Helping Patients with Asthma Navigate the Healthcare System

USAsthma Summit, November 11, 2022
Today’s Presenters

Lorene Alba, AE-C
Certified Asthma Educator
Patient Advocate & Founder, Asthma Chef
Contributor Asthma.net and Allergies.net

Andrea M. Jensen, CHES®, AE-C
Certified Asthma Educator
Education Specialist, Allergy & Asthma Network
Contributor Asthma.net and Allergies.net
Today’s Program

01. CHALLENGES

02. EXPANDING THE CARE TEAM

03. HOW TO EMPOWER PATIENTS
15 MINUTE VISITS
LIMITED STAFF
BURNOUT FROM COVID

UNDERSTANDING THE SOCIAL DETERMINANTS OF HEALTH
CULTURAL COMPETENCE

MOTIVATIONAL INTERVIEWING TEACH BACKS
HEALTH LITERACY PRINCIPLES

PROVIDER CHALLENGES
PATIENT CHALLENGES

TIME
15 MINUTE VISITS

STAFF
IMTIMIDATED BY WHITE COATS

KNOW
FEELING GUILT AND SHAME FOR SITUATIONS OUT OF THEIR CONTROL

ENGAGE PATIENTS
NEED A LARGER MEDICAL TEAM TO PROVIDE EDUCATION, RESOURCES AND SUPPORT

LANGUAGE
CAN READ ANOTHER LANGUAGE, NOT UNDERSTAND IT AS WELL
What are patients navigating?

Insurance Companies
• Co-pays, deductibles
• Prescription costs, formularies
• “Try and fail” protocols
• Patient portals, websites, apps, 1-800 lines

Access to resources
• Self management education
• SNAP, WIC, Medicaid, prescription help

Health Care Visits
• Patient portals, websites, apps, 1-800 lines
• Long waits to see specialists
• Payment plans for hospital bills
What Percentage Of Adults Struggle To Understand Information About Their Health?

According to communicatehealth.com
Teamwork!
Care Team

Public Health & Chronic Disease Educators

Community Health Workers & In-home Education

Social Workers & Patient Navigators
Community Health Workers

- Trusted member of the community
- Member of the health care team
- Know and understand the communities they serve
- Are culturally competent
How The CHW / Home Visitor Can Help

- Liaison between family and HCP
  Usually, bilingual

- Family confides in them; they feel more comfortable asking for help

- Hands-on assistance to connect the family to resources
**Public Health & Chronic Disease Educators**

- Skilled in epidemiology, human diseases
- Recognize social determinants of health
- Well versed in behavior change theory
- Develop, deliver and evaluate programs
How The Public Health Educators Can Help

- Often have several divisions under one roof
- Collaborate with community organizations
- Provide self-management education and resources in different languages
25 CDC Funded Asthma Program Sites

https://www.cdc.gov/asthma/contacts/default.htm
Social Workers & Patient Navigators

Some specialize in medical social work
Help patients access basic needs
Connect families with resources
Improve the quality of life
Social Workers & Patient Navigators

- Arrange follow-up care after ED or hospital visits
- Provide age-specific, disability, or special needs resources, and transportation issues
- Connect patients with FQHCs and prescription assistance programs
Who Else Would You Add To The Care Team?
The Goal?
To Empower Patients
Recognize the barriers patients may be facing:

- Access to affordable care
- Limited time with clinicians
- Health literacy and ESL challenges
- Navigating ever-complicated insurance processes and technology

Expand the medical team to include members that can offer patients:

- Time, patience, and understanding
- Connections to resources
- Self-management education
Questions?

Lorene Alba, AE-C
asthmachef@gmail.com

Andrea M. Jensen, CHES®, AE-C
Ajensen@allergyasthmanetwork.org