

# Carolina Conexiones:

## Improving Patient Satisfaction and Flow through Volunteer Bilingual Patient Navigators

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



UNC  
SCHOOL OF MEDICINE

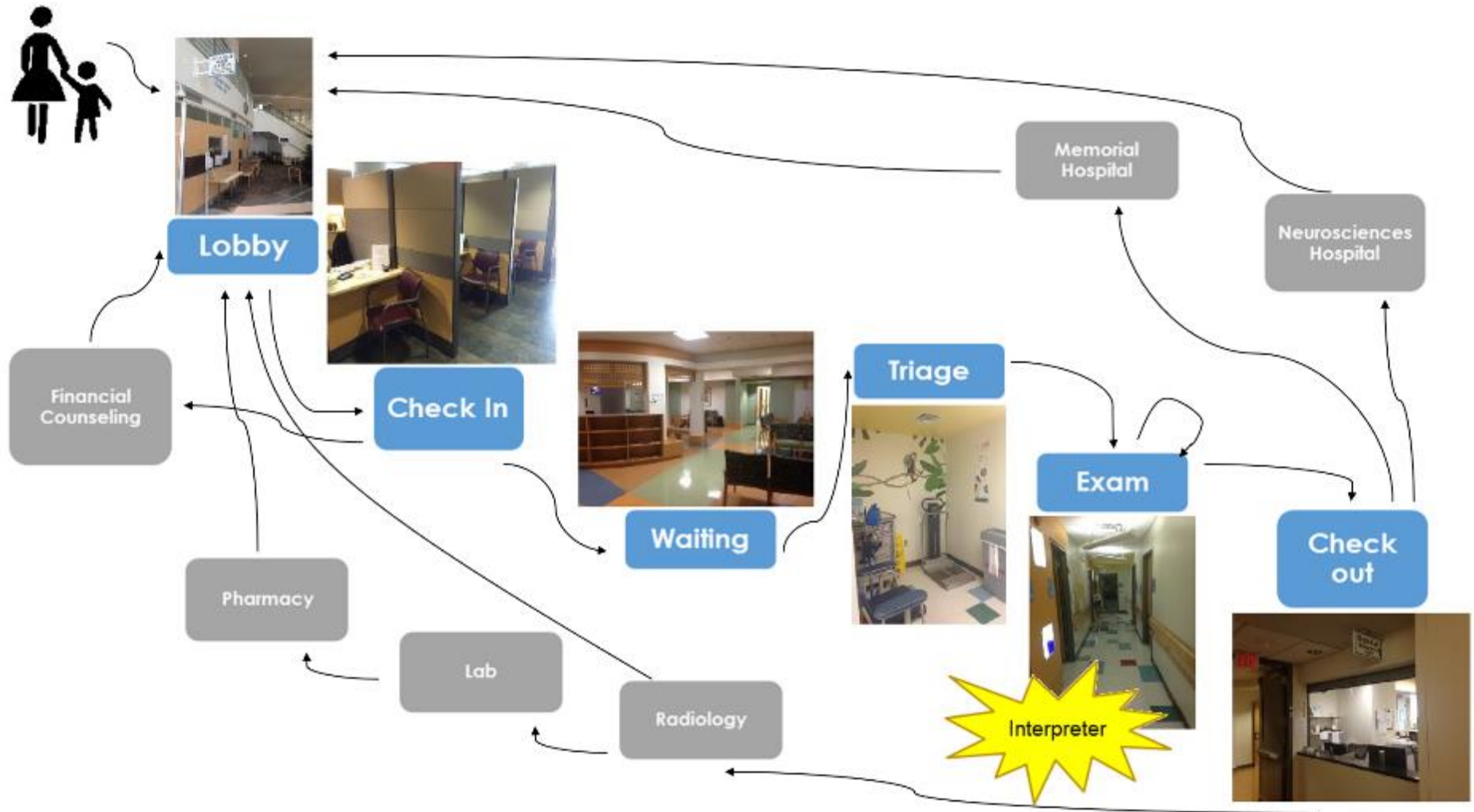


UNC  
INSTITUTE FOR HEALTHCARE  
QUALITY IMPROVEMENT

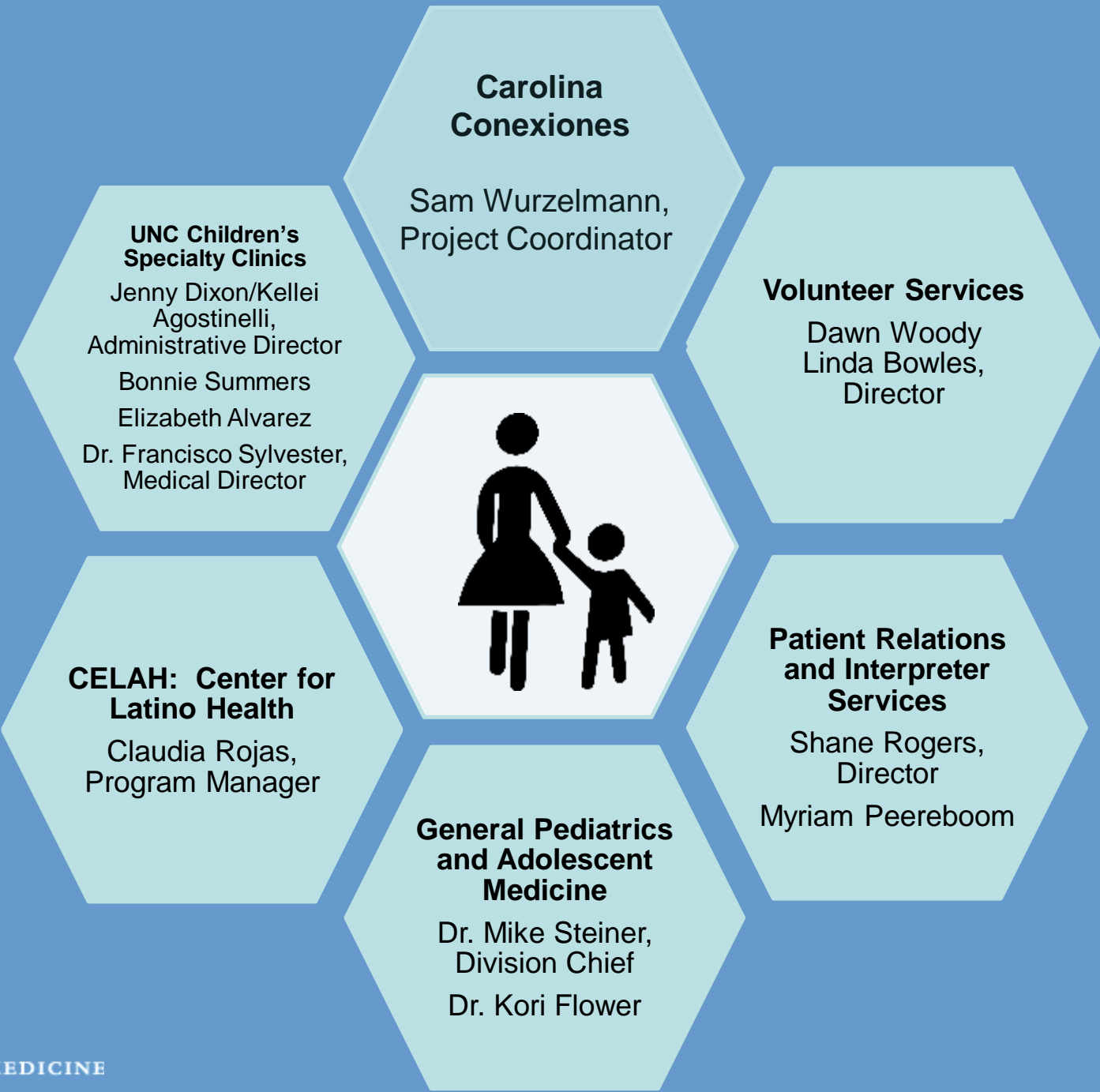


UNC  
HEALTH CARE  
Children's

# Children's Specialty Clinics: The Patient and Family's Journey



UNC IHQI  
Seed  
Grant  
Program



**Carolina  
Conexiones**

Sam Wurzelmann,  
Project Coordinator

**UNC Children's  
Specialty Clinics**

Jenny Dixon/Kellei  
Agostinelli,  
Administrative Director  
Bonnie Summers  
Elizabeth Alvarez  
Dr. Francisco Sylvester,  
Medical Director

**Volunteer Services**

Dawn Woody  
Linda Bowles,  
Director



**CELAH: Center for  
Latino Health**

Claudia Rojas,  
Program Manager

**Patient Relations  
and Interpreter  
Services**

Shane Rogers,  
Director  
Myriam Peereboom

**General Pediatrics  
and Adolescent  
Medicine**

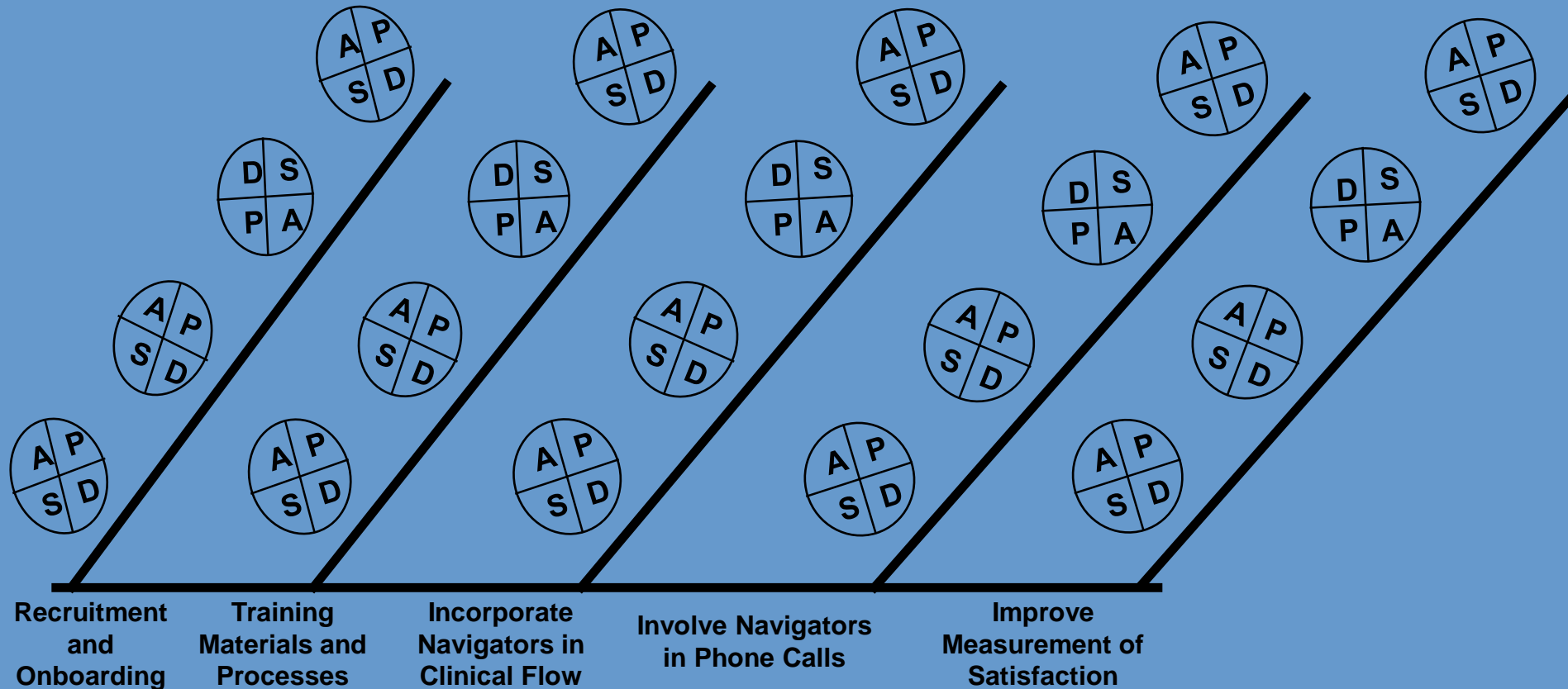
Dr. Mike Steiner,  
Division Chief  
Dr. Kori Flower



# 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



- 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

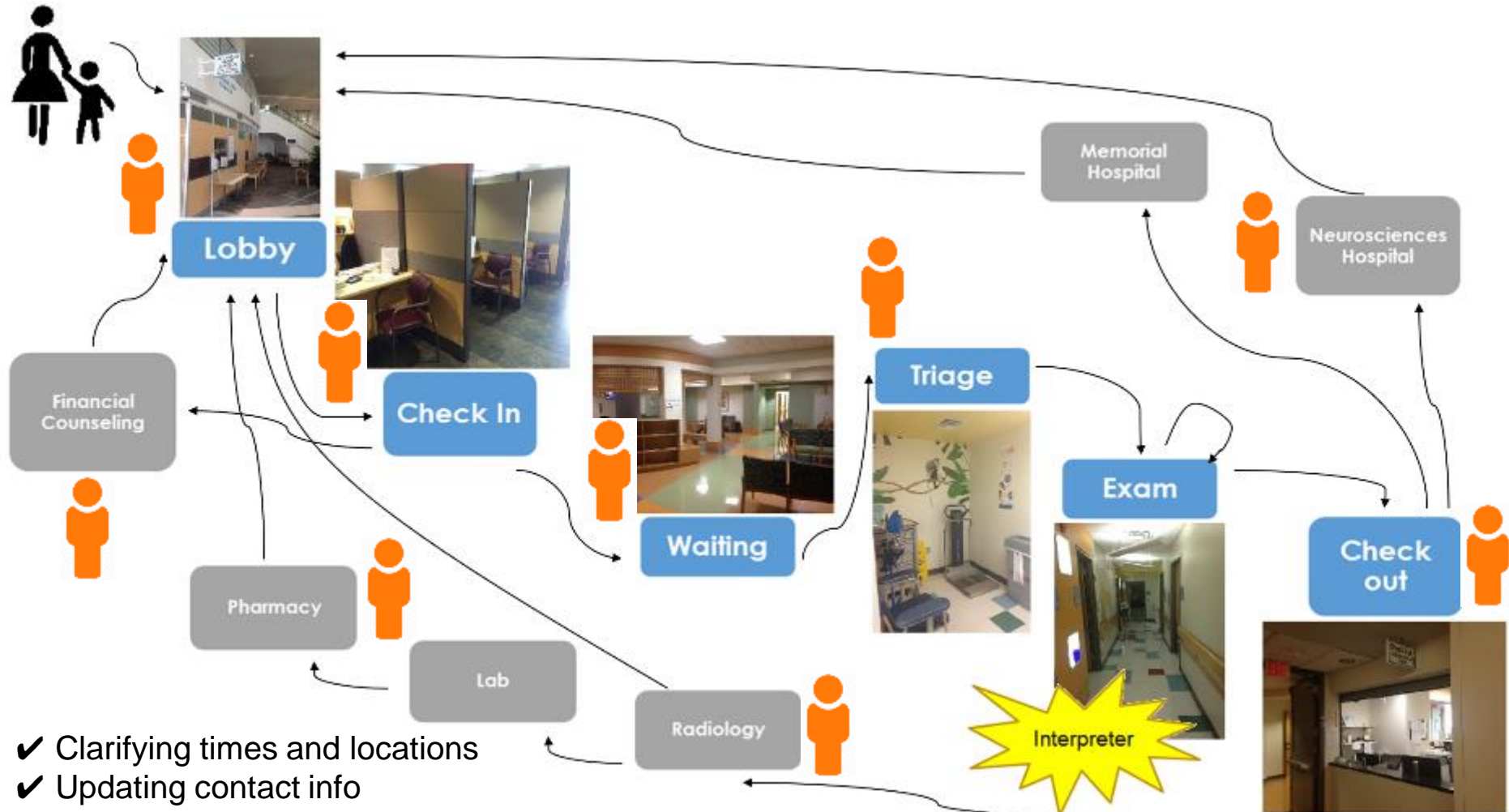


- Testing and continuous improvement of :
  - Navigator scripts
  - Checklist for activities



Standard Work – Navigation Discussion Topics	
<b>Standard Discussion Topics and Tasks w/ Patient-Family</b>	
SVC (Site of Service) (every visit)	
GCT (General Consent for Treatment) (once a year)	
Update email and preferred language	
Talk about Patient Satisfaction Survey (whether or not they have email address)	
Is this your first visit to our clinic?	
How many appointments does the patient have today?	
Would you like a medical interpreter?	
AVS (After Visit Summary)	
School excuse notes for patient; Work notes for parents	
Estimate timing of entire navigation experience for log	
<b>Other topics to discuss today</b>	
<b>Finishing Up</b>	
Hand off information to next Navigator	
Put away iPads	
<b>LOCK CABINETS!!</b>	

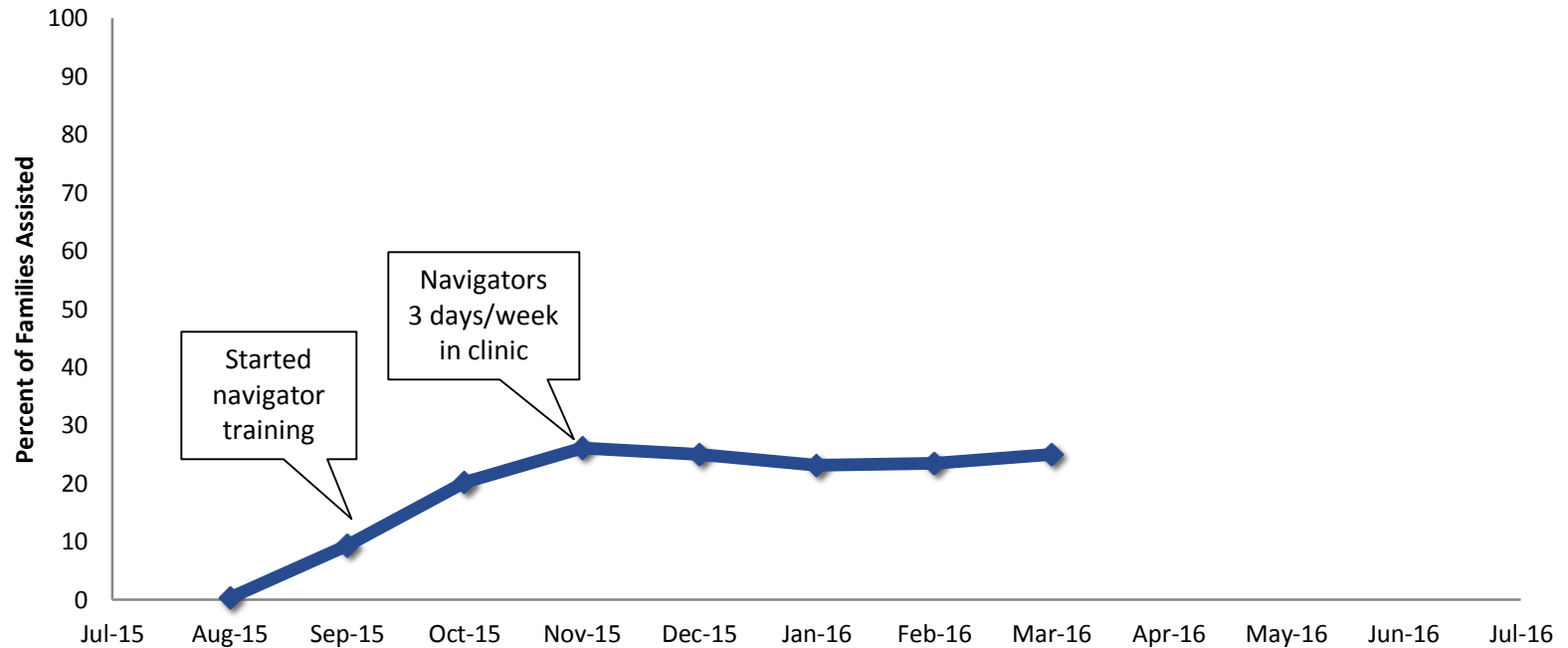
# Children's Specialty Clinics: The Patient and Family's Journey Now



- ✓ 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**



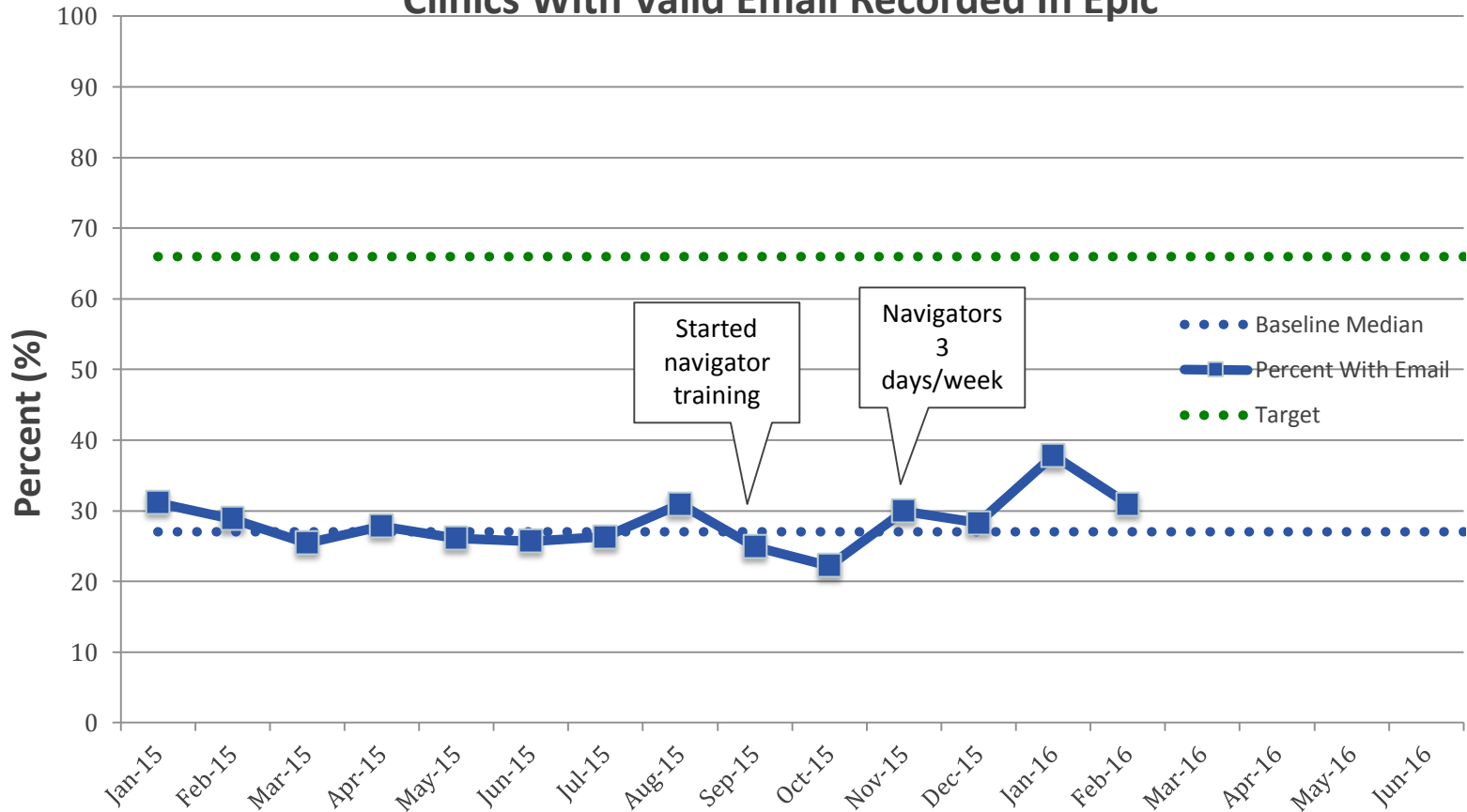
# Improving Measurement of Patient Satisfaction



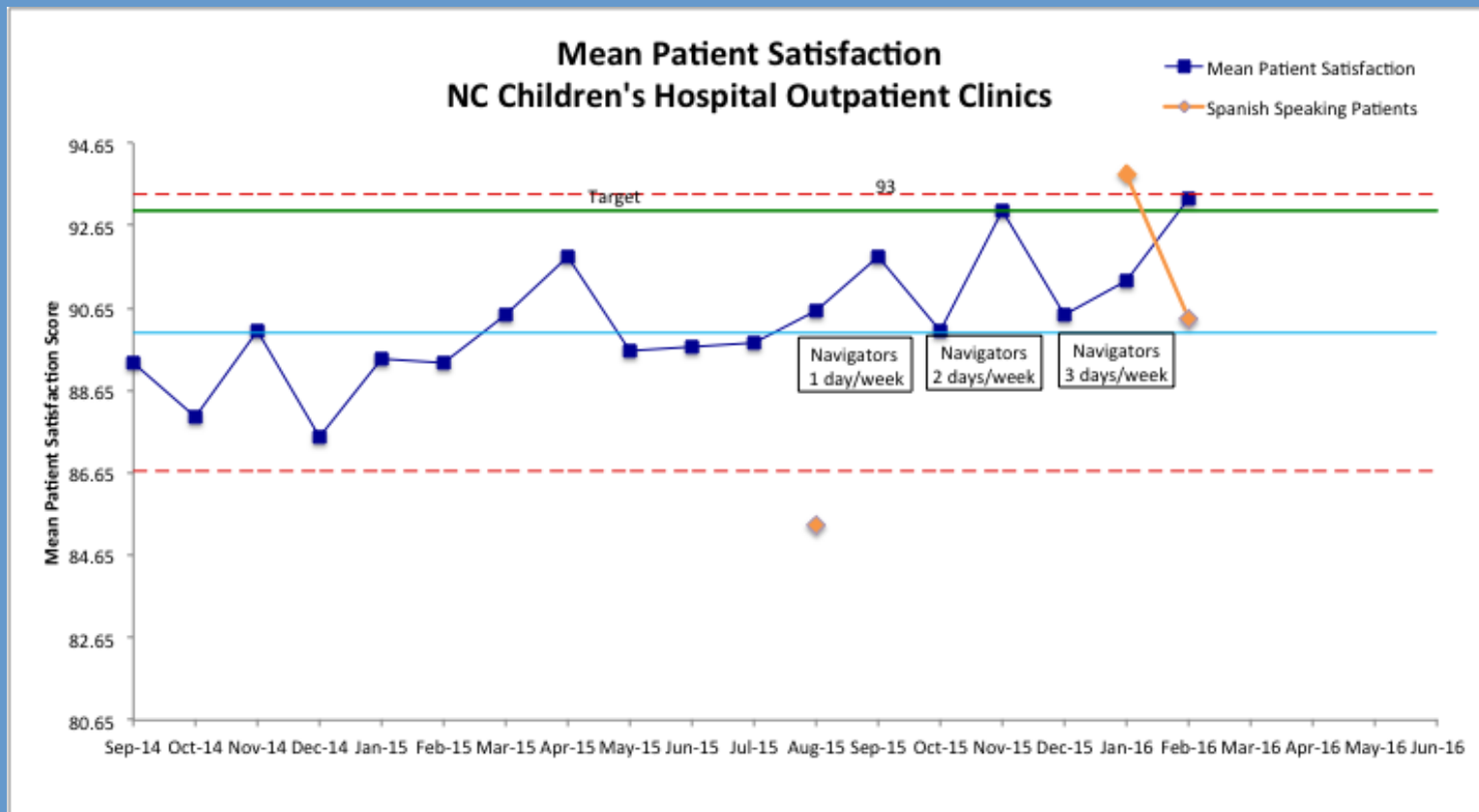
- Large disparity in patient satisfaction surveys by language
- Process improvements:
  - Educating patients about survey
  - Collecting valid emails

# Recorded Emails for Spanish-Speaking Patients

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



# Patient Satisfaction and Responses to Press Ganey By Language



# Effect on Family Experience

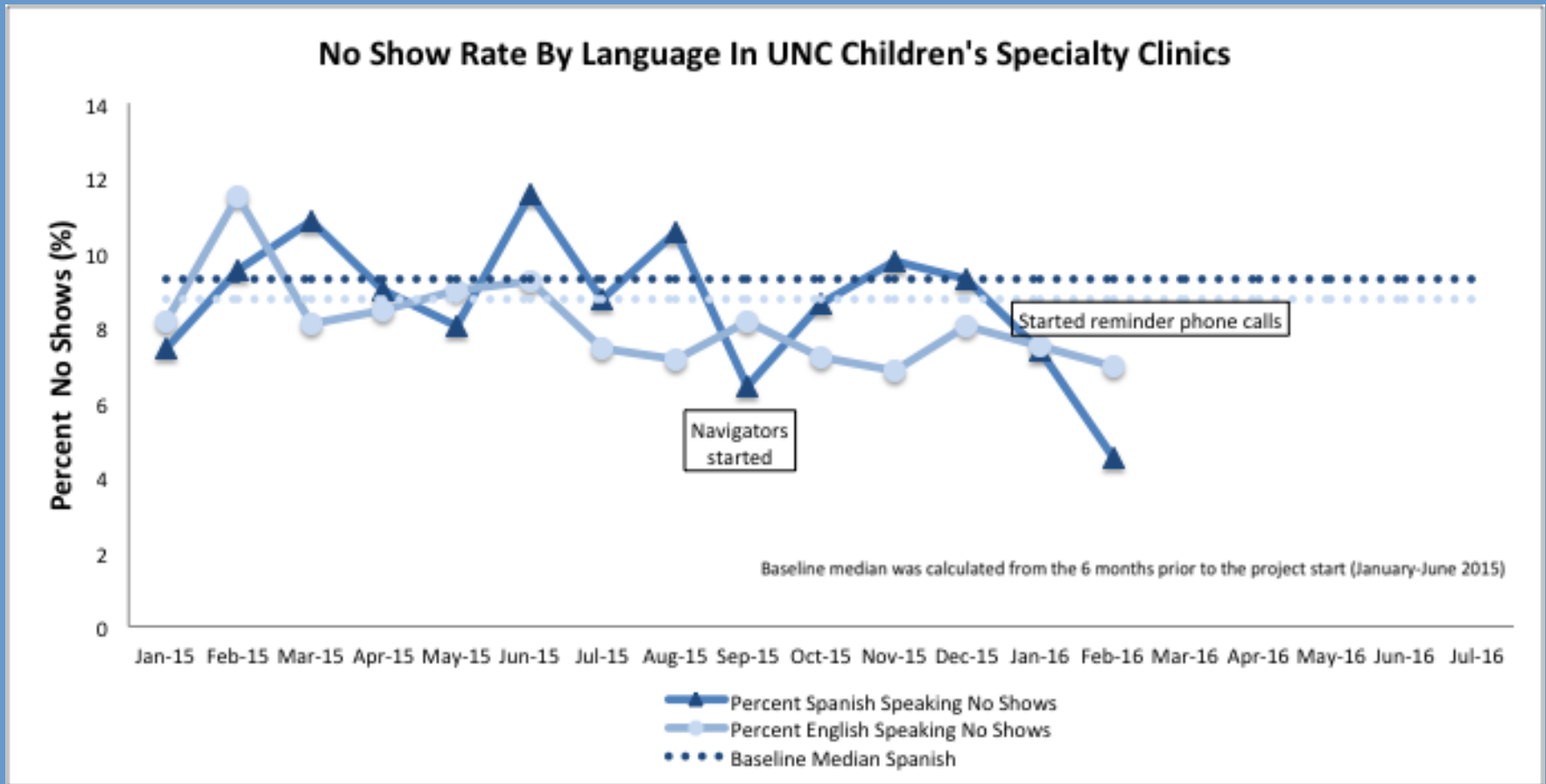
**“We are amazed with all the changes that have taken place. We love the program and would like to see more things such as this program be implemented at the hospital.”**



**“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



# 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

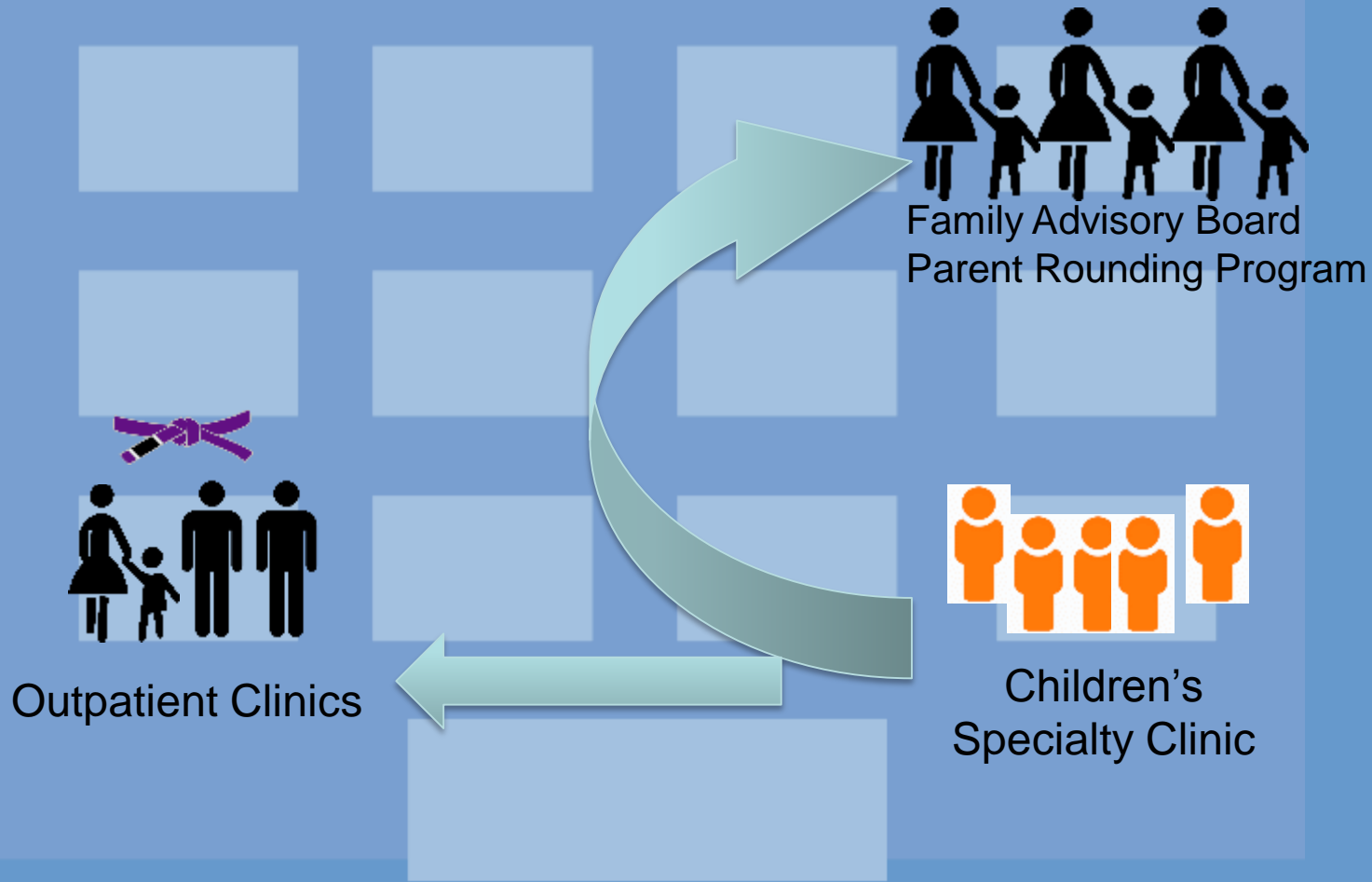
# The Second Story: Navigator Engagement and Ownership

**“I began volunteering with Carolina Conexiones.... and have loved every minute of engagement”**

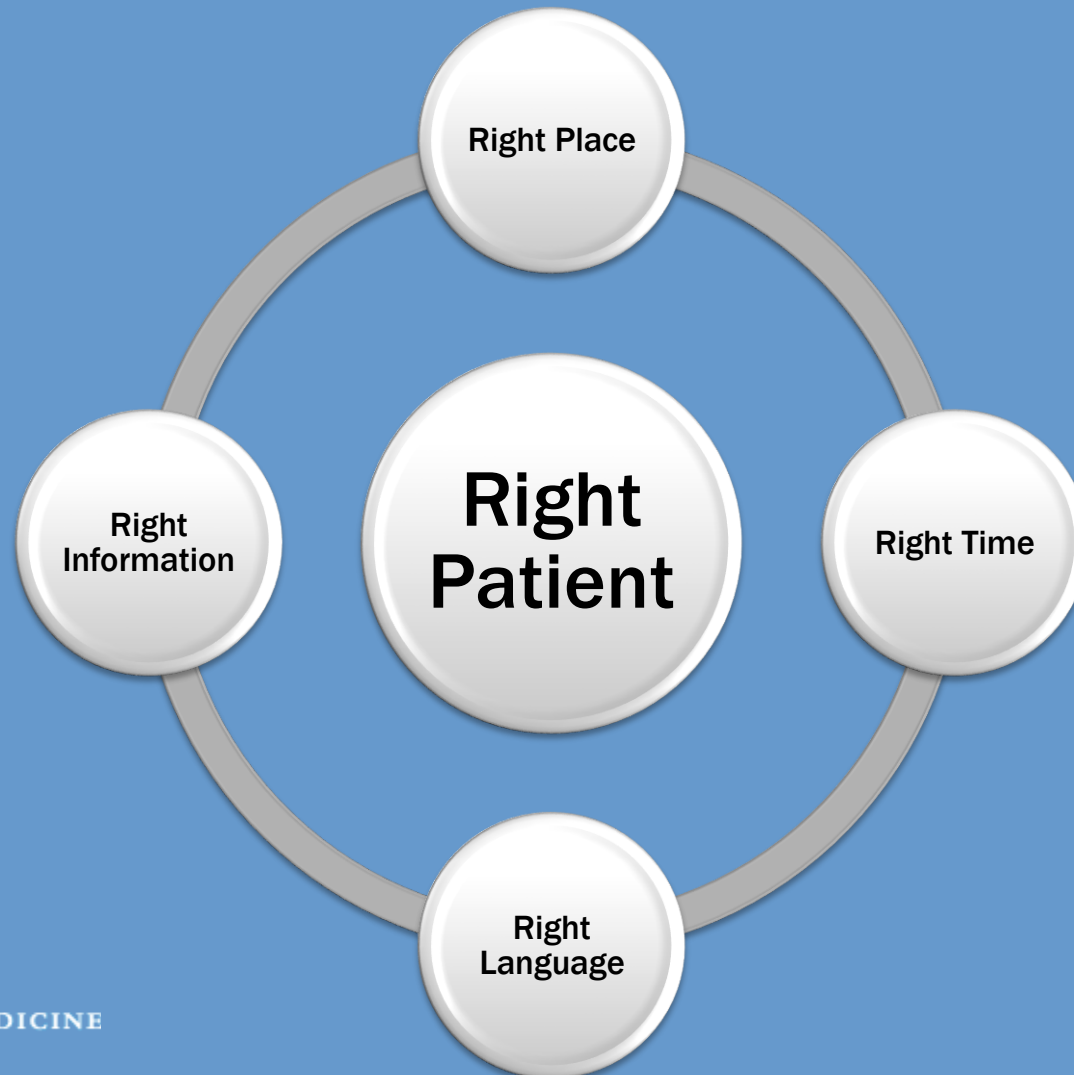
**“The biggest take away from my experience, as a navigator was the feeling of being well supported within the program. During the process of joining the program, I felt comfortable asking questions to anybody in the program”**



# Sustainment and Spread Of Volunteer Bilingual Patient Navigators



# Bilingual Patient Navigation: Improving Quality for Spanish-Speaking Families







UNC

INSTITUTE FOR HEALTHCARE  
QUALITY IMPROVEMENT

Thank  
You!

**UNC Children's Specialty  
Clinics**

Jenny Dixon/Kellei  
Agostinelli,  
Administrative Director  
Bonnie Summers  
Elizabeth Alvarez  
Dr. Francisco Sylvester,  
Medical Director

**Carolina  
Conexiones**

Sam Wurzelmann,  
Project Coordinator

**Volunteer Services**

Dawn Woody  
Linda Bowles,  
Director



**CELAH: Center for  
Latino Health**

Claudia Rojas,  
Program Manager

**Patient Relations  
and Interpreter  
Services**

Shane Rogers,  
Director  
Myriam Peereboom

**General Pediatrics  
and Adolescent  
Medicine**

Dr. Mike Steiner,  
Division Chief  
Dr. Kori Flower



UNC

SCHOOL OF MEDICINE