

# Navi4Health Case Management Aids Promotora & Community Health Worker Navigators in Addressing Barriers to Care

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## ABSTRACT

Underserved and minority women frequently face significant barriers to care including language, fear, poverty, health literacy and medical mistrust. These barriers to care impact breast and cervical cancer screening, wellness checks, diagnostic services and access to care.

Promotores/as and Community Health Workers serving as community-based patient navigators can identify and address patient barriers using **Navi4Health's** online case management solutions. Navi4Health helps Promotora Navigators identify and track patient needs. It provides detailed case management for service delivery and can capture time and resources used to address barriers. **Navi4Health** is helping to build the evidence and fact base for social and institutional return on investment for patient navigation services

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## INTRODUCTION

In a 5-city demonstration project (Dallas, Houston, Corpus Christi, El Paso and Austin), funded by Blue Cross Blue Shield of Texas, TLSF's patent pending **Navi4Health** bilingual case management system was used by Dia de la Mujer Latina (DML) to identify barriers to care for over 1200 Latina women. The DML project also provided training and state certification for 161 new Promotores/as Community Health Workers (Promotoras/CHW). The Promotoras/CHW helped coordinate and provided initial and ongoing navigation to women who attended the events. Unlike many health fairs, DML's Health Fiestas offer screening combined with patient registration, surveys, and ongoing navigation by the Promotoras for participants needing chronic disease care and treatment.

A significant portion of the women registering for prevention and screening services at the DML Health Fiestas had no medical home and had never had mammograms or Pap smears. **Navi4Health** captured their barriers to care and supported the Promotora/CHW in client navigation.

As part of the project, TLSF conducted surveys of Promotoras and clinic-based patient navigators, including nurse navigators, to learn more about how navigators perceive patient barriers to cancer care.

## METHODS AND MATERIALS

To capture the DML Health Fiesta participants' demographics and barriers to care, **Navi4Health** was used to create a bilingual English/Spanish survey that could be taken online or filled out as a paper form. The DML Promotores/as provided ongoing follow up and navigation via phone calls and in-person visits for their assigned clients to ensure access to care and treatment. **Navi4Health** is being used to track these navigator interactions for time and resource allocation as well as capturing detailed notes on how barriers are resolved.

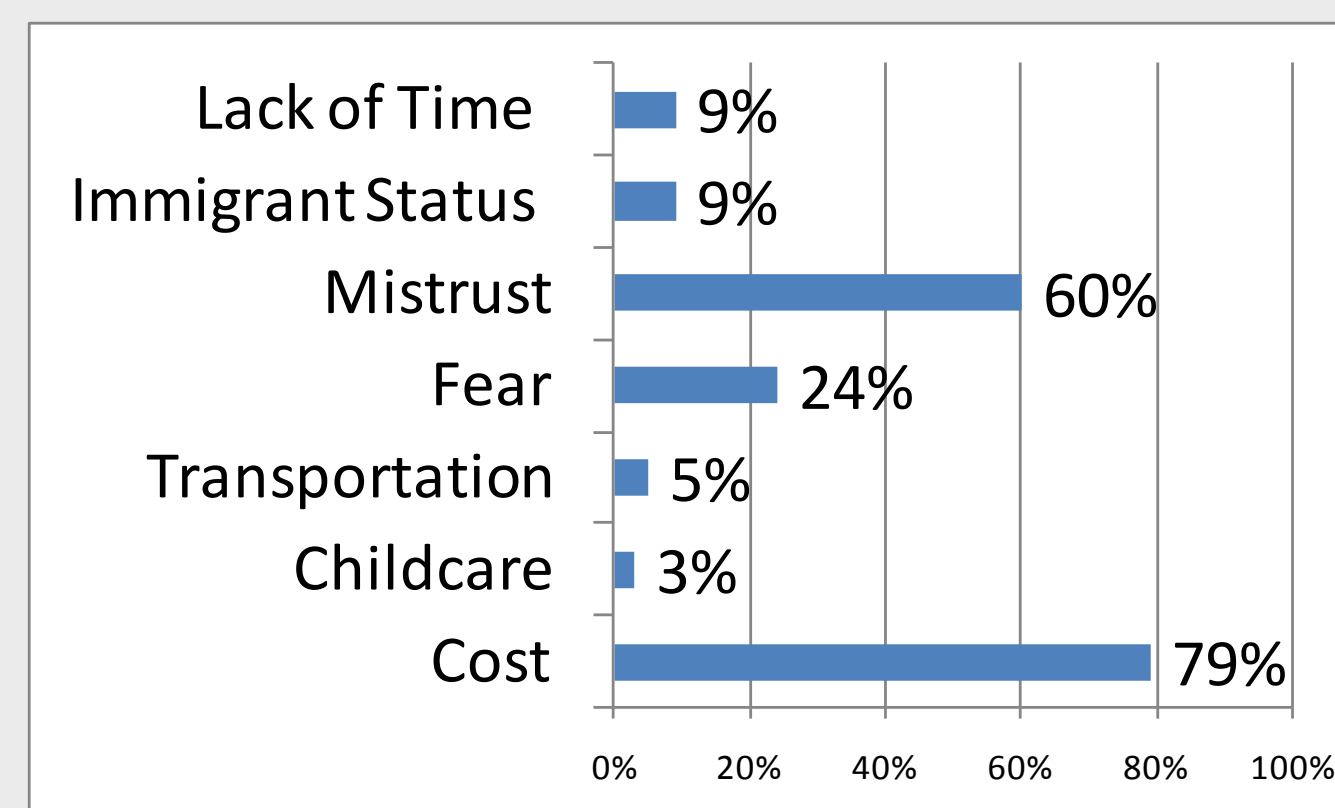


Chart 1.  
DML Participant Barriers to Care (N-1189)

## RESULTS

**Navi4Health provided** DML with an ongoing dashboard of information about the Health Fiesta participants. Additionally the case management system is providing rapid access to individual client information for the Promotoras as they continue to navigate their clients into doctor's appointments, for Pap smears, mammograms, surgery and clinical trials.

**Of the Latina women who participated in the DML Health Fiestas, ages 40 and above, 67% had never had a mammogram, 9% had been screened in the past year and 24% were screened more than 1 year ago. The DML Health Fiesta and Promotora navigators are facilitating access for many of these women to mammograms at facilities in their communities.**

**Of the Latina women participants, 75% had never had a Pap smear screening, 24 % had had one in the past year and 1% were unsure. Several hundred of the Health Fiesta participants received Pap smear screening during the events. The Promotoras are continuing to navigate the unscreened women for tests and HPV vaccinations.**

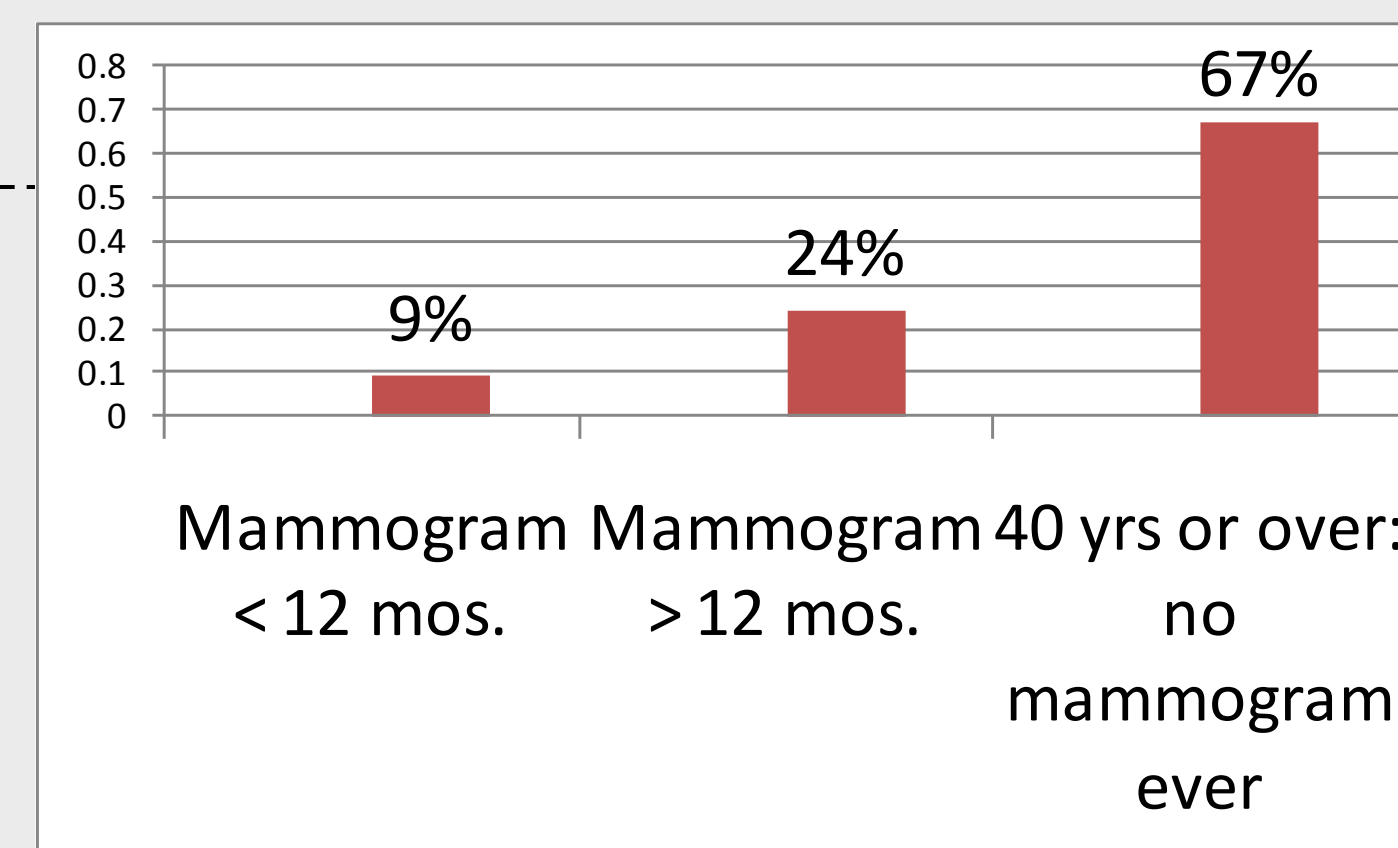


Chart 2. DML Participant Mammography Screening History (N=1014)

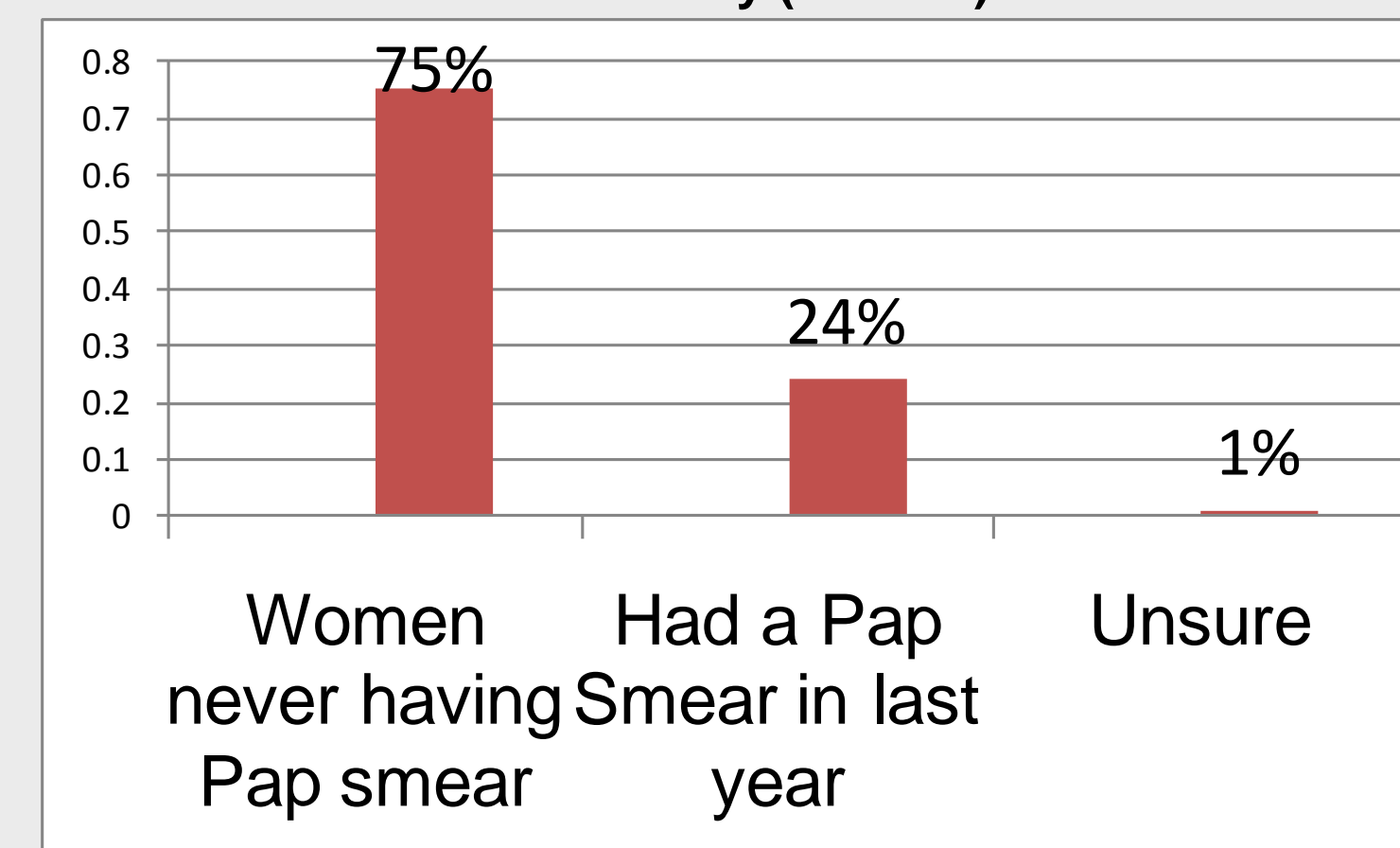


Chart 3.  
DML Participant Pap Screen History (N-1164).



Figure 1. Houston's DML-Trained and Certified Promotoras de Salud.

## CONCLUSIONS

**Navi4Health** is successfully assisting DML's Promotora/CHW Navigators in identifying and addressing barriers to care and supporting increased breast and other preventative health screenings. However, the issues of cost, fear, and medical mistrust remain significant in underserved and minority communities. It will be important to track the value, benefits, and success rates of community-based Promotoras and Community Health Workers in navigating their clients' health and well being.

In order to support future grants, research, and funding requests, DML plans to continue and extend its use of **Navi4Health** to capture Promotores/as time and resource allocation for client navigation. Expansions to capture the Promotores/as training and skill sets in **Navi4Health** is underway as is a call center application to support navigators.

## REFERENCES

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