

## Carolina Conexiones Key Driver Diagram

<p><b>Overall Aim: Increase Spanish-speaking families' satisfaction with care and visit flow.</b></p>	<p><b>Primary Drivers</b></p>	<p><b>Secondary Drivers</b></p>
	<p>Effective check in and check out process</p>	<p>Staff member who speaks Spanish available and assisting with check-in</p> <p>Patient is at correct check in location at correct day and time</p> <p>Patient has all needed information and materials for check-in</p> <p>Follow up plans communicated to patient in Spanish</p>
	<p>Planned appointments, labs and studies occur in optimal sequence</p>	<p>Appointments and testing scheduled in correct order</p> <p>Patient aware of sequence of day's appointments and testing</p> <p>Administrative staff direct patient to correct location at correct time</p> <p>Labs and studies are available and occur when patient arrives</p>
	<p>Adequate measurement of satisfaction with care</p>	<p>Surveys available in Spanish</p> <p>Computer system contains appropriate contact information to send survey</p> <p>Patient receives encouragement to complete survey</p> <p>Patient sent invitation to complete survey</p>
	<p>Assistance in addressing barriers to care</p>	<p>Availability of support resources for food, finances, transportation</p> <p>Accessibility of support resources for Spanish speaking patients</p>
	<p>Interaction with caring, skilled and knowledgeable physicians and nurses</p>	<p>Well trained and educated clinical staff</p> <p>Diverse, culturally competent staff</p>
	<p>Appropriate and effective use of medical interpreters</p>	<p>Medical interpreters available 24/7</p> <p>Reasonable waiting time for interpreters</p> <p>Functioning system for contacting interpreter when needed</p> <p>Supply of skilled medical interpreters</p> <p>Supplemental personnel available to assist with brief, nonmedical translation needs</p>
	<p>Accessible written materials</p>	<p>Post-visit printed materials available in Spanish</p> <p>Patient aware of purpose and content of written materials</p>

\*Bolted items are drivers that will be impacted by Carolina Conexiones intervention