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
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**

<table>
<thead>
<tr>
<th>WHY</th>
<th>WHAT</th>
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<tbody>
<tr>
<td>Redesigned due to heavy reliance on written materials</td>
<td>DM education to be:</td>
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<tr>
<td>No consistency between clinic and HVP</td>
<td>▪ Consistent</td>
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<tr>
<td>Inadequate resources and assessment tools for low-literacy and low-numeracy patients</td>
<td>▪ Accessible to low-literacy, low-numeracy patients</td>
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<td>▪ Culturally competent</td>
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<td>▪ Evidence-based</td>
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**Goals**

- A1C test scores ≤ 7%
- Increase self-efficacy
- Score of ≥ 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”
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](image-url)
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?