Yo Entiendo: I Understand

Anna Dermenchyan, BSN, RN, CCRN-K
Senior Clinical Quality Specialist, UCLA Health
PhD Student, UCLA School of Nursing

27th International Nursing Research Research Congress
July 22, 2016
Background

• Hospital readmissions across the country are high and heart failure (HF) patients make up a majority of those readmitted.

• The HF readmission rates for Medicare patients averaged 24.4% nationally in 2010.

• Nearly 1 in 4 patients hospitalized with HF are readmitted within 30 days of discharge.

• Low health literacy affects people’s ability to navigate the healthcare system and engage in self-care management.
What Causes Readmissions?

- Fragility on discharge
- Lack of understanding of discharge instructions
- Stresses within the hospital
- Inability to carry out discharge instructions
California has the largest Hispanic population of any state at 14.7 million.

There are 4.8 million Hispanics in Los Angeles County.

Primary Languages at Ronald Reagan UCLA

2014

- English (22,282; 88%)
- Spanish (1,896; 7%)
- Other (420; 2%)
- Farsi; Persian (222; 1%)
- Chinese (204; 1%)
- Arabic (169; 1%)
- Korean (137; 1%)

Data Source: Care Connect for RRUCLA Inpatient cases for 2014
Other includes: Armenian, unknown, Russian, Vietnamese, Tagalog, Other, Japanese, French, Sign Language, Cambodian, Hindi, and Urdu Pakistan
Purpose

To better understand health literacy and cultural barriers faced by the Spanish-speaking heart failure patients.

**Innovation Contest:** *The “Yo Entiendo” Patient Voice Journey, designed to help us better understand the health disparities related to health literacy and cultural barriers faced by our Spanish-speaking heart failure patients.*
Setting

Ronald Reagan UCLA Medical Center: CCU/COU Units
Methods

• In-depth interviews with patients and stakeholders to understand the needs, pain points, and patterns that occur across the entire care pathway.

• Insights from the interviews to uncover themes along the patient’s journey and opportunities for improvement.

• Develop impactful redesign for a more optimal patient experience.
Patient Interviews: 2 inpatients & 5 outpatients

1. Informed Consent
2. Study Participation: $50 Target Gift card & Thank You cards
Subject Matter Experts

8 Bedside RNs
3 NPs
2 Care Partners
1 Patient Expert
4 Cardiologist
4 Fellows
10 Residents
1 Medical Student
1 Social Worker
1 Clinical and Industrial Psychologist
Cultural Sensitivity  Communication  Coordination of Care
Results
Theme: Cultural Sensitivity

Awareness of culture, folklore, customs, and beliefs:
- “personalismo” - building rapport
- Importance of family and identifying caregivers
  - Role of wife and children
- Family structure
- Role of food in culture
  - Pizza vs Taco
Quotes: Cultural Sensitivity

• “I make a juice from cactus, cucumber, and apples for my diabetes.” (many in Mexico believe that eating cactus lowers your blood sugar) – Patient

• “We don’t discuss that [advance care plan] really but I know that whatever [my daughter] decides to do will be for my benefit so I wouldn’t have a problem with it.” – Patient

• “I always want to be positive.” You [care providers] should help me stay positive by telling me what I can do, vs what I cannot – Patient

• Out of respect, patients will say that they understand what a physician tells them. But often times, the patients do not understand – MD
Theme: Communication

Effective communication:

• Do the patient and provider understand one another?
  • Health literacy, Teach-back, Learning style
  • MD vs NP vs RN vs CP

• How often are interpreter services utilized by staff, including MDs in the CCU/COU?
  • 2014: 60-70 CCU & COU
Quotes: Communication

• “Generally my daughter is always with me. She speaks English.” – Patient

• “Since I am the caregiver, I ask a lot of questions. It is important for me to know.” – Patient’s Husband

• “…depressed, I couldn’t do anything; there was no indication that I was sick of my heart so you can only imagine, all of a sudden, they tell you your heart is only pumping 15-20%. It’s really hard.” – Patient

• Use of Spanish speaking RNs, physicians, care partners as medical translators is not ideal and has limitations – SME

• Patients feel less empowered when they cannot speak for themselves in their own language – MD
Theme: Coordination of Care

Coordination of care from inpatient to outpatient setting:

• Outpatient follow-up
  • Confusion w/ too many providers
  • Differences in perceptions of health care- American vs home country

• Resource Identification
  • UCLA and in the community
Quotes: Coordination of Care

• “I am going to talk to them because I don’t even know how to make an appointment because I don’t see well” – Patient

• “I did not have any doctors before coming to the hospital. I would go the clinic but I did not have a PCP. I would just go to the clinic and one of them would take care of me then the next time somebody else would take care of me. And then I would go about every three months” – Patient

• “When I feel something that is not right, I always call my physician. I think my primary doctor has played a very important role in my care. He took care of my father and mother. I go once a month to see him.” – Patient

• “The nurse had to go and didn’t give me instructions. Since I had been in the hospital before I knew what the (discharge) instructions would be” – Patient

• Lack of clarity on various roles: NP, RN, social worker, etc. – Patient / SME
## Summary

### The Process
1. Patient interviews
2. Map interview findings
3. Synthesis session
4. Ideation session

### The Outcomes
1. Cultural competency
2. Interpreter services and communication
3. Care coordination
Cultural Competency & Interpreter Services

• Accurate Preferred Language documentation

• Provider Training Toolkit: nurse and physician training & pocket card

• Patient education
  • Printed 300 Spanish language “Caring for Your Heart: Living Well with Heart Failure”

• Video interpreter unit
Cultural Responsiveness & Accountability

• Patient and family-centered care, patient safety, patient satisfaction & improved compliance

• Title VI of the Civil Rights Act of 1964

• Joint Commission Standards

• The National CLAS Standards

• NIH Language Access Plan - June 2016
Yo Entiendo Team

Kymberly Aoki, BSN, RN
Anna Dermenchyan, BSN, RN, CCRN-K
Nancy Exarchos, RN
Cheryl LeHuquet, MSN, RN
Elvina Luistro, MSN, MHA, RN

YouTube Link: https://youtu.be/xRYgleIVDyA
Collaborators

Cardiac Observation Unit (COU) & Cardiac Care Unit (CCU)
Anthony Chan, MSN RN
Wendy Tsau, MSN RN
Monica Ortega, RN
Nicole Antonville, MSN, RN
Jennifer Sage, RN

Cardiology
Johanna Bruner, MS, RN, FNP
Daniel Cruz, MD, PhD
Martin Cadeiras, MD
Gregg Fonarow, MD

Interpreter Services
Hala Fam

General Internal Medicine & Health Services Research
Socorro Ochoa
Sarah Edgington
Michael Ong, MD PhD

Bilingual Cultural Initiative Medical Psychology Assessment Center at Semel Institute for Neuroscience and Human Behavior
Xavier Cagigas, PhD
Paola Suarez, PhD

UCLA Innovation in Health
Jennie Kung, MBA
References


