Patient Navigation Program

Health Services for All

Presented By:

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Overview

- Asian Americans in Montgomery County, MD
- The County Response
- Patient Navigator Program – Components
- Request Data System (RDS) and Data
- Case Studies
- Summary
- Acknowledgement and Contact

Asian Americans in Montgomery County, MD

Diversity in Culture and Language

- Montgomery County, MD - one of the most diverse counties in the U.S.
- Asian American population in the country grew at a rate of 62% from 1990 to 2006*.
- Asian Americans are heterogeneous speaking in over 800 dialects and languages.
- 40% of Asian Americans live in linguistic isolation*.
- Have significant health issues, excess burden of disease.

*2006 American Community Survey

Barriers to Accessing Health Care

- Lack of awareness
- Language: Clear communication is key to the success of treatment plan.
- Cultural: The US system of medicine, approaches to health and healing.
- Cost of health care insurance.
- Social taboos, preventive health care, mental health.
- Isolation: New immigrants, seniors, whole communities.

Patient Navigation – An Urgent Need

- Needs assessment survey conducted through University of Maryland in 2005 and in 2007 among several Asian American communities revealed urgent concerns regarding access to health care:
  - Health insurance
  - Language barriers
  - Medical transportation
  - Awareness of available health services
  - Preventive disease screenings
  - Physical and Mental health

The County Response

- The Patient Navigator Program (PNP) was developed by Cross Cultural Infotech (CC Infotech) in partnership with and funded by Asian American Health Initiative (AAHI) of Montgomery County DHHS to provide information about accessibility and availability of health services within Montgomery county.
- The PNP is a product of the Asian American Health Initiative's goal to help reduce health disparities among ethnic and racial minority groups, including Asian Americans, in Montgomery County.
- The program has been in operation since April 2008.

Patient Navigator Program - Components

Multilingual Health Information & Referral Line

Trained Information Specialists

- Locate appropriate health resources
- Perform outreach in the community
- Navigate patients through the complex health care system

Multilingual Medical Interpreting

Trained Medical Interpreters

- Provide language interpreting
  - on phone
  - on-site

Languages Supported

Mandarin, Cantonese, Toishanese, Hindi, Urdu, Korean, Vietnamese, Language Line (other languages)

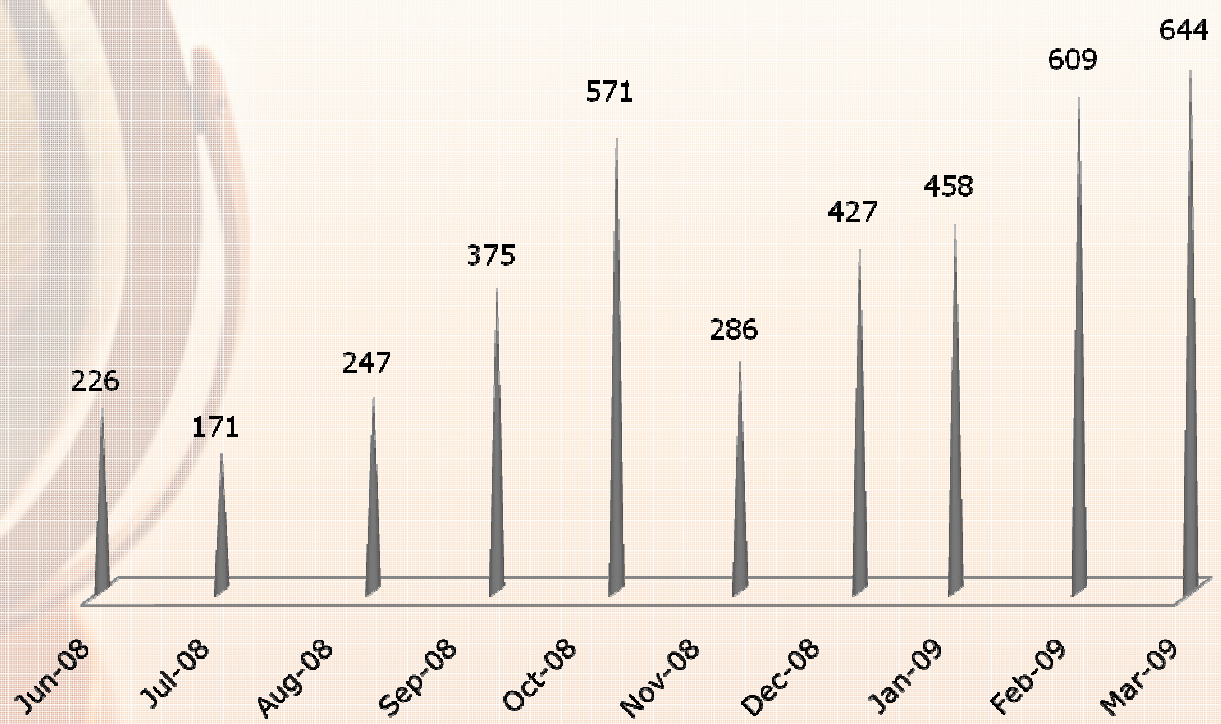
Request Data System (RDS)

- RDS is a Web-based system developed by CC Infotech that has the capability to capture pertinent data and generate reports on assessing goals and objectives related to the PNP.
- Manage the captured data – process, organize and distribute – deliver up-to-date information throughout the calendar year.
- The data is analyzed using different parameters, for example: nature of call, gender, age, insurance status and language affiliation of the caller.
- Analysis of the reported concerns can help identify needed areas of improvement within the PNP.
- Reported information can lead to making formal recommendations to the County regarding needed areas of improvement.

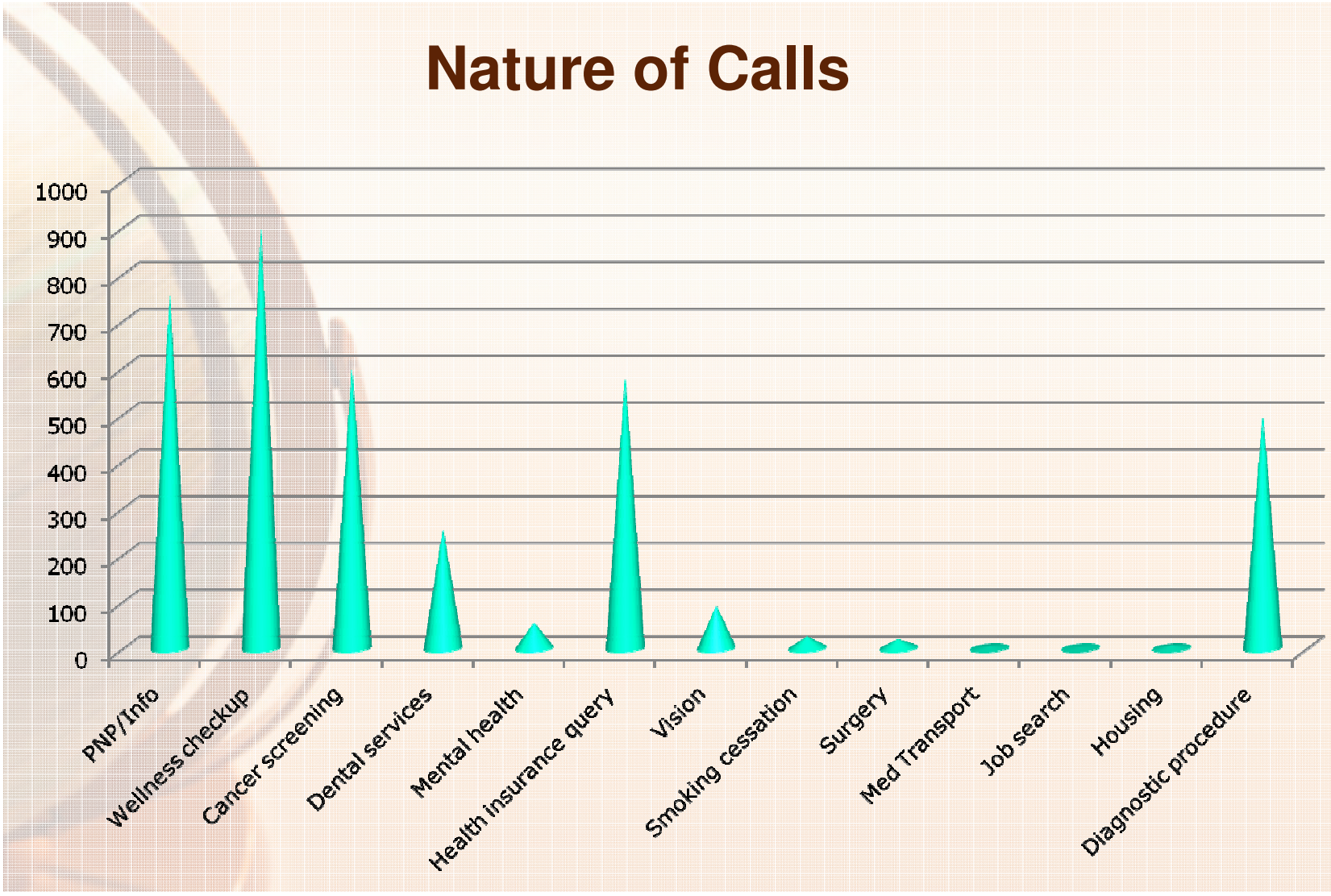
Call Log

Time Period: June 2008 - March 2009

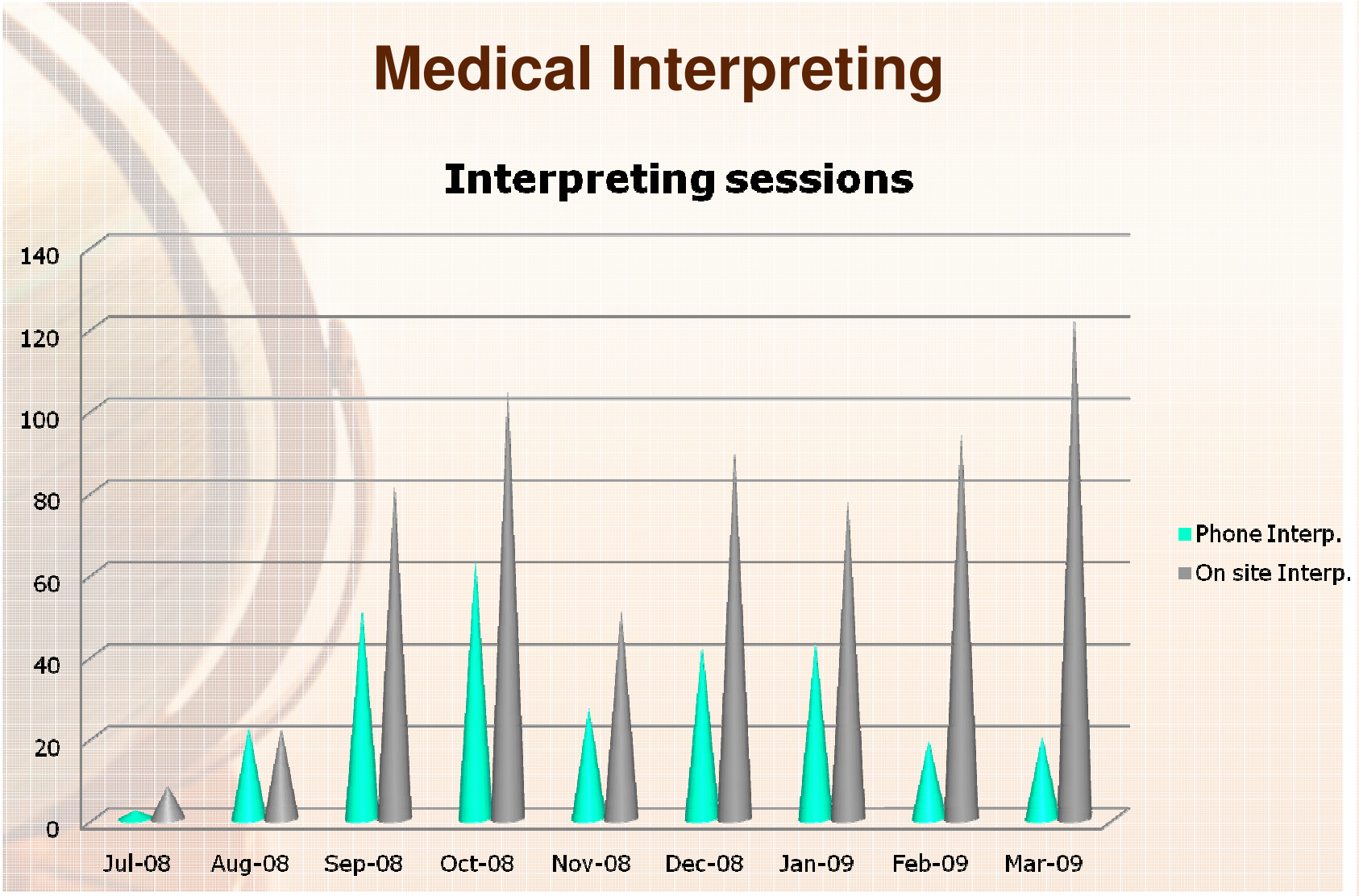
Total Number of Calls



Nature of Calls



Medical Interpreting



Timeline

- April 08 - PNP launched
- June 08 – Request Data System starts logging calls
- September 08 – PNP crosses 1000 mark for calls logged
- October 08 – PNP surpasses 500 mark for registered patients
- December 08 – PNP reaches 350 mark of onsite Interpreting sessions
- March 09 – PNP logs 800 registered patients, 4000 calls, 650 onsite interpreting sessions
- Present access rate: 6 out of 10 callers

Case Studies- Number I

- Patient goes to Mobile Med clinic

→ Is referred to Private Doctor for surgery / approved for Project Access
→ Private Doctor says cost of surgery is very high
→ Alarmed Patient goes home
→ 7 months later PNP asks Patient any health concerns?
→ Same problem, surgery needed
→PNP clarifies with Project Access, Private Doctor and Hospital
→ PNP lets Patient know final bill not more than $150
→ Patient agrees for surgery, surgery conducted
→ Patient doing well and appreciative of PNP.

Case study- Number 2

- Patient referred for colonoscopy by AAHI

→PNP assists with initial assessment and interpreting
→ PNP learns patient residing in the US for 20 years, never visited a primary doctor
→ Has an old complaint of acidity and reflux
→PNP suggests Mobile Med services
→ Physical check up, blood work done
→ Patient has H. pyloric infection
→ Treatment started and infection cured.

Case study- Number3

- Patient with eye and dental problem

→PNP arranges for a visit to Catholic Charity who refer her to dental services for cleaning and dental filling

→ PNP also refers her to Washington Hospital Eye Center where she is treated for glaucoma

→ The hospital bill amounts to $720

→ Patient Navigator coordinates with Financial Aid and medical bill is completely waived

→ Patient also undergoes physical exam, gets screened for cervical and breast cancer

→ Patient very happy with the complete treatment received.

PNP Summary

- PNP – A unique, model program not limited to just helping Asian Americans, but any other racial ethnic groups facing cultural and language barriers.
- Working closely with Community, Faith based organizations, county offices and clinics has helped establish its identity.
- RDS is generating vital reports about Asian Americans in Montgomery County.
- Future holds much promise for the continued success of the program.

Acknowledgement & Contact info

Julie Bawa,
Program Manager, AAHI

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To learn more about the Patient Navigator Program please call:

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or
1-866-403-1566
or visit us at **www.aahiinfo.org**