

PROJECT NAME:	Community Healthcare Navigation Initiative Evaluation
PROJECT LEAD:	Nancy Twillman, MSW, MST-E and Kiet Luu, MUP
TIMELINE:	August 2009 – December 2010
CONTENT AREA:	Healthcare, Healthcare Navigation
FUNDER:	Health Care Foundation of Greater Kansas City
CLIENT:	El Centro, Inc.
AUDIENCE:	El Centro’s program staff and IT support personnel
METHODOLOGY:	Quantitative and Qualitative Analysis, Technical Assistance
OVERVIEW:	<p>The purpose of El Centro’s Health Care Navigation Initiative is to increase the effectiveness of health care efforts. The <i>Patient Navigation</i> model employs a “grassroots” approach and is compatible with their <i>Promotores</i> Program. The role of the Health Navigator is to assist in creating access to health care for underserved populations through an “inside–out” approach. While El Centro is not a Safety Net Clinic, its Health Navigators create informal contacts with other medical provider agencies to assist clients.</p> <p>The Resource Development Institute has provided technical assistance for El Centro’s healthcare navigation programming. Assistance included: reviewing and refining program outcomes and outcome indicators, developing data-collection instruments, adapting data storage and analysis tools, collecting program satisfaction data, identifying trends in barriers to client healthcare, and analyzing patterns of navigator interactions with community agencies.</p>
LINKS:	http://www.elcentroinc.com