

# Qualitative Evaluation of Care Navigation Partner Outreach for Hispanic Adults with Type 2 Diabetes

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## OBJECTIVE

The purpose of this QI project was to conduct a qualitative evaluation of patient perceptions of a diabetes intervention by Care Navigation Partners (CNP). This cohort was identified via advanced analytics as being at rising risk, and the CNPs conducted telephonic outreach to address barriers to care, elicit patient priorities via motivational interviewing and provide tailored navigation. In evaluating patient experience with this intervention, we aim to continue process improvement of this novel intervention for patients at rising risk.

## APPROACH

A total of 20 patients participated in the interview process consisting of a 11-question survey via phone call completed by an English-speaking resident.

Spanish speaking participants were interviewed with a certified Spanish Interpreter.

## KEY FINDINGS

- 85% of the patients interviewed reported being very satisfied with their CNP visit on a scale of 1-10.
- 65% reported their perception of non-pharmacological management has changed.
- 65% noted not having difficulty getting refills on medications. Of the patients that did have difficulty, insurance coverage and high prices were the major barrier.
- 90% of patients were able to identify long term consequences of uncontrolled DMII.
- 50% reported improvement in their DMII, 30% stayed the same, and 20% reported it worsened.
- 94.4% stated they had a better understanding of medications and labs ordered by clinicians.
- 100% of patients would recommend talking with a CNP to other patients with DMII.

## IMPACT AND IMPLICATIONS

Participants reported being very satisfied with their CNP visit scoring a 10/10. Patients' experience had significant educational benefit

- learning about resources
- importance of non-pharmacological interventions including diet and exercise
- identifying long term consequences of uncontrolled DMII
- improved understanding medications and routine labs

Language proved to be somewhat of a barrier in those who needed an interpreter. If the caller was a Spanish speaker, the ease in which the participants interacted would be improved.

## CONCLUSIONS

Results indicate patients are more likely to recommend CNP phone visits to other diabetics, see improvement in their diabetes management, and feel more confident in managing their diabetes at home.