

Salud Para Todos



Improving Health through Medical Homes

Lessons learned from a community-based project from the National Center for Medical Home Implementation in partnership with the Rhode Island Parent Information Network and the Rhode Island Department of Health, Office of Special Needs.

Only 33% of Hispanic children and youth with special health care needs (CYSHCN) in the United States receive and have access to high quality primary care.

Results from the “Salud Para Todos” project identified strategies to do the following:

- Effectively engage culturally and linguistically diverse Hispanic families in their child’s care
- Increase the number of Hispanic children and youth who have access to and receive care within a medical home

Practices and Clinicians

Strategies to Enhance Care for Hispanic Children, Youth and Families

Support Family Readiness

Be aware of varying levels of readiness and ability to participate in shared decision-making by culturally and linguistically diverse Hispanic families. Some families, particularly recent immigrants, may be unfamiliar with shared decision-making as a strategy in provision of care. Provide tools and resources to families to ensure they are able to make informed decisions based on their own knowledge, beliefs, and personal readiness.

Use Cultural Brokers

Bicultural peer navigators, parent partners, community health workers, or care coordinators can play an important role in enhancing care for culturally and linguistically diverse families.

Avoid Jargon

Families, caregivers, and even practice staff may not be familiar with and intimidated by medical home jargon such as family-centered care and care partnership support. Frame the medical home model in terms of relationship building, using words and exhibiting actions that exemplify trust and respect.

Use Patient Education Tools and Resources that Take Culture into Consideration

Language and culture varies from region to region, even within the same country of origin for Hispanic patients and families. Ensure that bicultural community members help with the development and/or review of patient education materials to enhance cultural competency.

Offer Accessible Resources

Offer patient and family educational materials in multiple formats, including hard copies, electronic, and illustration-based formats for families with low literacy skills. Whenever possible, consult with interpreters to enhance language access of resources and materials offered.

Encourage Team-based Care

Involve all practice staff in family engagement activities through lunchtime discussions, team meetings, and team huddles. Whenever possible, include interpreters as members of the health care team.

Refer to Peer Supports

Refer families and caregivers to peer supports, such as state Family-to-Family Health Information Center(s).

[More information available on next page](#)

Resources

- Positioning the Patient and Family at the Center: A Guide to Family and Patient Partnership in the Medical Home
- Fostering Partnership and Teamwork in the Pediatric Medical Home: A “How-To” Video Series
- Building Your Medical Home: An Introduction to Pediatric Primary Care Transformation (Materials Available in Spanish)
- Family-to-Family Health Information Centers
- Spanish Language Medical Home Resources for Families and Professionals: New Jersey Family-to-Family Health Information Center Spanish Language Materials
- Family-Centered Care Assessment Tool for Families (English and Spanish)
- Outreach to and Development of Family Leadership from Diverse Communities: Language Access
- Cultural Competency Self-Assessment Tools for Practices and Clinicians
- The National Center for Medical Home Implementation Web site

State and Community-Based Organizations

Strategies for Implementing Pediatric Medical Home Projects for Hispanic Communities

Build Relationships First

Begin any medical home improvement project by building trust and respect with families, caregivers, and the community. Consider a slow, intentional approach to improvement based on the needs of the community and families, rather than implementing changes immediately.

Ask “What’s in it for them?”

Identify a unique need within the community for enhancing the number of children who receive care within and access to pediatric medical home; this need may be different from the need of a state agency or organization.

Find Motivated Community Members

Find bicultural community members to lead outreach within the community and explain medical home project implementation goals in a way that is culturally relevant to families and caregivers.

Engage the Neighborhood

Identify stakeholders in the community to guide development of the project. These stakeholders may include, but are not limited to, the following:

- Family-to-Family Health Information Centers
- State American Academy of Pediatrics chapters
- Maternal and Child Health programs (Title V)
- Community health centers and Federally Qualified Health Centers
- Schools
- Insurance agencies
- Religious organizations
- Advocacy organizations
- Early education and child development centers (such as Head Start)

Provide Incentives

Provide incentives—financial and non-financial—for family members and caregivers to participate in projects and activities.

Avoid Jargon

Community members may not be familiar with or may be intimidated by medical home jargon such as “family-centered care” and “care partnership support.” Frame the medical home model in terms of relationship building, using words and exhibiting actions that exemplify trust and respect.

Offer and Acknowledge Professional Development

Through formal and informal channels, state and community-based organizations can explore opportunities to offer family members and community members with professional development opportunities and acknowledgements. This may include presenting certificates of participation to family members or distributing letters of gratitude from the organization facilitating the project.

Use Tools and Resources that Take Culture into Consideration

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Offer Accessible Resources

Offer patient and family educational materials in multiple formats, including hard copies, electronic, and illustration-based for families with low literacy skills.

Proactively Seek Family and Community Feedback

Ensure program goals, objectives, and methodology are family-centered and culturally competent by seeking feedback from families throughout the project by using the following strategies:

- Involving families in the development of the project—from the conceptual phase to implementation and evaluation
- Creating meaningful roles and responsibilities for family members
- Creating a comfortable environment for information sharing through the utilization of community spaces and encouraging bicultural facilitators to lead discussions
- Providing information on how family feedback has been utilized to facilitate change or strategic planning
- Asking questions about cultural implications of project goals, objectives, and methodology

Resources

- Medical Home Data Portal
- Community Tool Box (English and Spanish)
- Sustaining Pediatric Community-based Initiatives
- Growing Your Capacity to Engage Diverse Communities
- Family Engagement in Title V
- iSpeak Cards
- Diversity RX
- Training Materials from “Salud Para Todos” Project:
 - Promoting Child Health in Partnership with Clinicians and Families: Presentation for Pediatric Practices
 - Promoting Child Health in Partnership with Clinicians and Families: Presentation for Peer/Family Navigators
 - Peer/Family Navigator Discussion Scenarios
- The National Center for Medical Home Implementation Web site

For additional information about the “Salud Para Todos” project, including evaluation and training materials, contact Alex Kuznetsov (akuznetsov@aap.org).