

Casa de Salud's Guides for Understanding Information and Access (GUIA) Program

A case management approach to the Community Health Worker (CHW) model

Casa de Salud



CASA de SALUD

GUIA Program

- Mission: To facilitate access to healthcare infrastructure, at the systems and patient levels
- Referral coordination, patient advocacy and navigation, guidance through financial assistance processes (charity care programs), health education
- A team of CHWs under the umbrella of case management

Health Education: Home Visit Program (HVP)

- Case Manager acting as CHW
- Education on chronic illness management
- Empowering patients; patient-centered model
- 3 home visits in 6 months; monthly calls between visits
- Tools to measure program efficacy and patient outcomes
- Casa de Salud's Diabetes Curriculum

Our Community Health Worker

- Mary Shannon
- Graduated from Saint Louis University with B.A. in Political Science, Int'l Studies, and Spanish
- 1 year in Nicaragua coordinating logistics for sustainable health/development projects, alongside local teams
- 10 years studying language
- 6 years academic/professional experience
- CHW Certification Course at St. Louis Community College
- Adequate adaptation to role and development of strong relationships with clients, enabling trust

Casa de Salud's Diabetes Curriculum

WHY

- Redesigned due to heavy reliance on written materials
- No consistency between clinic and HVP
- Inadequate resources and assessment tools for low-literacy and low-numeracy patients

WHAT

- DM education to be:
 - Consistent
 - Accessible to low-literacy, low-numeracy patients
 - Culturally competent
 - Evidence-based
- Goals
 - A1C test scores $\leq 7\%$
 - Increase self-efficacy
 - Score of $\geq 50\%$ on teach-back of materials

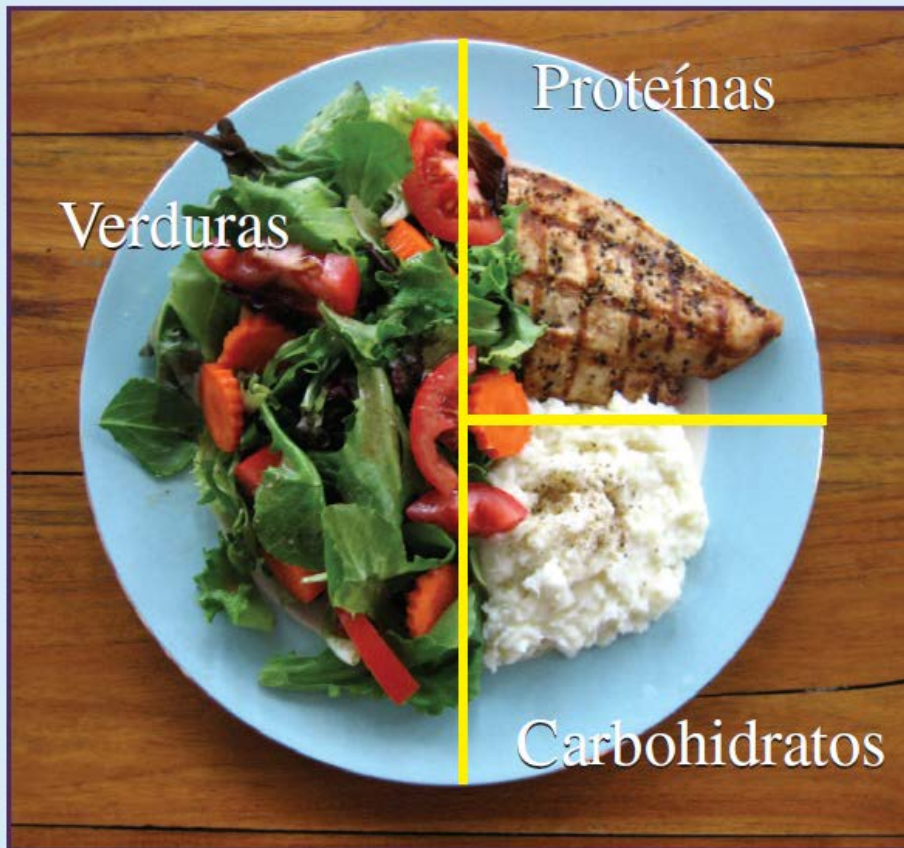
Curriculum, cont'd.

- 9 modules: *temas* and *lemas*
 - What is diabetes?
 - Diet
 - Exercise
 - Social Support
 - Stress
 - Self-care
 - Testing for diabetes
 - Medications
 - Complications
- Congruent with American Association of Diabetes Educators "Self-Care Behaviors"

Resource Examples

Un Plato Saludable

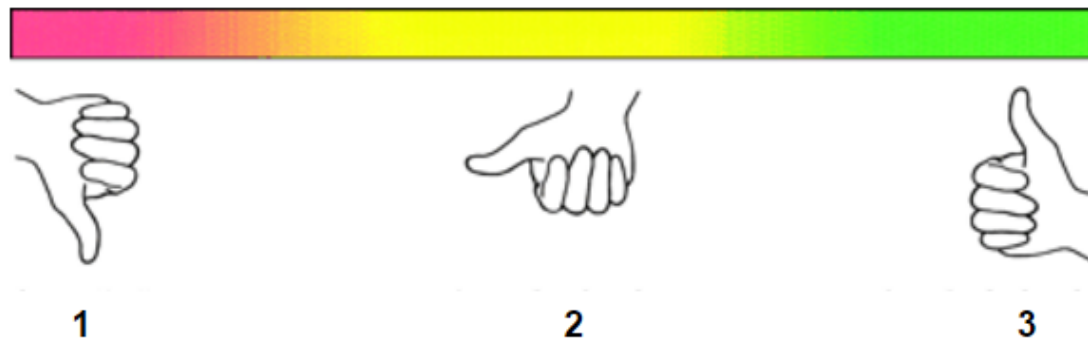
Piense en su plato dividido en partes: mitad para verduras y mitad para proteínas y carbohidratos.



Assessment

- *Lema* evaluator tool (“teach-back” tool)
 - First and last visit
- Self-efficacy scoring
 - First and last visit

Diabetes Management Self-Efficacy Assessment



Assessment, cont'd

- 24-hour diet and physical activity recalls
 - Every visit
 - CDC uses recall as tool in National Nutrition Monitoring and Related Research Program (NNMRRP)
 - Several studies needed to describe accurate intake
 - Diet recall related to “Ideal Plate” teaching

Case Management

- CHW assists patients to meet comprehensive health needs
- Continuum of healthcare services
- Trusting relationship enables CHW to serve as liaison between healthcare services and patient
- Direct patient advocacy

Questions?
