

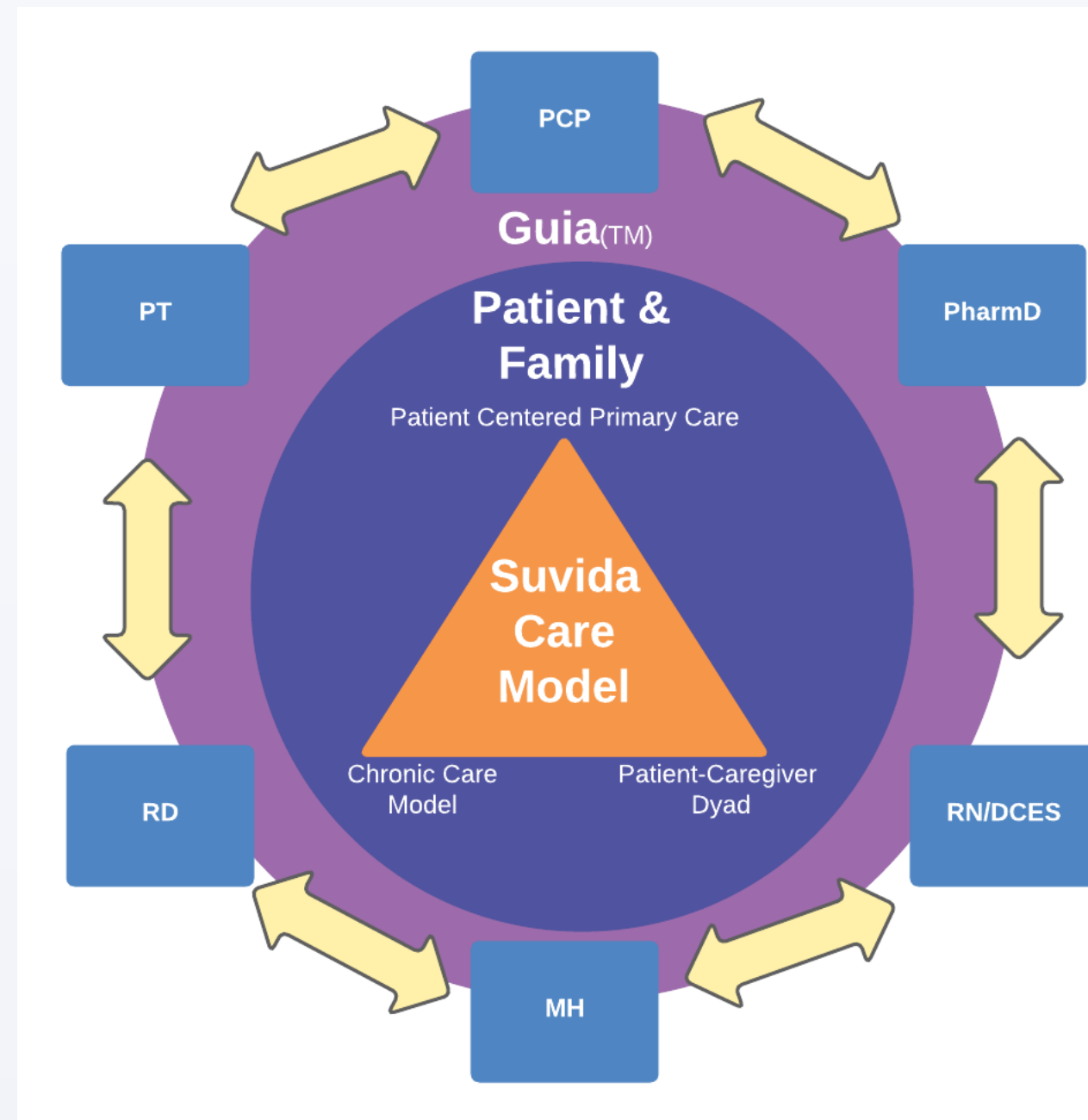
# Improving Access to Culturally Appropriate Diabetes Care for Latino Seniors

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## INTRODUCTION

- Racial and ethnic disparities in diabetes prevalence persist among Hispanic seniors compared to their non-Hispanic white peers, exacerbated by challenges in accessing high-quality, linguistically appropriate healthcare and the interplay of socioeconomic, cultural, and genetic factors.<sup>1,2</sup>
- Recognizing these disparities, Suvida Healthcare launched a primary care model imbued with cultural competence and humility.
- The model includes a diverse multidisciplinary team – including a clinical pharmacist, registered dietitian, nurse DCES, mental health specialist, physical therapist, and primary care provider - all centered around the Guia™ (or patient guide).
- A crucial aspect of Suvida's healthcare model is addressing the Social Determinants of Health (SDOH) within the patient population, through our Guia™ team, which involves considering factors such as, food security, medication costs, education levels, housing stability, and social support networks, to provide comprehensive, personalized care that meets the unique needs of Hispanic seniors.
- This poster explores Suvida's model, designed to improve the healthcare quality and access for Hispanic seniors while addressing health-related social needs and empowering positive health behaviors.

## SUVDA HEALTHCARE'S APPROACH<sup>3,4</sup>



- Suvida Care model = Fusion of Chronic Care Model, Patient-centered Care Model, and Patient-caregiver dyad
- Patient/family is at the center with the Guia™ acting as an ally, "early warning system" and link to the care team
- Communication is coordinated amongst the team via weekly High-Risk Huddle, morning clinic huddles, and the Electronic Medical Record

## PROMOTING CULTURALLY COMPETENT DIABETES CARE

### Bilingual Guia™, or patient guide

- Patient engagement in diabetes treatment plan
- Healthcare navigation between patient and internal and external care providers
- "Early warning system" when barriers or care needs arise via high touch interaction

### Workforce Diversity Equity and Inclusion

- 86% of Suvida Healthcare's staff identify as an ethnic/racial minority
- Majority of providers and direct care team bilingual and/or bicultural

## FUTURE WORK

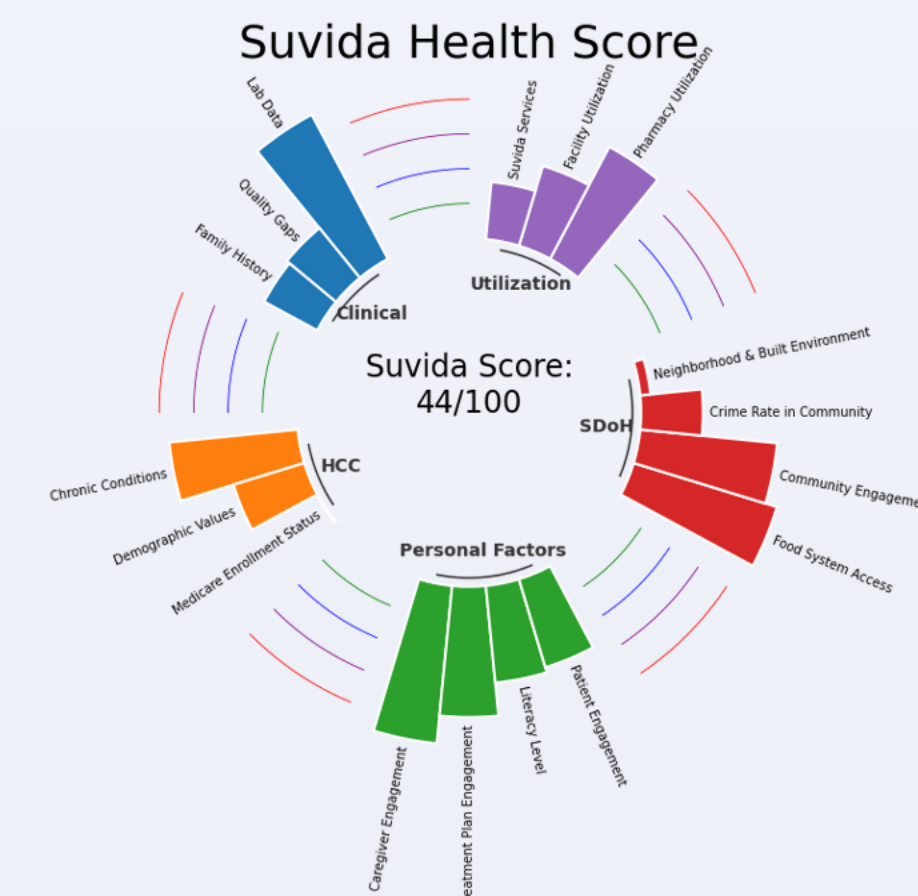
Leverage data & relationships to understand patients and coordinate care

### Suvida Health Score

- Analysis of clinical, social, and environmental factors to determine the impact on patients' well-being

### Patient Persona

- Unique patient profiles to coordinate care and ensure a holistic experience



## IMPACT

- Decreased social isolation
- Health-related social needs addressed via Guia™ support

### OUTSTANDING PATIENT SATISFACTION

"Estoy muy feliz de haber encontrado esta clínica porque brindan un excelente servicio. Todos brindan un trato especial, respeto y son agradables".

"I am very happy to have found this clinic because they provide excellent service. Everyone provides special treatment, respect, and is pleasant." Maria B. – Houston, TX



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