
Full Summary of the Program

Juntos — Spanish-Speaking Provider Consultation Team

Mission

In a collaborative effort between the Johns Hopkins Medicine Office of Diversity and Inclusion, JHM Language Services, and Centro Sol, a new pilot program — called *Juntos* — has been established to help provide equitable resources and strategies to our Spanish-speaking patients admitted to the hospital with COVID-19.

Statement of Problem

JHM clinicians have identified limited English-proficient (LEP) Latinx patients as a vulnerable group at high risk for COVID-19 infection and late presentation to care. Communication with these patients in the hospital is complicated by the use of personal protective equipment (PPE), as well as other factors, such as fear of deportation and stigmatization, along with additional social concerns (e.g., housing insecurity, crowded living and/or work conditions, and the need to work, due to lack of safety net benefits).

Goal

The overall goal of this intervention is to improve the communication with LEP Latinx patients diagnosed with COVID-19, by deploying bilingual and culturally competent clinicians who can work together (*Juntos*) with the primary team to optimize clinical care communication, engage family members as appropriate, and address relevant issues that may impact recovery and safe discharge.

Roles and Responsibilities

The providers working in this role will work synergistically with the medical, clinical and social work teams to explain the treatment plan to the patient and relatives, explore the patient's social context, and facilitate postdischarge care. The overall goals are to: a) Promote language-congruent care with cultural sensitivity; b) Identify barriers to safe discharge, with attention to issues of public health concern (such as shared housing or crowded working conditions); and c) Advocate and facilitate the appropriate resources for these patients to support them and their communities.

Logistics

This program will launch as a formal pilot on **May 5, 2020, starting at The Johns Hopkins Hospital and Johns Hopkins Bayview Medical Center**, with plans to expand to cover other JHM entities in the coming weeks.

The consultant may be contacted through CORUS at ***Juntos* provider**, and will generally be available 7 days a week, from 8 a.m. to 5 p.m.

The consultant will coordinate with the clinical team to visit Spanish-speaking patients in person to assess the patient's understanding of their situation; communicate the treatment

plan; address questions/concerns, provide education; answer medical questions; and identify social factors that may impact safe discharge plans (e.g., crowded housing or work conditions, access to food.)

- Prior to visiting the patient, the consultant will review the chart and discuss the case with the primary team.
- Consultant will communicate with the patient's social worker to plan for safe discharge.
- Consultant will be responsible for communications with patient's relatives/contacts, as needed or requested by the patient and team.
- Consultant will be available for specific team requests, such as follow-up with the family, specific patient teaching, etc.
- Consultant will document in Epic their notes regarding the patient.

Actions Specific to the *Juntos* Consultant role:

What the consultant will do:

- Assist clinical team to explain treatment plan, procedures, obtain consent, communicate with relatives and clarify questions/concerns for the patient or family.
- Collaborate with social work to address safe discharge.
- Promote the effective use of interpretation modalities and collaborate with medical interpreter to coordinate visits with the clinical team, patient and family, if needed.

Consultation shifts:

- Onsite, 8 a.m. to 5 p.m., and available by phone evenings and nights to assist with remote support, if needed. The consultant is not on call to come to the hospital urgently.

What the consultant will *not* do:

- Replace medical interpreters. The consultant will not replace all needs for direct interpretation and/or translation. Contact Language Services at 410-614-4685 for these needs, or use the approved modalities of in-person, phone or video remote interpretation.
- Act as a social worker/case manager. The consultant will communicate identified needs with the social work/case management team so that they can leverage appropriate and existing resources.

Collaborative Offices

This is put forth with collaboration with Language Services, the Office of Diversity and Inclusion, The Access Partnership, Centro Sol, and Medicine for the Greater Good.
