

Puentes de Salud (Bridges of Health)

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Puentes de Salud - An Overview

- Public health model designed to promote the well-being of Philadelphia's Latino population through low-cost, high-quality health care, community development, and innovative educational programs
- Collaboration with CHOP Primary Care at South Philadelphia ("CHOP South Philly") and the CHOP Family Health Coverage Program since 2007
- Pediatricians at Puentes de Salud help families to identify medical homes for children in this population and to facilitate the provision of Charity Care so that children with special needs can receive primary care at CHOP South Philly

Goals

- Identify community priorities and stakeholders' input regarding pediatric care for children in the Philadelphia Latino community
- Improve access to medical home for undocumented children and children of undocumented parents

Objectives

- Work with stakeholders to develop Puentes de Salud pediatric protocol
- Design needs assessment to examine community demographics and evaluate community priorities
- Revise pediatric protocol based on results of needs assessment and input from stakeholders
- Develop a pediatric resource database for Puentes de Salud
- Advertise pediatric services to the community
- Expand the pediatric staff at Puentes de Salud to include more pediatric attending physicians, nurse practitioners, and residents

Methods: PL-1 and PL-2 years

- Volunteered as pediatrician to better understand clinic, patient population, and CHOP Charity Care referral system
- Reviewed EPIC to see if patients referred to Charity Care were being seen at CHOP South Philly, and identified significant issues with current referral system
- Held meetings with stakeholders at Puentes de Salud and at CHOP South Philly in order to discuss problems identified and to improve service
- Designed a pediatric protocol in order to address these problems
- Designed pediatric medical record

Methods: PL-3 Year

- Continued to volunteer as pediatrician
- Identified interns to continue and lead project
- Advertised to pediatric attending physicians and residents and attended primary care combined providers meeting to engage more pediatric staff
- Engaged in needs assessment to assess demographics of the pediatric population and identify community priorities
- Revised pediatric patient protocol based on findings
- Regular meetings with Puentes de Salud staff
- Advertised services to the community
- Developed pediatric resource database

Needs Assessment

- Design and Administration:
 - Designed by Dr. Julie Linton and then reviewed by members of Puentes de Salud clinical staff, including a native Spanish speaker who reviewed the Spanish translation for accuracy and relevance
 - Administered at the Puentes de Salud clinic and a local church with a Spanish mass
 - One member per household invited to participate in the survey
 - Informed consent, responses anonymous
 - Total of 50 surveys administered over 4 weeks

- Data Processing
 - Due to the relatively small sample size, data are presented as summary statistics and percentages; no statistical comparisons are made
 - Responses to questions tabulated and percentages calculated to indicate response frequency

Needs Assessment

Table 1: Pediatric Demographics

Question	Response
Are there children in the home?	36 Y (72%); 14 N(28%)
Average # of children/home among households w/children	2.1
Average # of children/home among all households surveyed	1.5
Average age of children among households w/children	6.9 yrs
Age breakdown of children:	
children 2 yrs old or younger	14 (18%)
children 3-5 yrs	21 (27%)
children 6-11 yrs	27 (35%)
children 12 yrs and older	15 (19%)
Total number of undocumented children reported in study	24 (31%)
Average # undocumented children/household (among households w/children)	0.66
Households w/children w/at least 1 child with medical home	28 Y (78%); 8 N (22%)
Households w/at least one child without medical home	11 (31%)

Needs Assessment

Table 2: Pediatrics at Puentes de Salud

Did you know that there are pediatricians at Puentes?	8 Y (22%); 28 N (78%)
Has a child in your household seen a pediatrician at Puentes?	5 Y (14%); 31 N (86%)
Would you bring your child to see a regular pediatrician at Puentes? For acute illnesses? For check-ups/well-child care? For vaccinations?	36 Y (100%); 0 N (0%) 36 Y (100%); 0 N (0%) 32 Y (89%); 4 N (11%) 32 Y (89%); 4 N (11%)
Barriers to seek pediatric care at Puentes de Salud: Transportation Language Lack of frequency of pediatric office hours No one "on call" by phone outside of clinic hours	8 Y (22%); 28 N (78%) 9 Y (25%); 27 N (75%) 19Y (53%); 17N (47%) 14Y (39%); 22 N(61%)
Would you like to have medical care for children/parents?	36 Y (100%); 0 N (0%)
Would you like to have babysitting services for children?	19Y (53%); 17N (47%)
Would you like to have formal programming for your children in the waiting area available at Puentes de Salud?	19Y (53%); 17N (47%)
Would you like to have parenting classes at Puentes de Salud?	23Y (64%); 13N (36%)
If Puentes de Salud offered an after-school program in your child's school, would you want your child to attend?	35 Y (97%); 1 N (3%)

Needs Assessment

Table 3: Internet Data

Do you have regular internet access?		26 Y (72%); 10 N (28%)
Do you access the internet mostly at home?		23 Y (64%); 13 N (36%)
Do you access the internet mostly at work?		5 Y (14%); 31 N (86%)
Do you access the internet elsewhere? If so, where?		6 Y (20%); 30 N (80%)
	Library	2
	Friend's house	2
	Internet Café	1
How often do you use the internet?	More than once a day	6 (12%)
	Once a day	6 (12%)
	More than once a week	9 (18%)
	Once a week	1 (2%)
	Less than once a week but more than once a month	1 (2%)
	Once a month or less	27 (54%)
How often do you use email?	More than once a day	7 (14%)
	Once a day	8 (16%)
	More than once a week	7 (14%)
	Once a week	2 (4%)
	Less than once a week but more than once a month	2 (4%)
	Once a month or less	24 (48%)

Discussion

- Age distribution:
 - More than 80% of the children were under age twelve
 - Ongoing pediatric health care needs for this population

- Documentation status:
 - 31% of the children identified are undocumented - these these children are not eligible for public health insurance
 - Undocumented children likely most at risk to not have medical home

- Medical home:
 - 78% of households have at least 1 child with a medical home; 31% have at least one child without medical home
 - Current medical homes include health centers, FQHCs, and CHOP
 - Important for Puentes de Salud pediatricians to communicate with the child's pediatrician if child with medical home is seen

Discussion

- Pediatric services at Puentes de Salud
 - Overwhelming desire (100%) for pediatric services at Puentes de Salud shows that families clearly want pediatric care for their children - they may just not know how to navigate the health care system
 - Most families did not know that there are pediatricians
 - Crucial to advertise pediatric services to the community
- Barriers to seeking pediatric care at Puentes de Salud
 - Most common: lack of regular hours, lack of someone “on call”
 - Given increased pediatric staff, now possible to establishing regular pediatric hours, which will help families seek care
 - At this time, not sufficient staff for a call schedule

Discussion

■ Communication

- 78% of participants report regular access to the internet, but more than 50% of participants use the internet and email less than once a month
- Internet and email can be employed for advertising and communication but cannot be relied on exclusively

■ Limitations of needs assessment:

- Small sample size
- Reliance on a convenience sample
- Self-report nature - in a political environment that has become increasingly volatile with respect to immigration, families may be reluctant to disclose immigration status

Conclusions

- There is a significant need for pediatric services at Puentes de Salud, both to help families to identify a medical home and to screen children for subspecialty needs
- It is critical to incorporate input from all stakeholders, including the community, when engaging in advocacy work
- The new pediatric protocol at Puentes de Salud relies on creative reliance on existing resources to provide every child, regardless of documentation status, with access to a medical home in Philadelphia

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