Webinar Series
Wednesday, June 4, 2014  1 pm CST / 2 pm EST
The Blue Zones Project™ is a community well-being improvement initiative designed to make healthy choices easier through permanent changes to environment, policy and social networks. Learn more at bluezonesproject.com
Today’s session awards 1.0 contact hours. To successfully complete this activity and earn contact hours, participants must attend the entire session and complete the evaluation.

ACHI does not endorse any commercial products discussed in conjunction with this activity.

• **Mina Kini, Marjeta Daja** and **Donna Piket** do not have anything to disclose.
Improving the Health of Vulnerable Populations

Presenters

**Mina Kini**
Senior Director
Multicultural & Community Health Improvement
Texas Health Resources

**Marjeta Daja**
Diversity Consultant
Multicultural & Community Health Improvement
Texas Health Resources

**Donna Piket**
Language Services Specialist
Texas Health Presbyterian Hospital Dallas
Improving health of vulnerable populations: The Burmese care coordination journey at Texas Health Resources

Mina Kini, MS, MSW; Marjeta Daja, MBA, MHA; Donna Piket, MPH
Discussion Focus:

- Texas Health Resources as the system of care
- Mission, Vision & Values
- Our Burmese Community in Dallas

Organizational Context

- Defining Project Objectives and Outcomes
- Project Process
- Coordination of Care for Burmese Patients

Project Description

- Lessons Learned
- Next Steps and Advancing the Strategy

Resources & Tools

Today’s Journey – 60 minutes
MISSION
To improve the health of the people in the communities we serve.

VISION
Texas Health Resources, a faith-based organization joining with physicians, will be the health care system of choice.

VALUES
More than 21,500 employees
More than 5,500 physicians

RESPECT
INTEGRITY
COMPASSION
EXCELLENCE

24 acute-care, transitional, rehabilitation and short-stay hospitals

MORE THAN 3,800 licensed hospital beds

16 acute-care hospitals
short-stay hospitals 6
1 transitional care hospital
rehabilitation hospitals 1

eighteen outpatient facilities
MORE THAN 250 other community access points

Map data ©2012 Google
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Coordinating Care

1. Woman's Health Center
2. Labor & Delivery
3. Newborn
4. Pediatric Clinic

Refugee Service Organizations

TEXAS HEALTH DALLAS

COMMUNITY
Geography
Refugee Arrival Data - Burmese

Burmese Arrival Data/ Dallas Fort Worth Areas

<table>
<thead>
<tr>
<th>Year</th>
<th>Series1</th>
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</thead>
<tbody>
<tr>
<td>2007</td>
<td>668</td>
</tr>
<tr>
<td>2008</td>
<td>854</td>
</tr>
<tr>
<td>2009</td>
<td>1,541</td>
</tr>
<tr>
<td>2010</td>
<td>1,373</td>
</tr>
<tr>
<td>2011</td>
<td>1,140</td>
</tr>
<tr>
<td>2012</td>
<td>1,153</td>
</tr>
<tr>
<td>TOTAL</td>
<td>6,729</td>
</tr>
</tbody>
</table>
Where in the world is BURMA

Burma is located in South-East ASIA
The Burmese Population

REFUGEES - Different ethnicities: language, culture, experiences

Kachin  Chin  Karen  Mon  Kayah
Determinants that impact Individual and Community Health
The Expressed Need

Started with Language Issues

Other Related Issues
- CULTURAL Issues
  - Access to care and Understanding the Western Medicine model and care expectations
  - Medication Adherence
  - Preventive Care processes

• Accessing a Burmese interpreter
• Identifying the right dialect
• Time to explain and seek understanding of the care process
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Today’s Journey – 60 minutes
LEAN Process – Multidisciplinary Team

Access to Care  Getting Treatment (In Patient)  Discharge & Prevention

Project Sponsor: Dale Leach, Mina Kini (THR)
EE Leader: Jazz Patterson, Clint Abernathy
Nursing: Debra DuBois, Erin Smith, Melissa Morton, Shanna Brown, Kendra Henderson, Molly Montgomery, Julie Anderson, Patti Marks, Chris Brooks, Krisi Ingram, Jean Tan, Rosa Belgard, Kelli Raibick, Shawna Gonzalez, Myesha Bryant
WHC, ED, L&D, OB/GYN, Post Partum, Nursery/NICU, Pedi Clinic, Education
Operations: Marjeta Daja (THR), Teresa Cannon (ITS), John Engelhard (Pastoral Care), Nancy Hetherington (Admissions), Ruby Manuel (Patient Services), Sandra Pinkerton (THRE), Elsa Phelan (Community Health)
Community Members: Luke Saw, Wilma Montz, Kari Brasselero, Julie
Patient Centric Process Design

Problem Identification
Team & Stakeholder Identification
Team Charter & Objectives Definition
Key Focus Areas

Issues Articulated: Interpretation Needs & Cultural Issues
• Using LEAN & CAP approaches
• Patient Throughput Analysis
• Identified by Clinical Area Needs

MULTIDISCIPLINARY WORK - TEAM
Challenges for Clinicians

- Basic communication challenges
- Informed consent (concept unknown)
- Deliver quality care in an appropriate and safe manner
- Educate staff about effective care practices
- Resource Considerations: Time, Budget, etc
Project Core Focus Areas

- Interpretation Services
- Education
- Community Outreach
- Graphical & Instruction Tools
- Care Coordination Team
Coordinating Care: Process, Tools and Structure
Interpretation Services

Language Identification tools

Language Monitoring

Effective Communication
Burmese Staff Interpreter, Mona Mon

Mona Mon
(pictured in center)

Cultural Connection
Education: Patient Tours

Navigation & Way Finding
- How to find your way around
- Fastest way on foot
- After Hours Access to Labor & Delivery (Pero) - Identified ISSUE

Process Demonstrated & Explained

WHC – L&D – Newborn Nursery – Post Partum – Pedi Clinic - Pharmacy

Our Patients & Tour Team

Care Coordination Tour
## Patient Tours: Patient Understanding Check Sheets – Bilingual Translated Forms

**Tour Check Sheet for Burmese patients**

<table>
<thead>
<tr>
<th>Patient ID</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
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</tbody>
</table>

**Evaluating Nurse**

Ask the patient the following questions. Check off if understanding is evident. Use with interpreter if needed.

### Prenatal Questions

<table>
<thead>
<tr>
<th>Question</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Blurred Vision</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Severe Headaches</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Vaginal Leaking/ Bleeding</td>
<td></td>
<td></td>
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<tr>
<td>Chest Pain/ Shortness of Breath</td>
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<td></td>
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<tr>
<td>Decreased Fetal Movement</td>
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<tr>
<td>Abdominal Pain</td>
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</tbody>
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**Additional Comments**

*TLC 05/10 THR DI BURM*
Educational Modules

Cultural Intelligence - For Healthcare Providers to provide Culturally Competent Care

Clinician Education – Cultural
Patient Education tools/Materials

- Focus on health literacy and Visual teaching aids
- Graphic Explanation & Accuracy of technical details
- Exploring various methods of graphical representation

Care Tools – Focus on
Patient Education tools/Materials

- Visual teaching aids
- Breast feeding Education
- Self-care videos

Care Tools – Family & Self-
I DO NOT SPEAK OR UNDERSTAND ENGLISH WELL. PLEASE ASSIST ME WITH CONTACTING AN INTERPRETER.

I SPEAK: BURMESE

RESPONSIBILITIES FOR PROVIDING AN INTERPRETER

A recipient of Federal financial assistance* that is unable to communicate with a substantial LEP (limited English Proficient) population in its service area would effectively subject that population to discrimination based on national origin. To avoid such discrimination against LEP persons, a recipient must assume the responsibility for providing bilingual staff or interpreters. The Office of Civil Rights

No person in the United States shall, on ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance. Title VI of the US Civil Rights Act of 1964

INTERPRETATION RESOURCES:
Translation & Interpreter Network –
Catholic Charities/ Ft. Worth: 817-389-0550
AT&T Language Line
*Federal assistance includes Medicare and Medicaid

I would like a Burmese Friendly Meal as a one time order.

Thank you!

If you have any questions, please contact my Case Worker at:

International Rescue Committee
7515 Greenville Ave, Suite 603
Dallas, TX 75231
Tel: 214-461-9781 x.14 or x.28
Fax: 214-461-9782
www.theIRC.org
• Visual display of Burmese Friendly meal options
• Burmese interpreter direct response for food order
Care Coordination through EHR -

Patient Information Tool – Patient History for WHC

ED and Inpatient documentation of Primary Language and Interpreter needed, can be found in the Professional Exchange Report.

Care Connect Standardization

Process, Systems and
Community Outreach

Partnership with Community Organizations resettling refugees

Partnership for Action Research on Social Organization

Exploratory Care Models: Care Navigation

Community Engagement
Discussion Focus:

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Today’s Journey – 30 minutes
Tracking Data 2010-2014

Clinical Outcome

- May 2010 – 2013: 144 family tours
- Care bags for infants and mothers
- Bilirubin testing on Saturdays

Interpreting Encounters

Staff Interpreter and Over the Phone Interpretation:

- 2012: 684 patients
- 2013: 1,163 patients & 18,949 minutes
- 2014 (Jan-Apr): 330 patients & 6,799 minutes

Cultural & Emerging Needs

- Accessing appropriate medical services
- Utilizing self-care tools and teaching methods
“She stresses the importance of parents taking responsibility for their child’s health and well being and learning to navigate the health care system. She holds them accountable to the rules of the clinic and helps us teach when it is appropriate to go the emergency room or how important it is to keep specialty appointments. She is an ally, but not a crutch. She is stern with patients when needed, but very loving and understanding, as well.”

Ashley Eckstein, APRN, CPNP-PC Pediatric Nurse Practitioner
Upcoming Webinar: Selling the C-Suite on Your Community Health Impact

Thursday, June 12
2:00-3:00 p.m. Eastern Time

Featuring: Thornton Kirby, FACHE
President & CEO, South Carolina Hospital Association

To Register: Email awards@jacksonhealthcare.com

Learn effective strategies for moving your program to the next level of Attention, Recognition & Funding
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- Bookmark pages for future reference

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- Strategies for health care transformation
- Reducing health care disparities
- Reducing avoidable readmissions
- Managing variation in care
- Implementing electronic health records
- Improving quality and efficiency
- Bundled payment and ACOs
- Others

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Announcements

• Community Health Improvement Week continues this week. Find more information on your hospital can get on our website – www.healthycommunities.org

• The theme for our March 2015 National Conference in Dallas will be “Building the Next Generation of Health Communities.” Please check our website, www.healthycommunities.org, for more information this summer.

• Follow us on Twitter @communityhlth