>
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<td>AVS (After Visit Summary)</td>
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<td>School excuse notes for patient; Work notes for parents</td>
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<td>Estimate timing of entire navigation experience for log</td>
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**Other topics to discuss today**

*Finishing Up*
- Hand off information to next Navigator
- Put away iPads
- LOCK CABINETS!!
Children’s Specialty Clinics: The Patient and Family’s Journey Now

- Clarifying times and locations
- Updating contact info
- Wayfinding
- Connecting to interpreter
>600 Families Assisted By Navigators

Percent of Spanish-Speaking Families Assisted by Bilingual Pediatric Navigators in NC Children's Hospital Specialty Clinic

- Started navigator training
- Navigators 3 days/week in clinic
Improving Measurement of Patient Satisfaction

- Large disparity in patient satisfaction surveys by language
- Process improvements:
  - Educating patients about survey
  - Collecting valid emails
Recorded Emails for Spanish-Speaking Patients

Percent of Spanish-Speaking Patients In UNC Children's Specialty Clinics With Valid Email Recorded In Epic

- Baseline Median
- Percent With Email
- Target

Started navigator training
Navigators 3 days/week
Patient Satisfaction and Responses to Press Ganey By Language

Mean Patient Satisfaction
NC Children’s Hospital Outpatient Clinics

Target

Mean Patient Satisfaction
Spanish Speaking Patients

Navigators 1 day/week
Navigators 2 days/week
Navigators 3 days/week

Mean Patient Satisfaction Score

80.65
82.65
84.65
86.65
88.65
90.65
92.65
94.65


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Effect on Family Experience

“We are amazed with all the changes that have taken place. We love the program and would like to see more things such as this program be implemented at the hospital.”

“I am really grateful of the program because I have always come here with my daughter but felt lost at times because I didn't know what was going on. This program is helping close that gap.”
Effect of Reminder Phone Calls on No-Show Rate

No Show Rate By Language In UNC Children’s Specialty Clinics

- Percent Spanish Speaking No Shows
- Percent English Speaking No Shows
- Baseline Median Spanish

Baseline median was calculated from the 6 months prior to the project start (January-June 2015)

Navigators started

Started reminder phone calls
Impact of Reminder Phone Calls

- Identification of appointments that family did not know about or was not planning to attend
- Immediate rescheduling with bilingual assistance
“I began volunteering with Carolina Conexiones.... and have loved every minute of engagement”

“The biggest take away from my experience, as a navigator was the feeling of being well supported within the program. During the process of joining the program, I felt comfortable asking questions to anybody in the program”
Sustainment and Spread Of Volunteer Bilingual Patient Navigators

Outpatient Clinics

Family Advisory Board Parent Rounding Program

Children’s Specialty Clinic
Bilingual Patient Navigation: Improving Quality for Spanish-Speaking Families
Carolina Conexiones
Thank You!