Navegantes para Salud
Primary Care Access and Navigation Intervention: Role Conceptualization, Implementation, and Assessment

DeAnne K. Hilfnger Messias, PhD, RN, FAAN
University of South Carolina, USA
and
M. Elizabeth Fore, PhD
Idaho State University, USA
### Background and Context: Changing Demographics in South Carolina (SC) USA

1990-2013

<table>
<thead>
<tr>
<th>Year</th>
<th>Hispanic/Latino</th>
<th>% of SC Population</th>
</tr>
</thead>
<tbody>
<tr>
<td>1990</td>
<td>30,551</td>
<td>1.1%</td>
</tr>
<tr>
<td>2000</td>
<td>96,178</td>
<td>2.3%</td>
</tr>
<tr>
<td>2010</td>
<td>235,682</td>
<td>5.1%</td>
</tr>
<tr>
<td>2013</td>
<td>253,066</td>
<td>5.3%</td>
</tr>
</tbody>
</table>

- **1990 – 2013**: 830% increase
Health Care Access Challenges among Hispanic/Latino Immigrants in SC

• Lack of understanding of the organization and levels of local health care services
• Linguistic and cultural barriers
• Economic and structural barriers (i.e., low-income, lack of public transportation)
• Lack of employer-sponsored health insurance and/or ineligibility for government insurance
Navegante para Salud (Health Navigator) Hybrid Role Conceptualization

- **Goal:** Improve primary care access and utilization among Hispanic women and their children
- **Community Health Worker**
  - Serve as a community liaison
  - Conduct community outreach and education
- **Patient Navigator**
  - Improve access
  - Enhance utilization of services
Intervention Setting

• 1 Organization – Eau Claire Cooperative Health Centers (ECCHC)
  – Federally Qualified Health Center (FQHC)
  – Offers out-patient services for Medicaid (government insurance), underinsured and uninsured patients

• 6 Sites
  – 4 urban centers, 2 rural centers
  – 3 Pediatric and 3 Women’s Health clinics
Navegante Position Requirements

- Bilingual (Spanish-English)
- Minimum education – completed high school or GED (US or abroad)
- Valid South Carolina Driver’s License and access to vehicle
- Prior community outreach/engagement experience
Participatory Learning: Getting to Know the Health Care System

- Overview of structures and levels of care
- Participatory observation at clinics, public health departments, Medicaid offices
- Field trips and presentations by representatives from health and social services
Navegante Training Components

• Organization and structure of U.S. health care services and systems
• Organization and structure of the Eau Claire Cooperative Health Centers system
• Patient access and referral mechanisms
• Research and ethics procedures
• Principles and practice of community outreach
Navegante Para Salud Intervention (11 months)

• On-site navigational assistance at pediatric and women’s health/maternity clinics
  – Medicaid enrollment
  – Appointment reminders and follow-up
  – Specialty clinic referrals
  – Pre-delivery hospital tours

• Community outreach and education about U.S. healthcare system
## Adult Participant Demographics (n=389)

<table>
<thead>
<tr>
<th></th>
<th>Clinic %</th>
<th>Community %</th>
<th>Total %</th>
</tr>
</thead>
<tbody>
<tr>
<td>Female</td>
<td>93.9</td>
<td>86.5</td>
<td>91.6</td>
</tr>
<tr>
<td>Age (mean)</td>
<td>29.9</td>
<td>35.0</td>
<td>31.5</td>
</tr>
<tr>
<td>Cohabitating or Married</td>
<td>83.1</td>
<td>74.4</td>
<td>80.1</td>
</tr>
<tr>
<td>Unemployed</td>
<td>68.4</td>
<td>54.3</td>
<td>64.0</td>
</tr>
<tr>
<td>No health insurance</td>
<td>93.8</td>
<td>96.1</td>
<td>94.5</td>
</tr>
</tbody>
</table>
Type and Quantity of Navigational Support (Number of Patient Contacts)

- Clinic Appointment Assistance: 369
- Medicaid Applications: 256
- Newborn Medicaid Applications: 66
- Medicaid Transportation Service: 43
- Maternity Care Assistance: 71
- Financial Literacy Assistance: 43
Individual Referrals

• Health Service/Specialty Referrals 236
• Social Service Referrals 256

Community Outreach

• Community Outreach Events 100
• Home Visits 17
Navegantes para Salud Assessment Design

Navegantes

Participating ECCHC Sites

Community outreach and education (n=105)

Clinic in-reach and navigational support (n=284)

Navegante Intervention
Participants = 389
Dependents = 598

All ECCHC Sites

Randomly Selected Matched Comparison Patients
### Navegante Intervention Impact

<table>
<thead>
<tr>
<th>Measure</th>
<th>Intervention Group</th>
<th>Control Group</th>
<th>Statistical Significance</th>
</tr>
</thead>
<tbody>
<tr>
<td>Appointment No-Show Rate (mean)</td>
<td>0.76</td>
<td>1.17</td>
<td>p &lt; .01</td>
</tr>
<tr>
<td>Kotelchuck Index (mean)</td>
<td>2.68</td>
<td>2.15</td>
<td>p &lt; .01</td>
</tr>
<tr>
<td>Child Medicaid coverage (mean days of coverage)</td>
<td>338.53</td>
<td>326.46</td>
<td>p &lt; .01</td>
</tr>
</tbody>
</table>
Impact of the *Navegante* Intervention on Children

Although the differences were not statistically significant, when compared to children in the control group, children of women enrolled in the *Navegante* intervention:

- were *less likely* to utilize the *emergency room for care* (90 visits vs. 241 visits; odds ratio=0.75, 95% CI=0.37-1.52).

- were *more likely* to have an *immunization visit* (84 visits vs. 71 visits; odds ratio=1.30, 95% CI=0.66-2.57)
Conclusions

• The intervention was successful in improving appropriate and timely utilization of health services.

• Patient navigation services can result in improved health for patients and increased savings for outpatient clinics.
  – Increased utilization of preventative services contributes to healthier patients and populations.
  – Preventative services lower future costs of chronic conditions
  – Fewer Medicaid lapses decrease reliance on clinic’s indigent funds.

• The medical staff valued the role and the clinic hired the *Navegantes* as full-time staff when the research funding ended.
Acknowledgements

Funded by Centers for Medicare and Medicaid Services
Hispanic Health Research Grant 1H0CMS330895

Research Team

• DeAnne K. Hilfinger Messias, PhD, RN, FAAN (PI)
• M. Elizabeth Fore, PhD (Co-I)
• Edena Guimarães Meetze, PhD (Co-I)
• Carolina Rodriguez Cook – Program Coordinator, ECCHC
• Daniela Frye - Navegante
• Melinda Soto - Navegante
• Nayeli Gomez - Navegante
• Katherine Robinson – Data Manager, ECCHC
• James Hardin, PhD (Co-I)
Questions?

¿Preguntas?