



Helping Patients with Asthma Navigate the Healthcare System

USAsthma Summit, November 11, 2022

Today's Presenters



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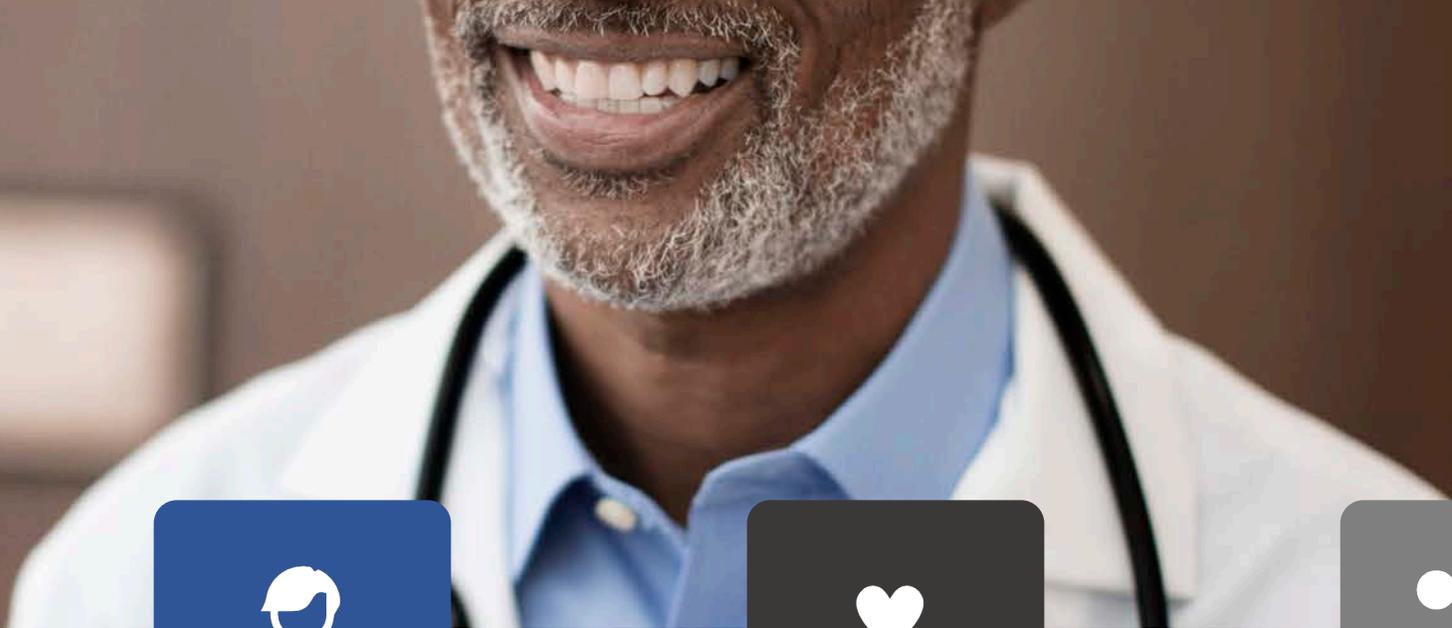
Today's Program

01 CHALLENGES

02 EXPANDING THE CARE TEAM

03 HOW TO EMPOWER PATIENTS





TIME

15 MINUTE VISITS



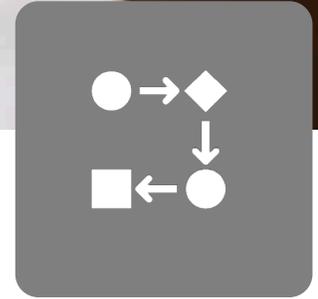
STAFF

LIMITED STAFF
BURNOUT FROM COVID .



KNOW

UNDERSTANDING THE
SOCIAL DETERMINANTS
OF HEALTH



ENGAGE PATIENTS

MOTIVATIONAL
INTERVIEWING TEACH
BACKS

CULTURAL COMPETENCE

HEALTH LITERACY

PROVIDER CHALLENGES

PRINCIPLES



TIME

15 MINUTE VISITS



STAFF

INTIMIDATED 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

PATIENT CHALLENGES



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?

60

90

75

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



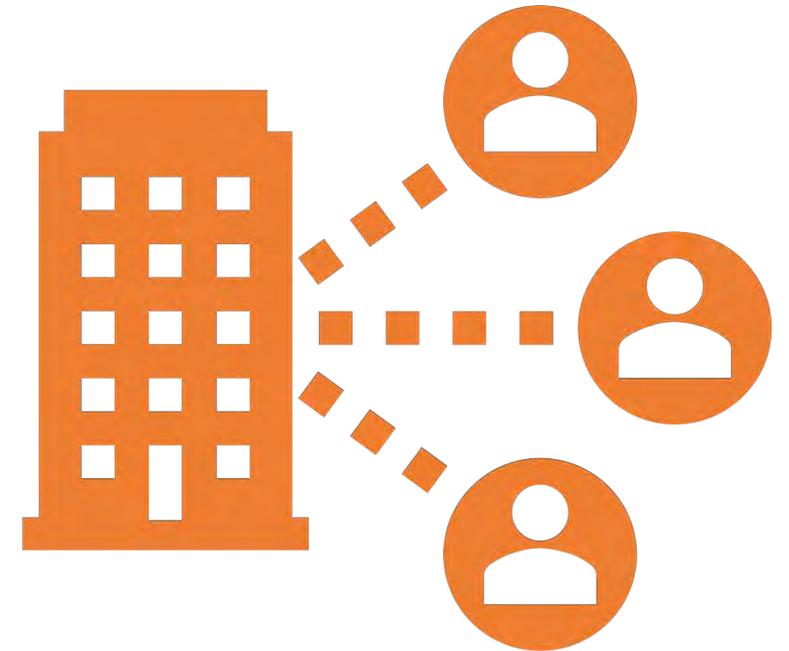
Often have several divisions under one roof



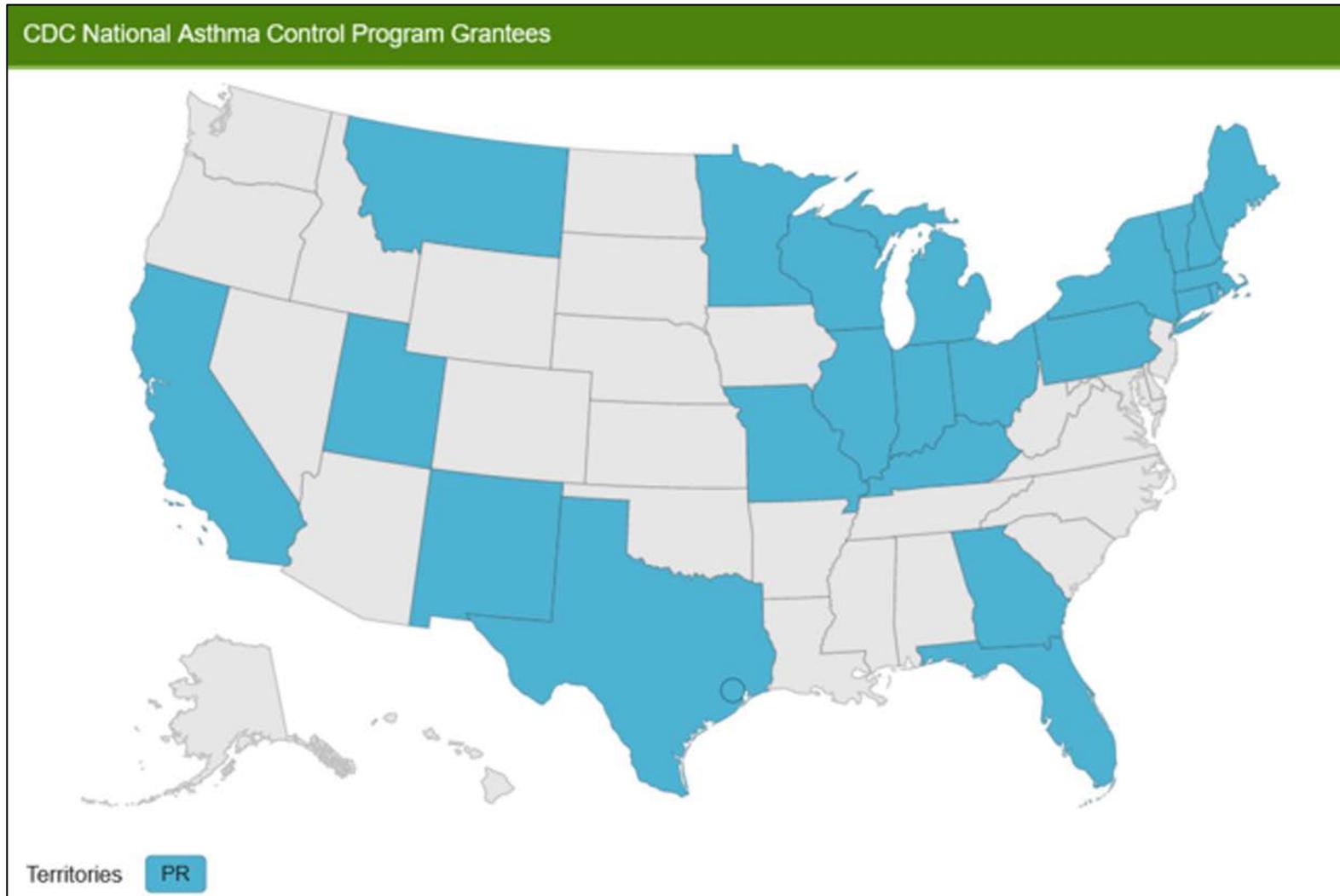
Collaborate with community organizations



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**





01

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

02

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

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

Questions?



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