

Bridging the Gaps



A Summer of Growth and Development

Aura Cristina Agudelo Rivera & Grace Pindzola, Drexel University College of Medicine
Angela Kim, M.S., M.D., FAAP, Drexel University College of Medicine
Rita Guevara, MD, FAAP, Drexel University College of Medicine
Emily Spengler, MD, Drexel University College of Medicine

COMMUNITY PARTNER

St. Christopher's Hospital for Children is a children's hospital in North Philadelphia that offers care to children from some of the most under-resourced neighborhoods in the city. The community served at St. Christopher's includes a significant Spanish speaking population. The Collaborative Primary Care Clinic (CPC) at St. Christopher's serves over 500 patients with a high level of social or family complexity. The clinic places great emphasis on providing trauma informed and patient-centered strategies. Patients see the same provider and social worker at each visit.

BACKGROUND/CONTEXT

Clinics that follow children in foster care exist throughout the country, but St. Christopher's CPC is unique in the scope of patients seen.

\$4 Billion Potential annual cost due to hospitalizations preventable by continuity of care¹

4,300 Number of children in foster care in Philadelphia²

10.8% Size of exclusively Spanish-speaking population in Philadelphia³

TEAM'S EXPERIENCE

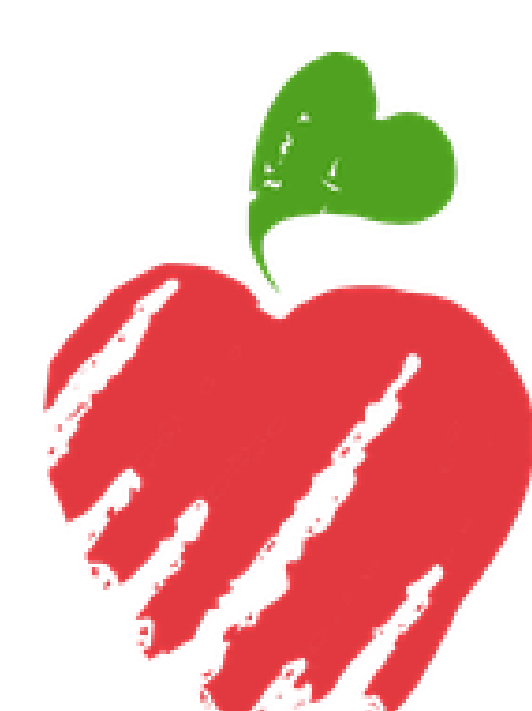
- Centered patient perspectives in the quality of care at CPC
- Aided in development of quality improvement survey
- Facilitated effective and accurate communication between Spanish speaking families and providers
- Navigated communication barriers in reading comprehension and tech literacy
- Established new patient welcome process at CPC

ACCOMPLISHMENTS

- Surveyed parents in English and Spanish on clinic's strengths and areas for growth
- Developed in-visit website to facilitate patient engagement in their care
- Learned about the role of social services in healthcare and gained experience with the nuances of foster care
- Provided Spanish interpretation for 45 patients

MyTowerHealth

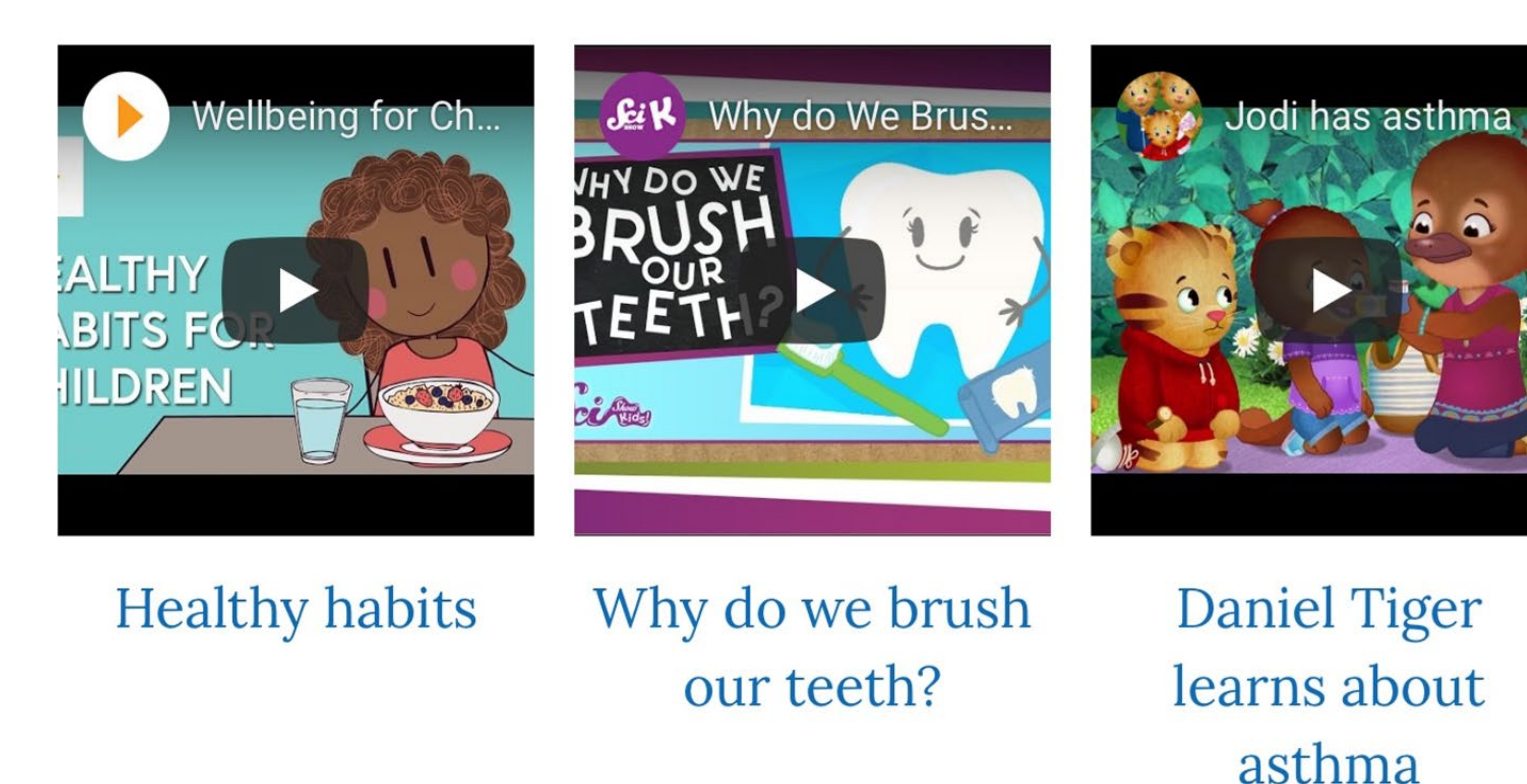
Enrolled 24 Spanish speaking families in the MyChart Portal



St. Christopher's Hospital for Children

A PARTNERSHIP OF TOWER HEALTH AND DREXEL UNIVERSITY

For younger kids



Our in-visit website tool includes age-appropriate videos about oral and cardiovascular health

REFLECTION

“The importance of an interpreter was showcased by a particular case this summer. A 17-year-old patient was brought to the emergency department for being incoherent for the past two days. For example, when asked if they had any pain, the patient responded, ‘I am not wearing a shirt because it has squares.’ Only because I was able to interpret all the incoherent things the patient was constantly saying to the medical team, did they understand the mental status of this adolescent. The family was trying to describe it, but only by me interpreting back what the patient was saying to the medical team did they understand. In this case **it was not what the patient was saying but how out of context everything was.** The amount of **anguish and instability in the patient's communication was what made the team understand that it wasn't just a difficult patient, but a patient that had no real understanding of what was happening.**” - ACAR

"This experience **informed my career goals**, affirming my desire to work in a setting where I can form long-term relationships with patients and earn their trust. I learned more about discussing **social stressors** and heard from parents about their perspectives on the role that a healthcare team should play in screening for and connecting people with resources. Both the survey and in-visit website projects gave me practical experience in **navigating communication with literacy challenges.** Overall, I feel better prepared to communicate with and serve my future patients" - GMP

1. Enlow E, Passarella M, Lorch SA. Continuity of Care in Infancy and Early Childhood Health Outcomes. *Pediatrics*. 2017;140(1):e20170339. doi:10.1542/peds.2017-0339

2. Become a foster parent: Services. City of Philadelphia. <https://www.phila.gov/services/birth-marriage-life-events/birth-adoption-and-parenting/become-a-foster-parent/>. Accessed July 21, 2022.

3. U.S. Census Bureau. 2020 ACS 1-Year Experimental Data Tables. *Census.gov*. 2021; <https://www.census.gov/programs-surveys/acs/data/experimental-data/1-year.html>. Updated 2021. Accessed July 21, 2022.