

**CULTURALLY COMPETENT PATIENT  
NAVIGATION IN THE PREVENTION  
OF CANCER IN UNDERSERVED  
HISPANIC WOMEN:  
THE SAN ANTONIO EXPERIENCE**

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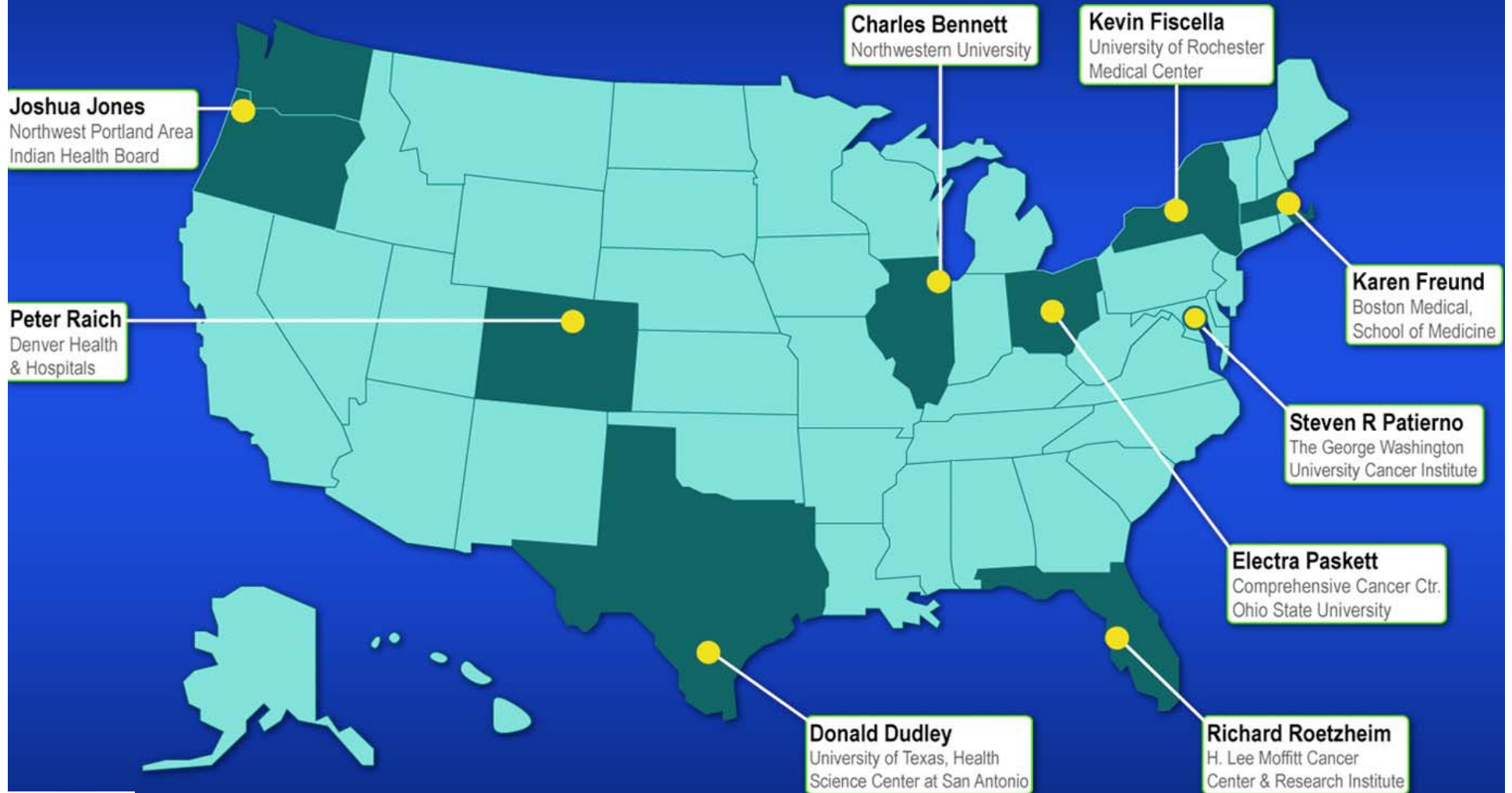
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# PNRNP Grantee Sites



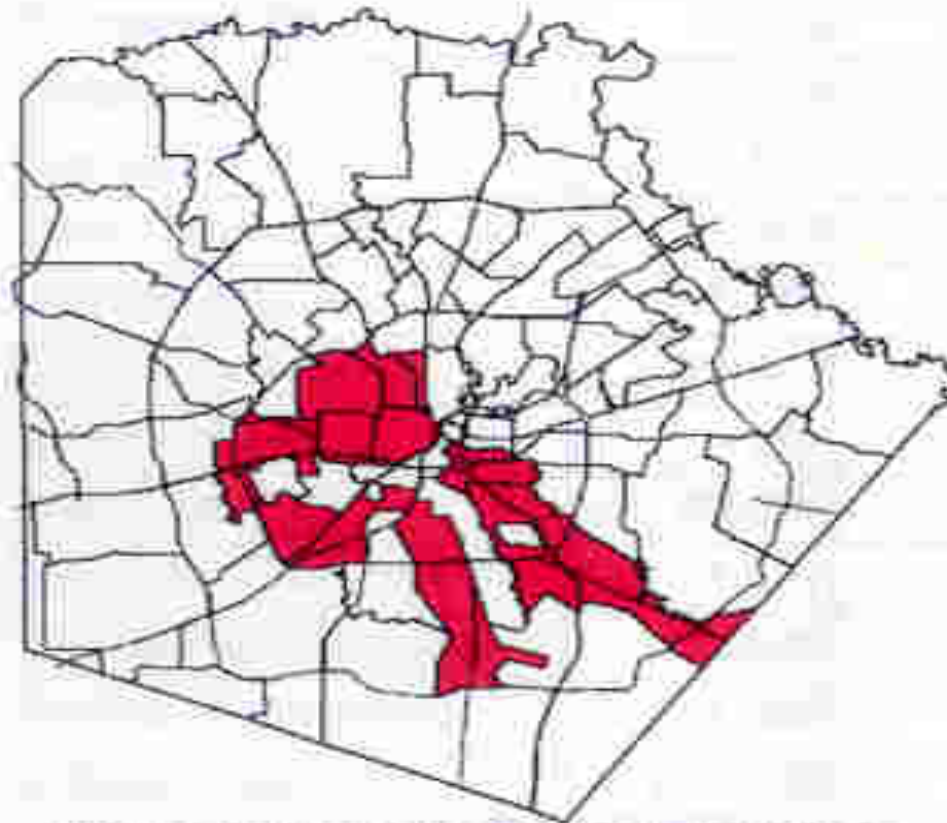
# **San Antonio: Demographic Background**

- **Population: 1.2 million, 8th Largest City in USA**
- **Ethnic Populations: 54% Hispanic, 36% Non-Hispanic White, 7% African-American**
- **Economics: Median household income \$39000**
  - **16% Live Below Poverty Level (1999)**

# San Antonio: 10 Zip Codes

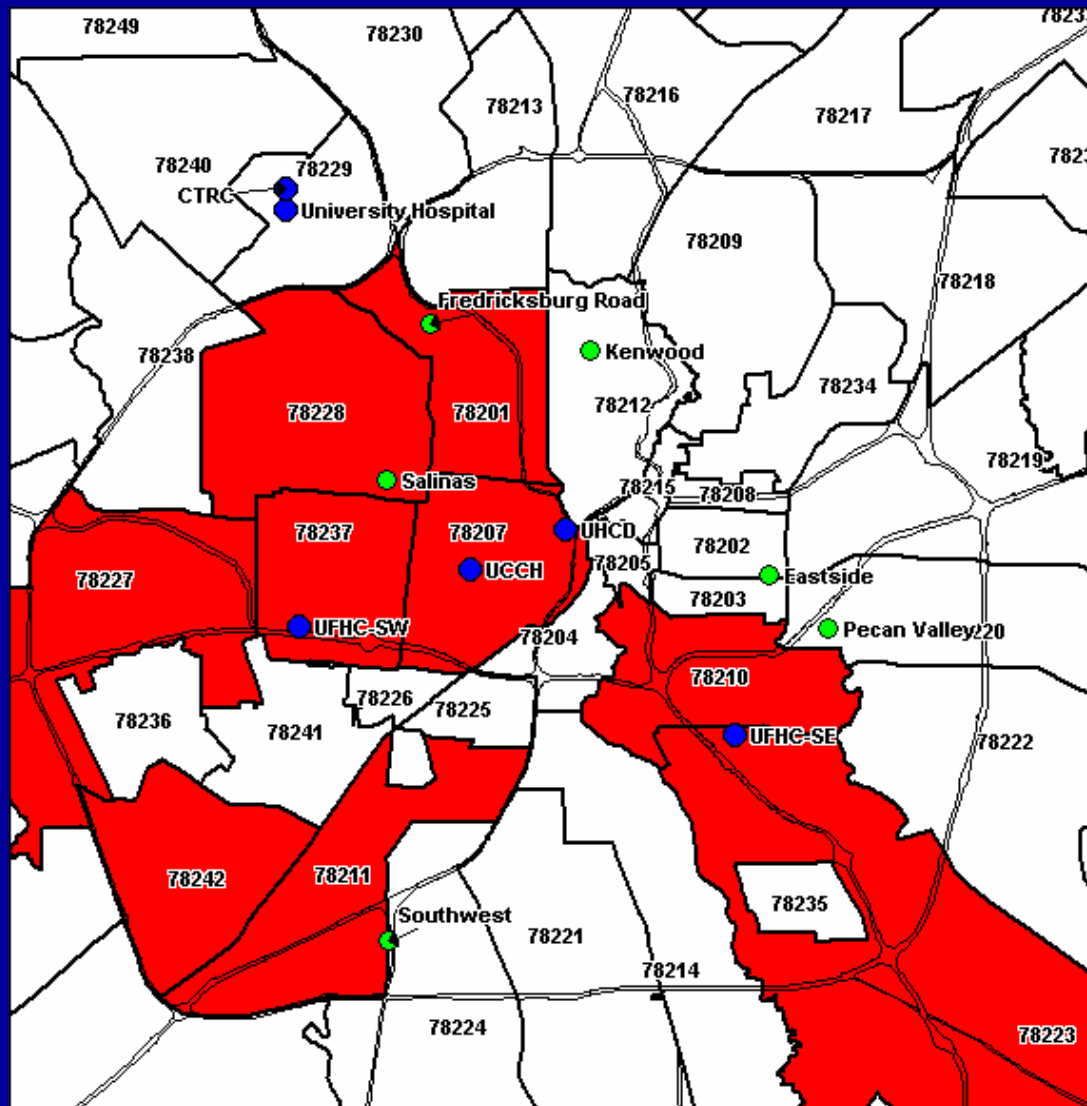
- **Area with Most Acute Health Needs**
- **27% Population, 50% of Demand for Public Health Services**
- **Largely Hispanic (70-98%), Poor (25% in Poverty), Young (32% < 18 y.o.) and Old (13% > 65 y.o.)**
- **Source of Health Disparities: Target Population for PNRP**

# Underserved Areas in San Antonio



**Figure 1: Ten Zip Codes Requiring Increased Services**

# Clinic Sites: UTHSCSA PNRP

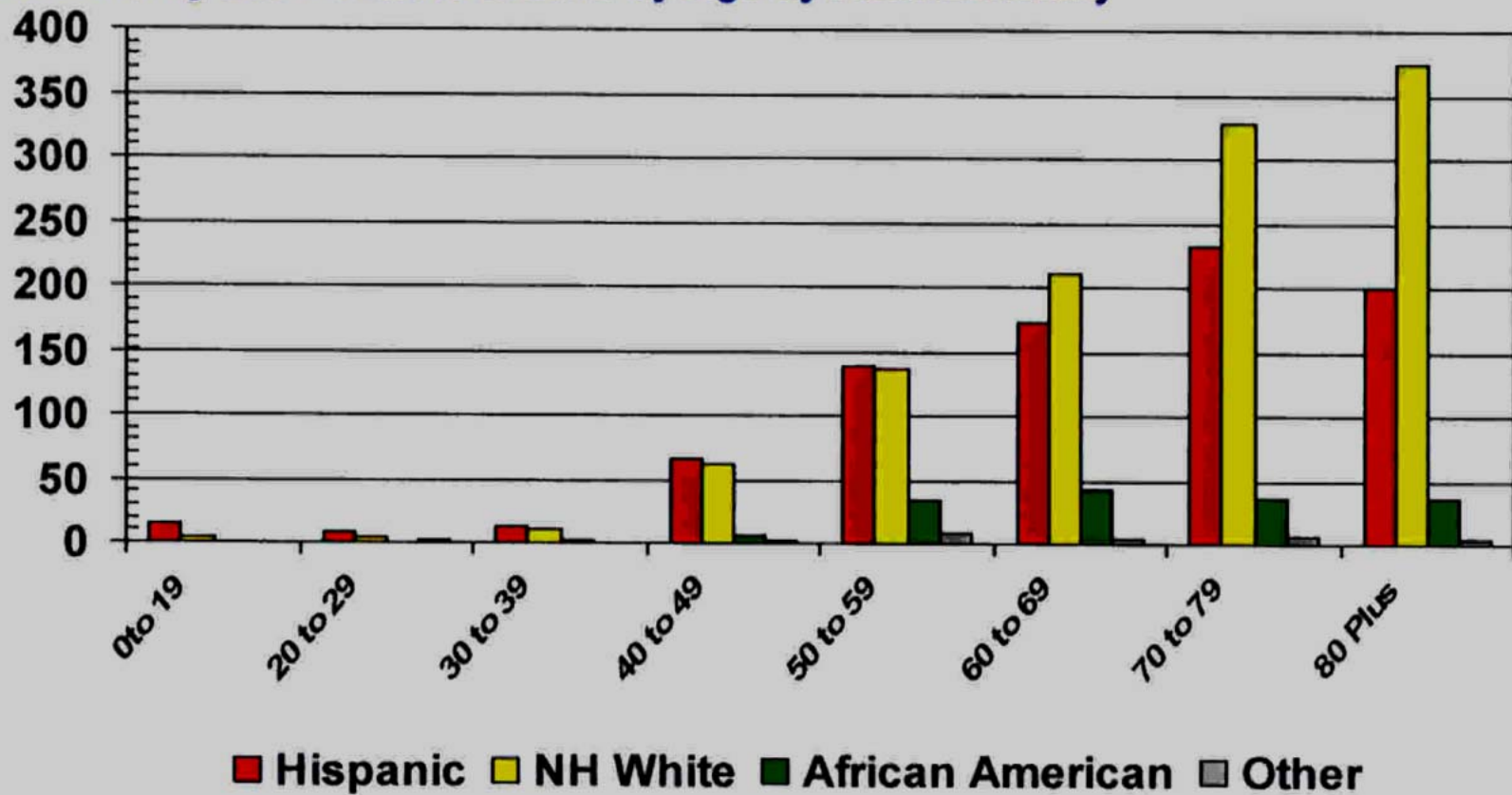


# Mortality Rates in Women of San Antonio: 2004

<b>Bexar County Females 45-64 Years</b>	<b>Number</b>	<b>% of Total Deaths</b>
Malignant Neoplasms	265	36%
Diseases of the heart	130	18%
Cerebrovascular diseases	51	7%
Diabetes mellitus	47	6%
Chronic liver disease and cirrhosis	29	4%
All other accidents and adverse events	28	4%
Chronic lower respiratory disease	25	3%
Symptoms, signs and abnormal clinical and laboratory findings, not elsewhere found	13	2%
Other Deaths	151	20%
<b>TOTAL (all causes)</b>	<b>739</b>	<b>100%</b>

# Cancer Deaths in San Antonio: 2004

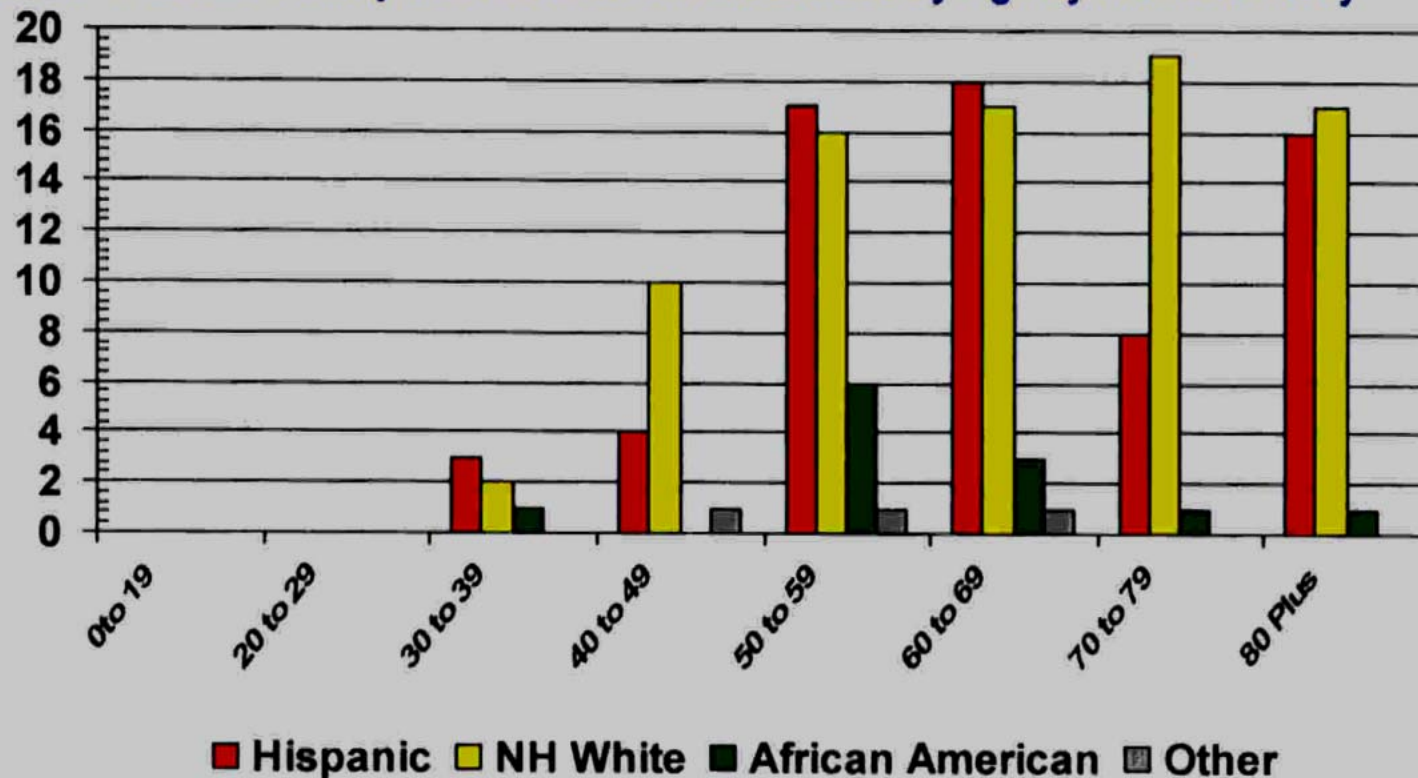
Bexar County 2004 Cancer Deaths by Age by Race/Ethnicity





# Breast Cancer Deaths: 2004

Number of Bexar County 2004 Breast Cancer Deaths by Age by Race/Ethnicity



# UTHSCSA Navigation Model

- **Three Partners**
  - **San Antonio Metropolitan Health District**
    - **Public Health Model: Disease Prevention**
  - **University Health System**
    - **Catchnet Healthcare System: Acute and Preventive Medicine**
  - **Edgewood Family Network: Local promotora provider**

# Models of Navigation

- **San Antonio Metro Health District: Public Health Nurse Model**
  - Graduation from an accredited school of nursing and six months experience as a practicing registered nurse OR Bachelor's of Science Degree in Nursing;
  - License to practice as a registered nurse in the State of Texas;
  - Substitution Ratio: No Substitution for education allowed.

# Models of Navigation

- **University Health System: Health Care Counselor Model**
  - Bachelor's degree in social sciences, health education, or related field of study
  - Experience in the area of health education, public health, social work and/or case management
  - Public speaking and educational presentations demonstrating effective communication skills
  - English/Spanish fluency

# **Promotora:**

## **Definition and Roles**

- **Local Health Educator in the Hispanic Community**
- **Live in the Neighborhoods they Serve**
- **Variable Educational Background**
- **Ethnically/Racial Similar to the Neighborhoods**
- **Speak Spanish (Some Only Spanish)**
- **Provide Health Information to Local Neighborhood Population**

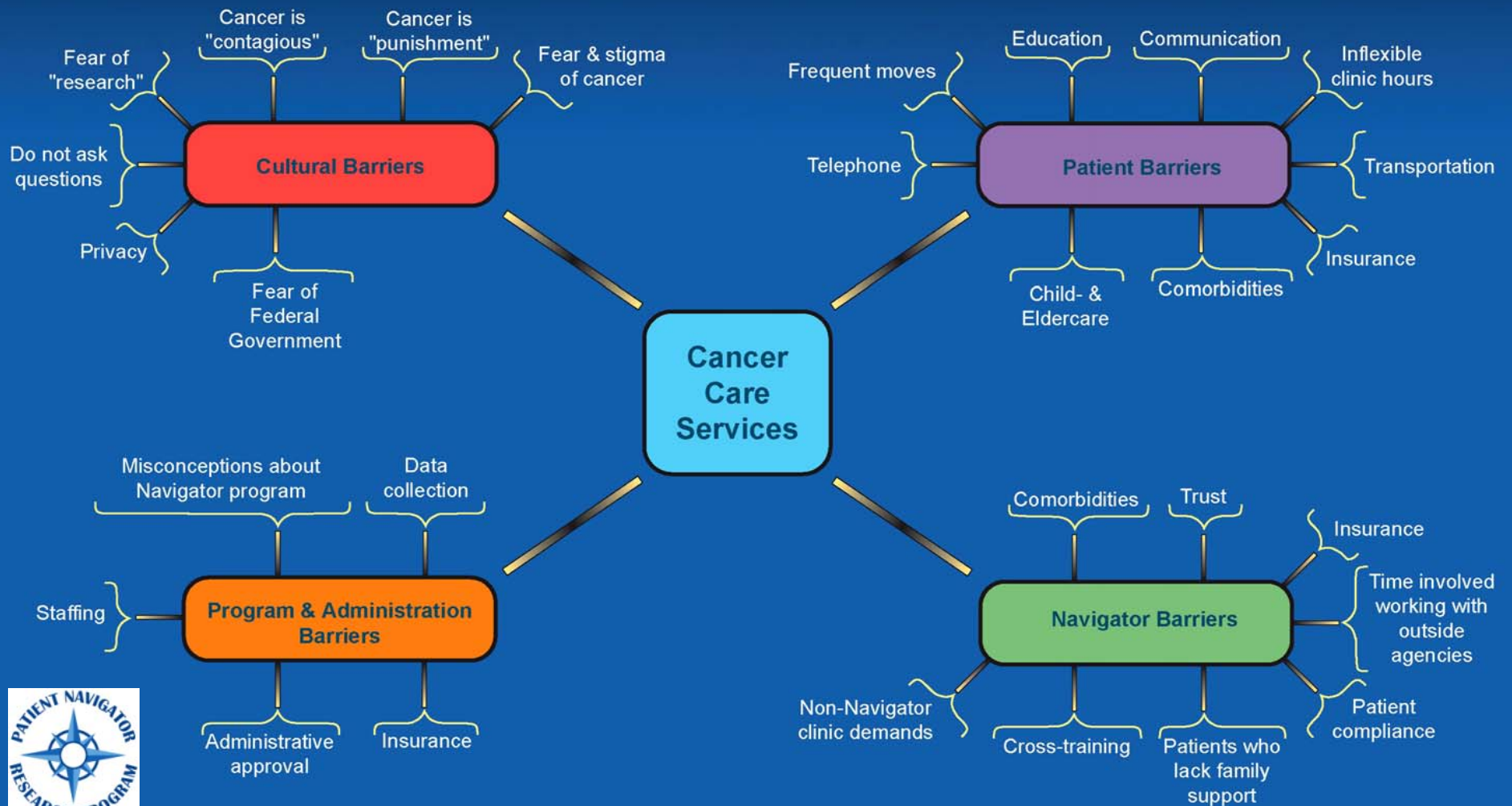
# Promotora Certification

- **Texas Certification requires 1,000 hours of service as a Promotora within a 12 month period or the completion of a certified training course**
- **Local community college program offers an Associate Degree**
- **All Promotoras certified**

# Role of Promotora

- **Combining the efforts of a Navigator with a Promotora**
  - will build cultural competency,
  - foster communication between patients and providers, and
  - overcome the barriers that impede effective cancer care for this historically underserved segment of the population.
- We propose that the combined efforts of a navigator with a promotora will be a cost-effective method to decrease disparities in cancer care for this population.
- Four teams of navigator/promotoras

# Cancer Care Barriers





# Hypotheses

- **Carefully designed, culturally competent programs to overcome the identified barriers will be developed**
- **The combined efforts of a navigator with a promotora will be a cost-effective method to decrease disparities in cancer care for this population.**
- **Patient Navigation will substantially improve the access to care for this historically underserved segment of the population**

# Results

- **Initiation of Navigation: November 2006**
- **Screening Abnormalities for Breast and Cervical Cancer**
  - **Breast: Abnormal Mammogram or Physical Examination**
  - **Cervical: CIN I or Above**

# Results

- **Enrollment to Date**
  - **Cervical Abnormalities: n=90**
    - **Types of Cervical Abnormalities**
  - **Breast Abnormalities: n=38**
    - **Abnormal Mammogram**
    - **Abnormal Examination**

# Elements of Navigation

- **Navigators Address Medical Needs:**
  - **Meet Patients in Clinics**
  - **Provide Referrals for Financial Aid**
  - **Education Regarding Abnormalities: Evaluation and Treatment**
  - **Social Work Evaluation and Referral**
  - **Address Transportation Needs**
  - **Medication Assistance**
  - **Referral to Promotoras**

# Elements of Navigation

- **Promotoras Address Cultural Needs:**
  - **Meet with Patients and Navigators in Clinic Setting**
  - **Assess Social Network in Home & Neighborhood**
  - **Patient Tracking/Transportation**
  - **Accompany Patients to Appointments when Family or other Support not Available**
  - **Assistance with Education of Family and Spouses**

# Health Disparities: Barriers to Care

- **Different Sites for Screening (public health clinic), Diagnosis (referral clinic), and Therapy (UH, CTRC)**
- **Disparate Eligibility Criteria**
- **Financial Barriers: Lack of Insurance**
- **Information Conveyance**
- **Lack of Integrated Care**
- **Practical: Transportation, Language, Cultural**

# Cultural Barriers

- **Medical Financial Needs: Carelink, Medicaid Treatment Act**
- **Family Financial Needs**
- **Transportation Needs: Bus/Taxi Vouchers**
- **Family Needs: Child/Elder care**
- **Fatalism**
- **Machismo**

# Specific Examples of Barriers

- **Family Education**
- **Prejudice towards Homosexuality**
- **Legal Assistance with Power of Attorney**
- **Women Prioritizing Their Health**
- **Teen “Non-compliance”**



# Conclusions

- **Institution of a Culturally Competent Navigation Program Pairing Navigators with Promotoras**
- **On-going Study and Data Collection**
- **Cost Effectiveness Data will be Critical**
- **Success Stories to date Suggest Powerful Impact in Community**