



**Hablamos
Juntos**
We speak together.

DEMONSTRATION SITES

To break down communication barriers between health care providers and Spanish-speaking patients, Hablamos Juntos selected ten existing health care organizations as “demonstration sites.” These organizations – which range from major hospital systems and health plans to grassroots community organizations – will work with Hablamos Juntos to design and test innovative approaches that improve health care services for Latino patients. Demonstration sites, which are described in detail below, will explore the feasibility and affordability of expanding interpreter services, providing more health information in Spanish, and using effective signs to guide patients through the facility. Ideas tested and implemented successfully will be shared with other health care organizations throughout the country.

1. Central Nebraska Area Health Education Center

Location and Service Area: Grand Island, NE, serving six rural counties in Central Nebraska.
Principal Investigator: Sarah Cunningham, PhD
Project Director: Roberto Valencia

With nearly 22,000 Latino residents, the Latino population of central Nebraska has grown by more than 375% over the last decade. The network of Central Nebraska Area Health Education Center’s Latino Health Partners—which includes area hospitals, primary care clinics, educational institutions, and community agencies—will explore development and implementation of a health care interpreter training program using interactive video and on-line instruction. The goal is to provide bilingual individuals living in rural areas with training to become professional health care interpreters without having to travel to a metropolitan area.

2. CHOICE Regional Health Network

Location and Service Area: Olympia, WA, serving five counties in central Western Washington.
Principal Investigator: Kristen West, MPA
Project Director: Jan Crayk, MSPH

CHOICE Regional Health Network is a nonprofit organization dedicated to improving the health of people living in five central western Washington counties. CHOICE was established in 1993 as a workgroup by local non-profit and public hospitals to find health care solutions for the uninsured. CHOICE seeks to create collaborative projects among hospitals, physicians and local businesses to solve common problems. Current partners include seven public and nonprofit hospitals, five public health jurisdictions, 16,000 low-income clients and hundreds of practitioners. As an Hablamos Juntos demonstration site, CHOICE will focus on developing and testing language services aimed at Latinos that can be replicated in remote and rural areas. The number of Latinos in the region has doubled over the last decade, and more than half live in rural areas.

3. En Español

Location and Service Area: Birmingham, AL, serving the Greater Birmingham region.
Principal Investigator: Fausto Patino, MD, DPH

En Español is a new nonprofit organization which is part of the Central Alabama Alliance for Latino Health, a network of health and social organizations in the Greater Birmingham region. As a demonstration site, En Español will use its health access, training and mentoring programs to test new methods for meeting the health care needs of the area’s Latino population, which has increased by more than 440% since 1990. Among its strategies: a plan to train medical interpreters and provide communication case management services through a network of interpreters and translators. In addition, En Español will address the larger issue of health literacy that can affect communication between a patient and his/her health care provider. The organization will offer a series of health literacy classes that will include English lessons for the community and Spanish lessons, including ones that focus on conversational Spanish, for area providers.

4. Greenville Hospital System Inc.

Location and Service Area: Greenville, SC, primarily serving several northern counties in South Carolina.
Principal Investigator: Frederick Hobby, MA
Project Director: Orlando Gonzalez, MS, EMT-P

Greenville Hospital System Inc. (GHS) is one of the largest locally operated nonprofit community health systems in the Southeast. Four hospital systems in upstate South Carolina, which are represented by Greenville, seek to establish MedVerse, a nonprofit corporation offering contract interpreters to the region’s health and social services agencies. The other MedVerse partners are AnMed Health, Bon Secours St. Francis Health System and Spartanburg Regional Healthcare System. The Latino population in this region has grown by 400% over the last decade, making this partnership vital to meet the needs of this growing market. As an Hablamos Juntos demonstration site, GHS and its partner hospitals will: recruit a diverse multi-lingual workforce; create organizations that foster an environment committed to serving patients who speak little or no English; and adopt creative solutions to augment professional interpreters hired through MedVerse. MedVerse will also explore affordable ways to provide interpretation services using telephone and information technology, such as video teleconferencing for remote locations.

5. Inova Health System

Location and Service Area: Fairfax and Arlington County, the cities of Fairfax, Alexandria and Falls Church.
Principal Investigator: Elita Christiansen, MA, MPA
Project Director: Martine Charles, MPH

Since 1990, the Latino population of Alexandria, Arlington, Falls Church and Fairfax has increased nearly 100%, and now makes up more than 10% of Northern Virginia's total population. As an Hablamos Juntos demonstration site, Inova Health System plans to develop new staff positions known as "Patient Navigators." These Patient Navigators will help Latino patients access health care services among local hospitals and other health service providers. This new staff position will be integrated into several Inova facilities to ensure that all Latino patients receive the health care services and advice they need.

6. Molina Healthcare of California

Location and Service Area: Long Beach, CA, serving Riverside and San Bernardino Counties in California.
Principal Investigator: Martha Bernadett, MD
Project Director: Renée Picon, MBA

With health plans in four states and 21 primary care clinics throughout California, Molina Healthcare ranks 8th on the 2003 Hispanic Business 500 and is the largest Latino-owned business in California. Its success in serving the Latino market, combined with its mission to place the physician in the pivotal role of managing health care, gives Molina a unique perspective on how to meet the needs of both the Latino community and health care providers. As an Hablamos Juntos demonstration site, working in California's San Bernardino and Riverside Counties (an area known as the Inland Empire) Molina plans to test a fully bilingual 24-hour telephone service that will provide callers with access to member services, medical advice from a qualified nurse or physician and medical interpreter services. Over the past two decades, this region's Latino market has increased by 324%; with more than 1.2 million Latino residents, the Inland Empire is now the sixth largest Latino metropolitan area in the nation.

7. Neighborhood Health Plan of Rhode Island

Location and Service Area: Providence, RI, primarily serving the community of Providence.
Principal Investigator: Brenda Whittle
Project Director: Yvette Mendez

The first health center-affiliated health plan in the nation to receive the National Committee for Quality Assurance's top rating of "excellent," the Neighborhood Health Plan of Rhode Island (NHPRI) serves 70,000 members throughout the state. As an Hablamos Juntos demonstration site, NHPRI will focus specifically on the needs of Providence's Latino residents, whose numbers have doubled since 1990 and now make up more than 30% of the city's total population. To create a model for implementing a community-based medical interpreter program, NHPRI plans to recruit and train medical interpreters to serve as a resource for Latino patients and their families in hospitals and health centers throughout Providence. The project will establish a mechanism to reimburse hospitals, clinics and physicians for interpreter services and will also focus on improving Spanish-language materials.

8. Regional Medical Center at Memphis

Location and Service Area: Memphis, TN, serving a 150-mile radius that encompasses Tennessee, Arkansas, and Mississippi.
Principal Investigator: Brenda D. Partee, MD
Consultant/Interim Project Director: Espi Ralston, MA, MAT

The Regional Medical Center at Memphis – also known as The Med – is a county-subsidized, nonprofit teaching institution affiliated with the faculty of the University of Tennessee Health Science Center (UTHSC). The Latino population of the area served by The Med – which includes parts of Tennessee, Arkansas and Mississippi – is comparatively small, just 2% of the area's total population. However, the number of Latinos in the service area has grown by nearly 230% over the last decade. In addition, a growing number of children are Latino, and demand for prenatal care among Latinos is projected to increase by 60% over the next five years. As an Hablamos Juntos demonstration site, The Med, working with community partners, will develop interpreter programs and other language services for women's and pediatric health centers.

9. Temple University Health System (TUHS)

Location and Service Area: Philadelphia, PA, serving North and Lower Northeast Philadelphia.
Principal Investigator: Raul de la Cadena, MD
Co-Principal Investigator: Charles Soltoff, MBA

An academic, nonprofit network of hospitals and community-based physician offices, Temple University Health System (TUHS) provides primary, secondary, and tertiary health care services to the Philadelphia region. The Latino population in the area has increased by 545% since 1990. Temple's Hablamos Juntos demonstration site will focus on developing more Latino-friendly prenatal/maternity and emergency services. This will include hiring more bilingual staff, establishing liaisons with community-based organizations and developing of a comprehensive set of bilingual educational materials.

10. The University of North Texas Health Science Center at Fort Worth School of Public Health

Location and Service Area: Fort Worth, TX, serving Tarrant County.
Principal Investigator- Fernando Treviño, PhD
Project Director - Holly Jacobson, PhD

An institution that takes pride in teaching, practicing and encouraging the effective delivery of primary health care, The University of North Texas Health Science Center (UNTHSC) will work with health providers caring for Latinos in the Arlington and Fort Worth communities, where the Latino population has more than doubled since 1990. As an Hablamos Juntos demonstration site, UNTHSC will help local partners improve language services by recruiting bilingual and bicultural health providers. Using its research, education and evaluation expertise, UNTHSC will also develop advanced training for professional interpreters as well as health writers to create original Spanish-language materials.