

# Speaking Our Languages: Virtual Care and Culturally- Responsive Communications for Asian and Pacific Islander Patients

HRSA Optimizing Virtual Care (OVC) Project  
by Kokua Kalihi Valley CFS Honolulu, Hawaii



# Who We Are & Who We Serve

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- Kalihi District on O'ahu - 96819 - Honolulu, Hawaii
- 10,819 unique patients served in 2021
- 93% Asian and Pacific Islander with nearly half best served in languages other than English - Chuukese, Filipino, Samoan
- at least 85% falls into ALICE
- 4 clinical sites
  - One specific to serving Elderly population of Kalihi
  - One specific to serving population of KPT low income housing





# Project Summary

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**Our intention:** Speaking Our Languages aims to simplify technology to develop an organization-wide, systems-oriented care practice that integrates virtual care into all departments and expands billing opportunities for services that have traditionally gone without reimbursement

**Our goal:** With the foundational underpinning of Speaking Our Languages in Pathways and Pilinaha, the goal of our project is to strategically build technological infrastructure, capacity, and evaluation to use new communications tools in caring for our patients who have the greatest health disparities nationally.



## OUR OBJECTIVES

Reduce cultural  
and emotional  
barriers to care.

To strengthen KKV's  
culture of evaluation  
and increase data  
integration across  
departments.

To build  
infrastructure and  
capacity to  
incorporate virtual  
communication  
into care services.

To increase revenue  
opportunities by  
incorporating virtual  
care into services.

To expand  
access to  
care.



# Our Approach

“KKV’s approach to virtual care and patient communications is based on Pilinahā, by building out KKV’s virtual care and communications with Pilinahā, KKV aims to keep technology, training, and patient communication grounded to ensure that it is patient-centered and culturally responsive.”

**Virtual Care**

**Communications**

**Data**

## HRSA

### What is Virtual Care?

- telehealth
- remote patient monitoring
- self-management tools driven by artificial intelligence
- video conferencing
- internet
- streaming media
- wireless communications
- store-and-forward imaging

Supports and promote long-distance clinical health care, patient and professional health-related education. public health, and health administration



# Shaping Our Approach – Assessment

## Who, What, Where

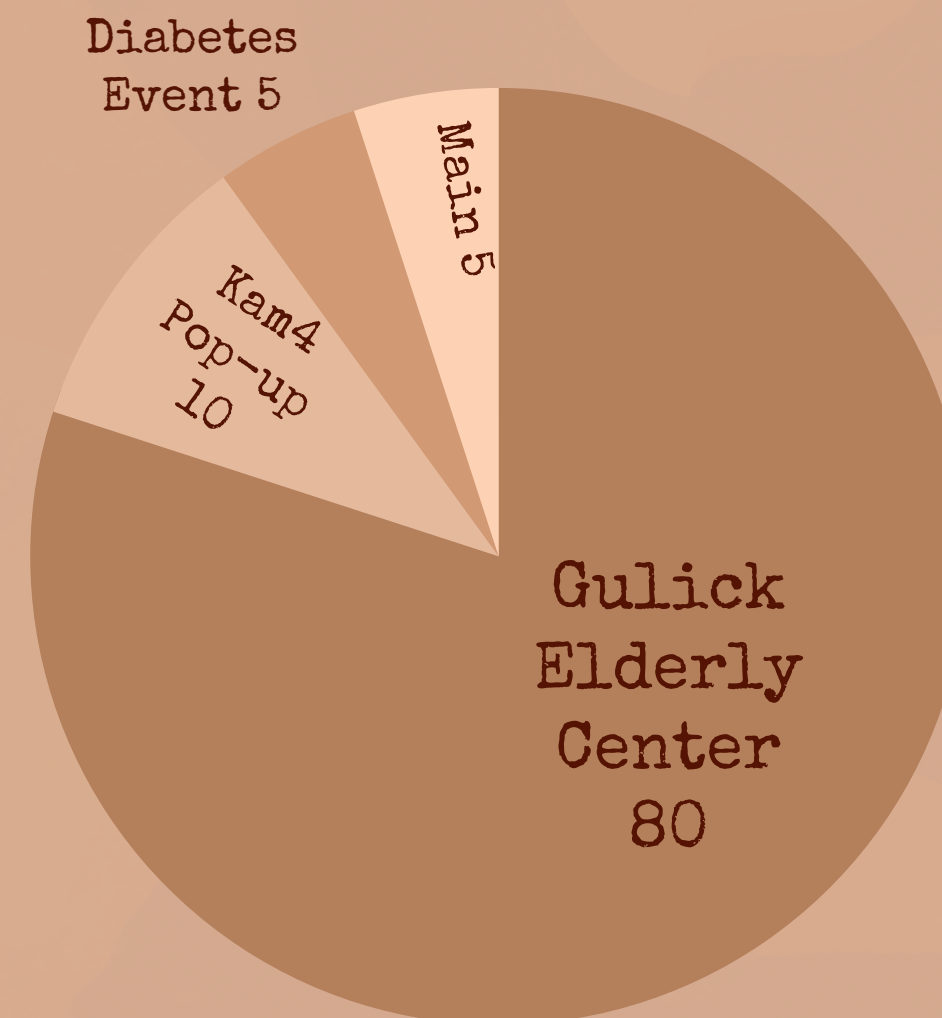
150 KKV patients surveyed  
Over 100 incentives given  
(Britta faucet filter & cup set)

### Locations:

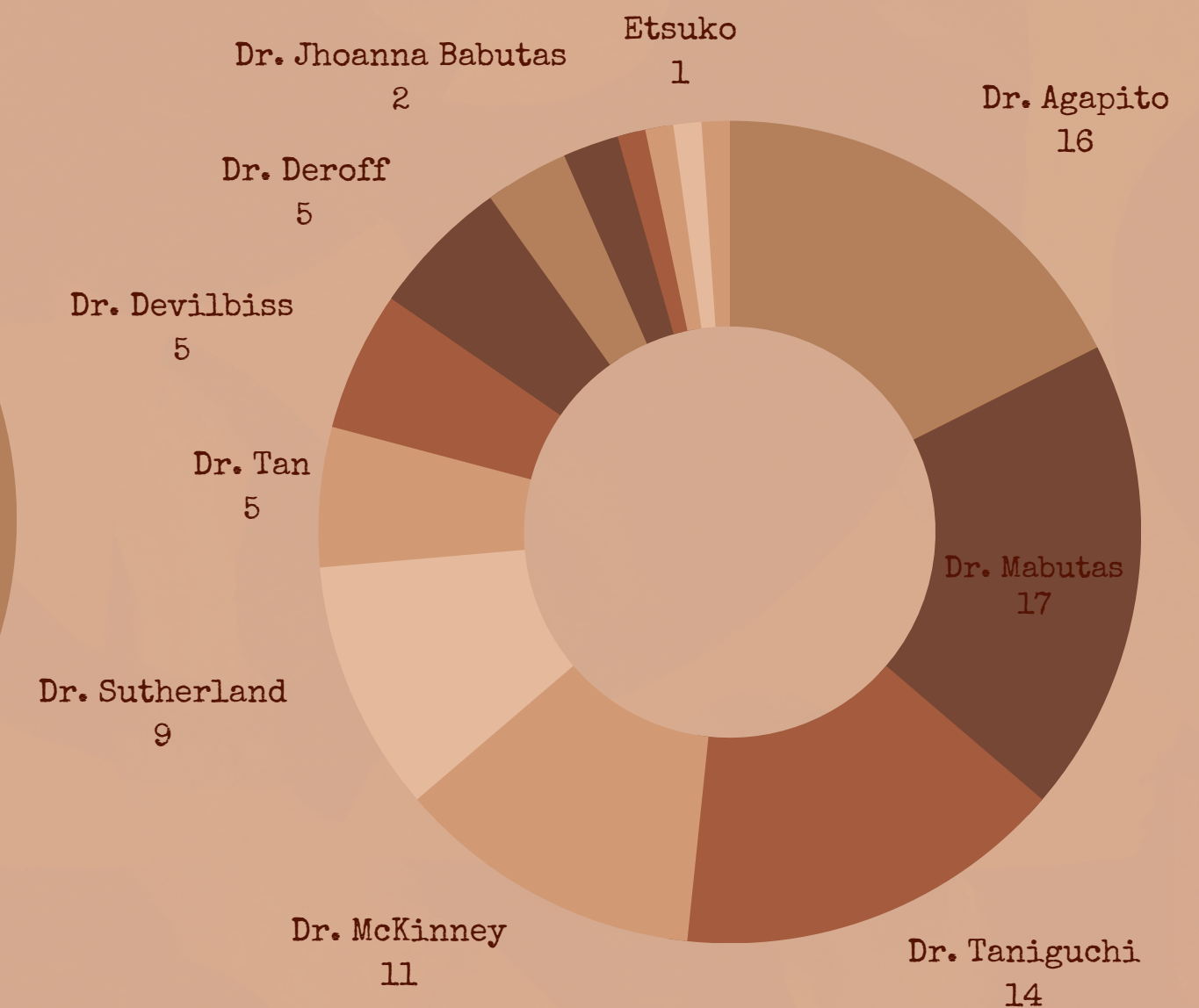
Kam4 - Pop-up  
Gulick Elderly Center  
Kaluapalena - Diabetes Event  
Main Clinic - Kupuna Computer Lab

24 providers

## Location



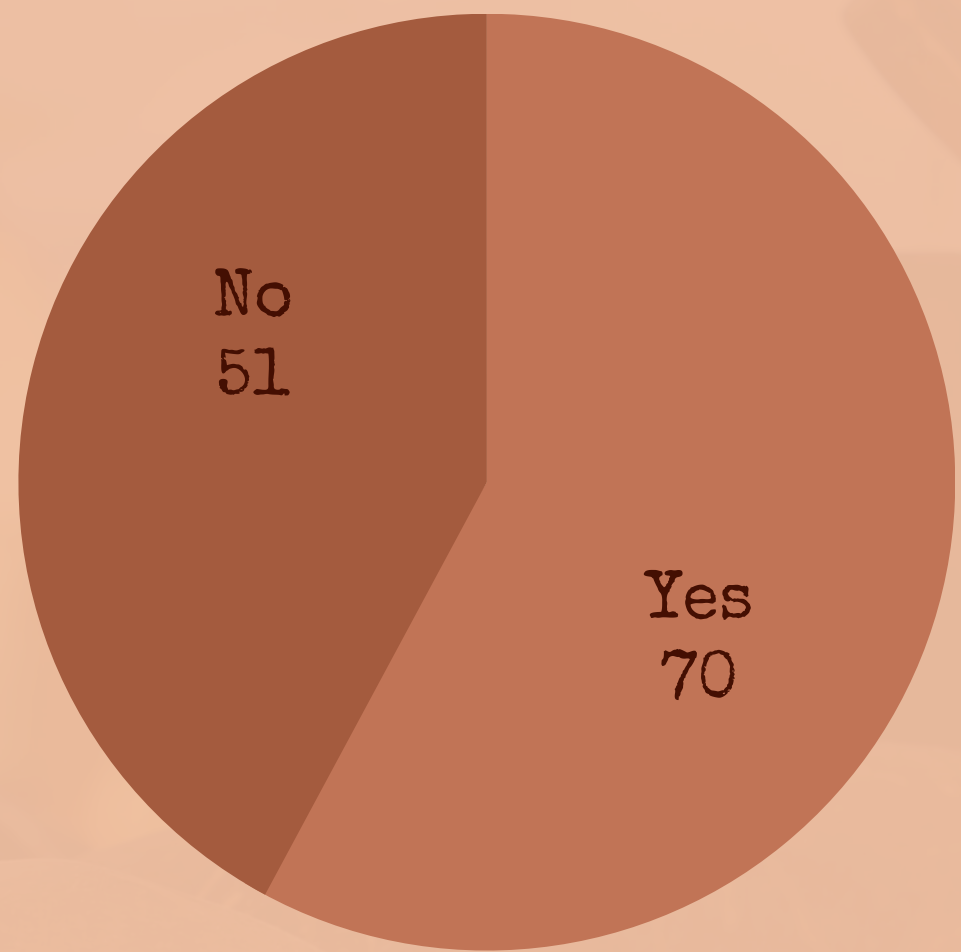
## Providers





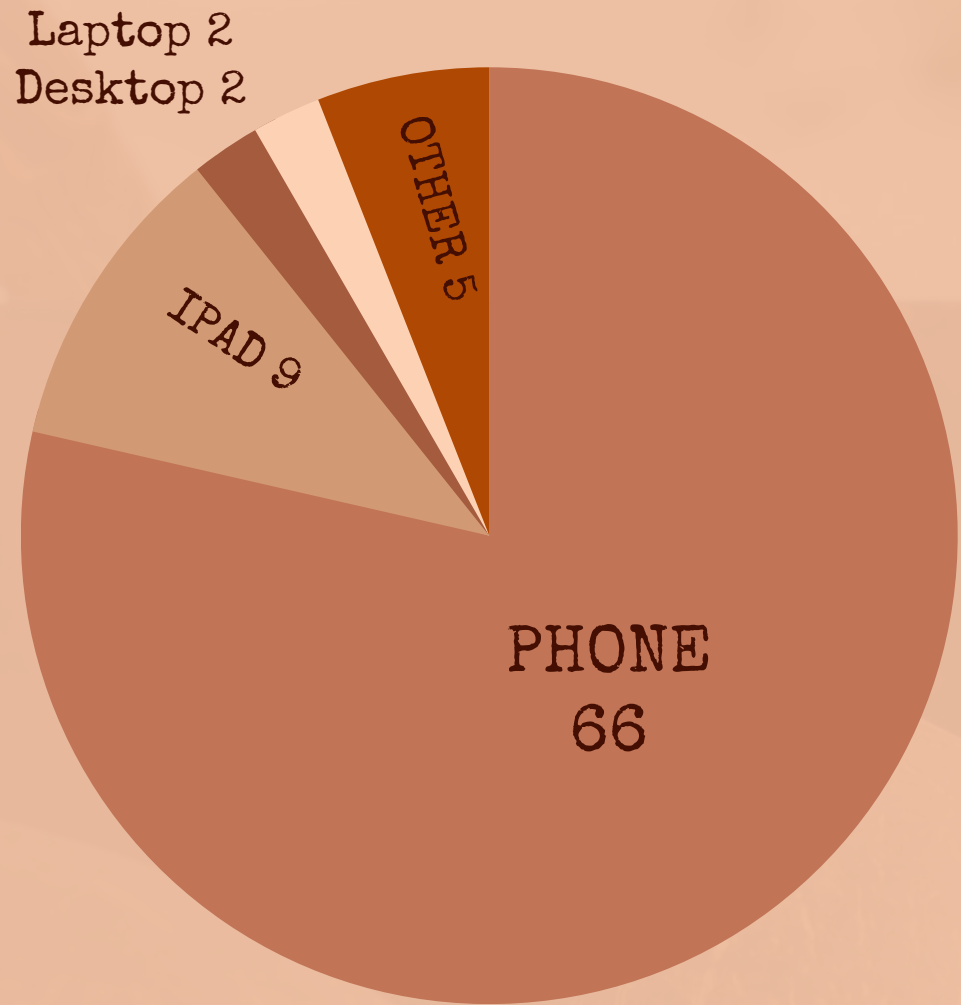
# Assessing Our Community

Have you ever used telehealth?



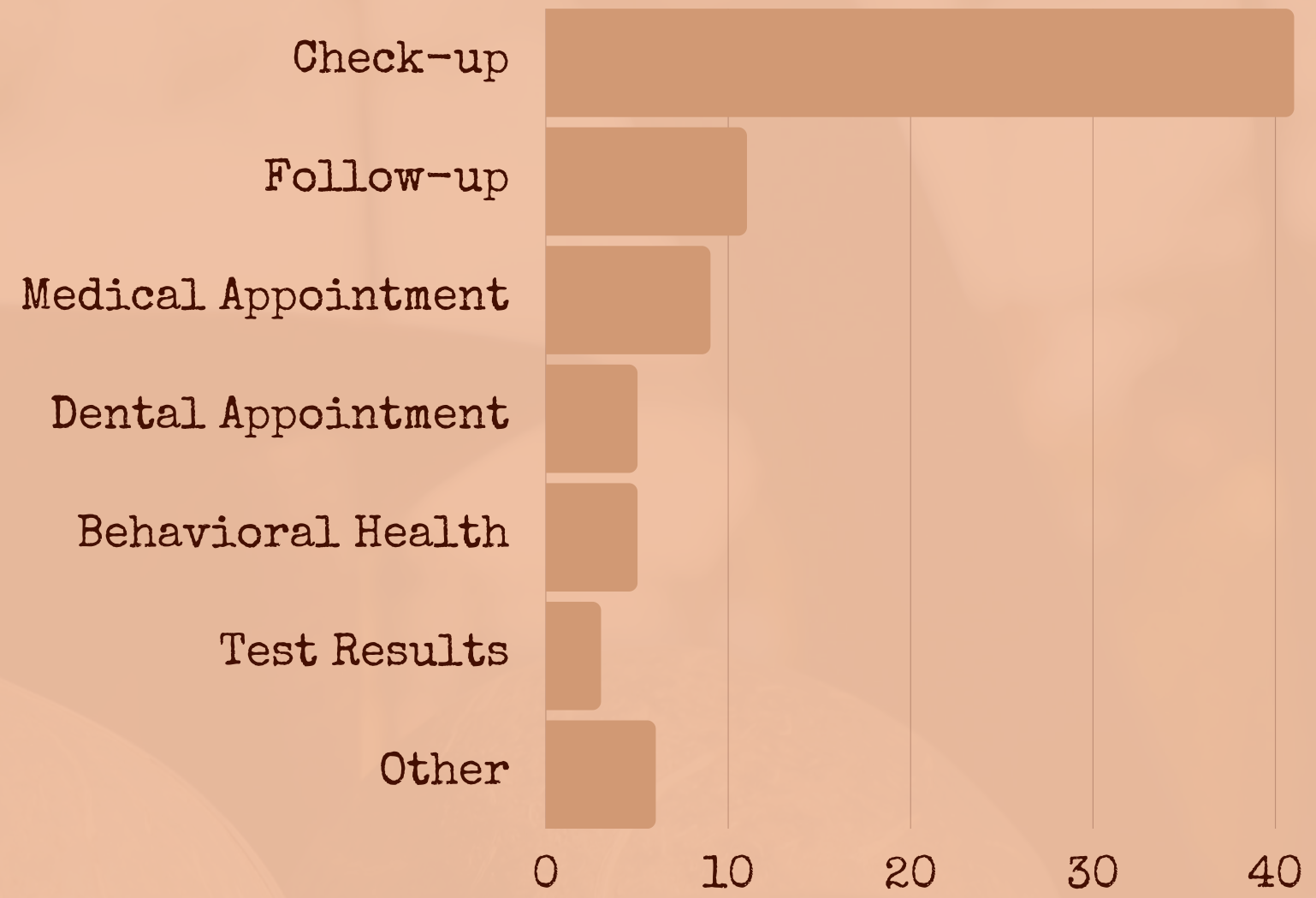
58% of people surveyed have used Telehealth at least once at KKV

What device was used?



78% of those who had used Telehealth before used their phone for the appointment

Reason for Appointment



Others include: Daiabetes, Eye Appointment, Elderly Exercise, Health Condition, & Smoking Counselor



# Feedback on KKV Telehealth Visits

## How was your Experience?

" I like the privacy of my BH telehealth appt in the booth. It helps me to pour out my problems and emotions."

"Easy"

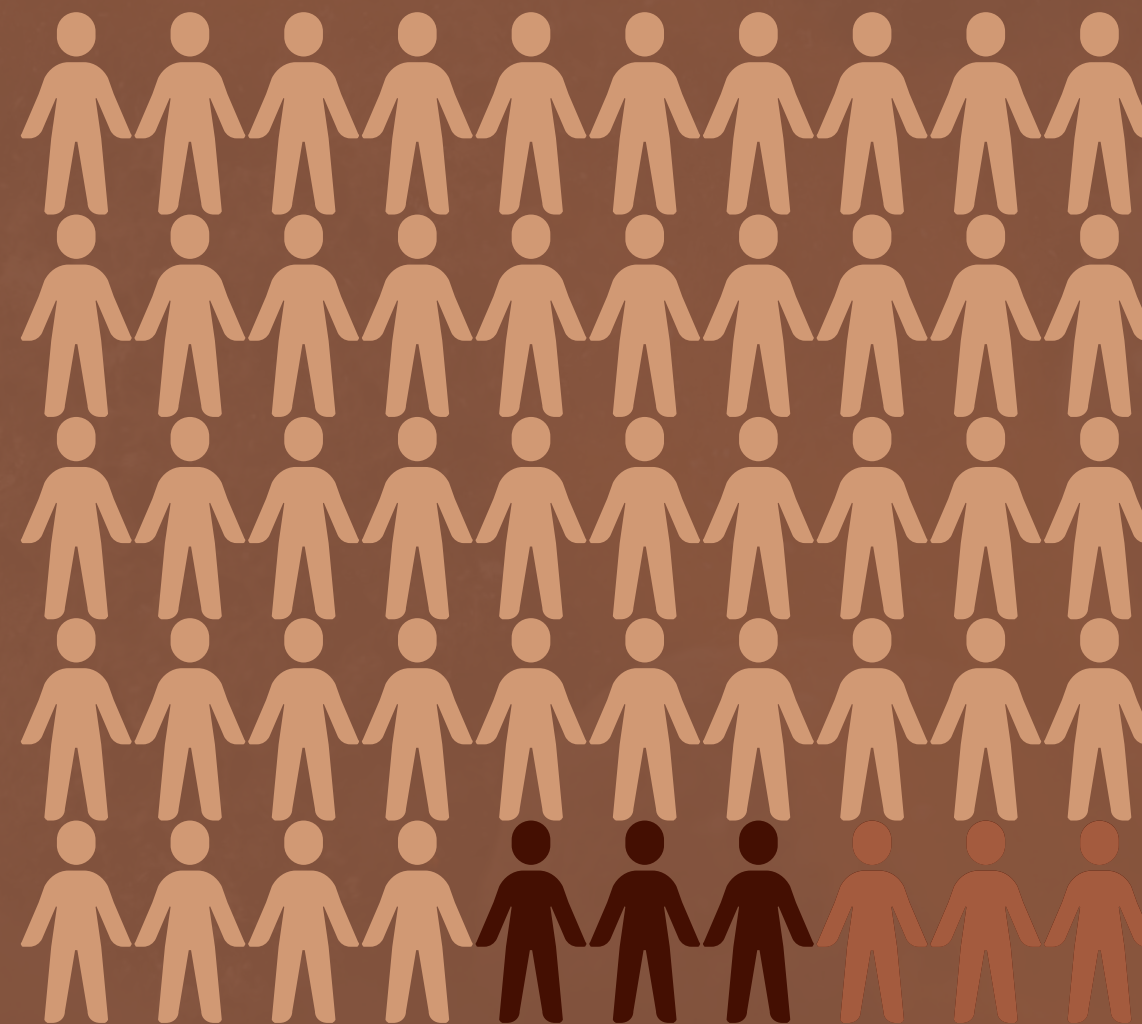
"Helpful"

"At first, I was nervous. MA's helped me."

"Everything Great"

"Poor Connection"

"I had an interperstor"



Out of all our responses 88% had a positive experience with telehealth. 6% were negative and 6% were mixed.

"Telehealth was helpful, but much better to see her face to face."

"Saves Time"

"Video Quality unstable"

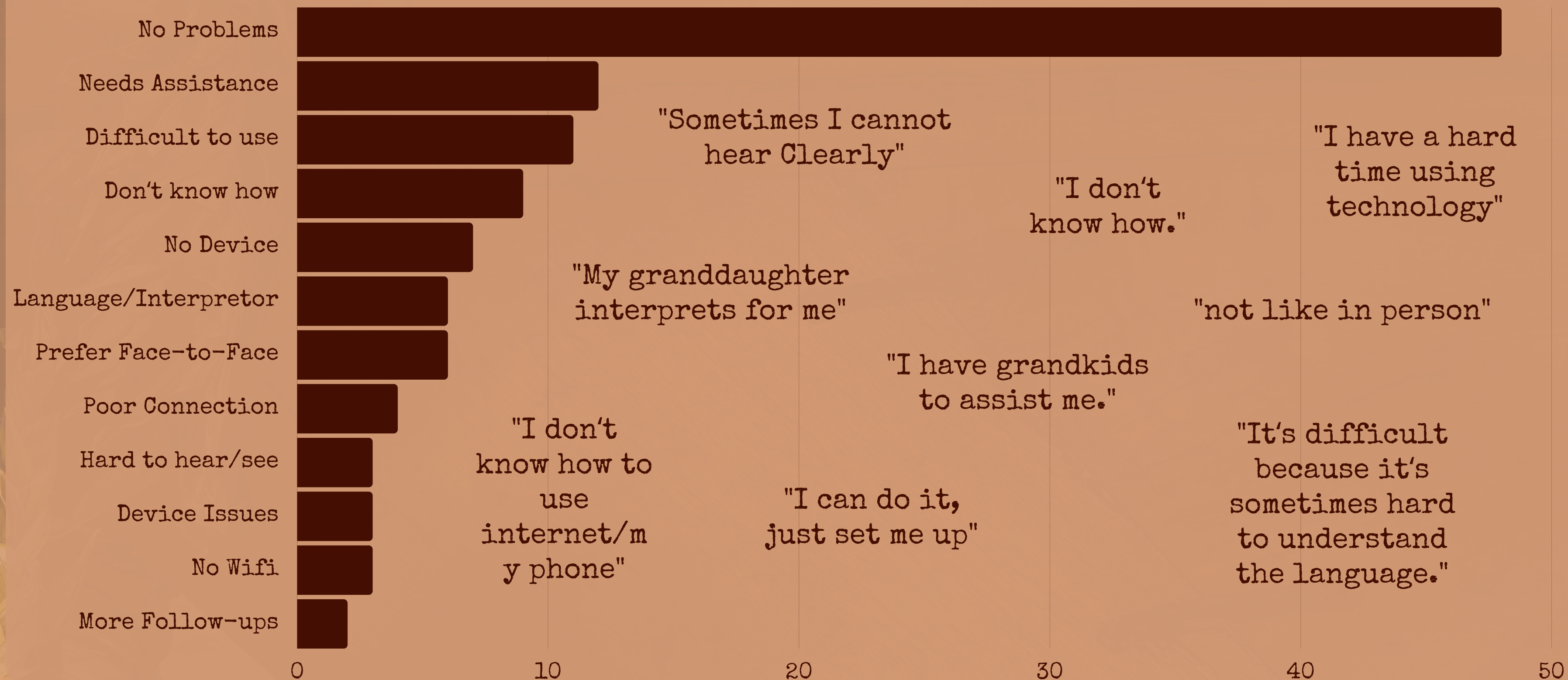
"Quality is good"

"Sometimes difficult to hear because of my hearing aid. I prefer to be in person so they can check my Blood Pressure"

"Sometimes hard to understand"



# Reported Barriers & Ways to Support





# Support

## Suggestions

"CHW one-on-one device training"

"My own phone/device"

"Interpreter"

"Need ipad"

"Internet at Home"

"Free Phone"

"KKV willing to help me connect"

## Solutions

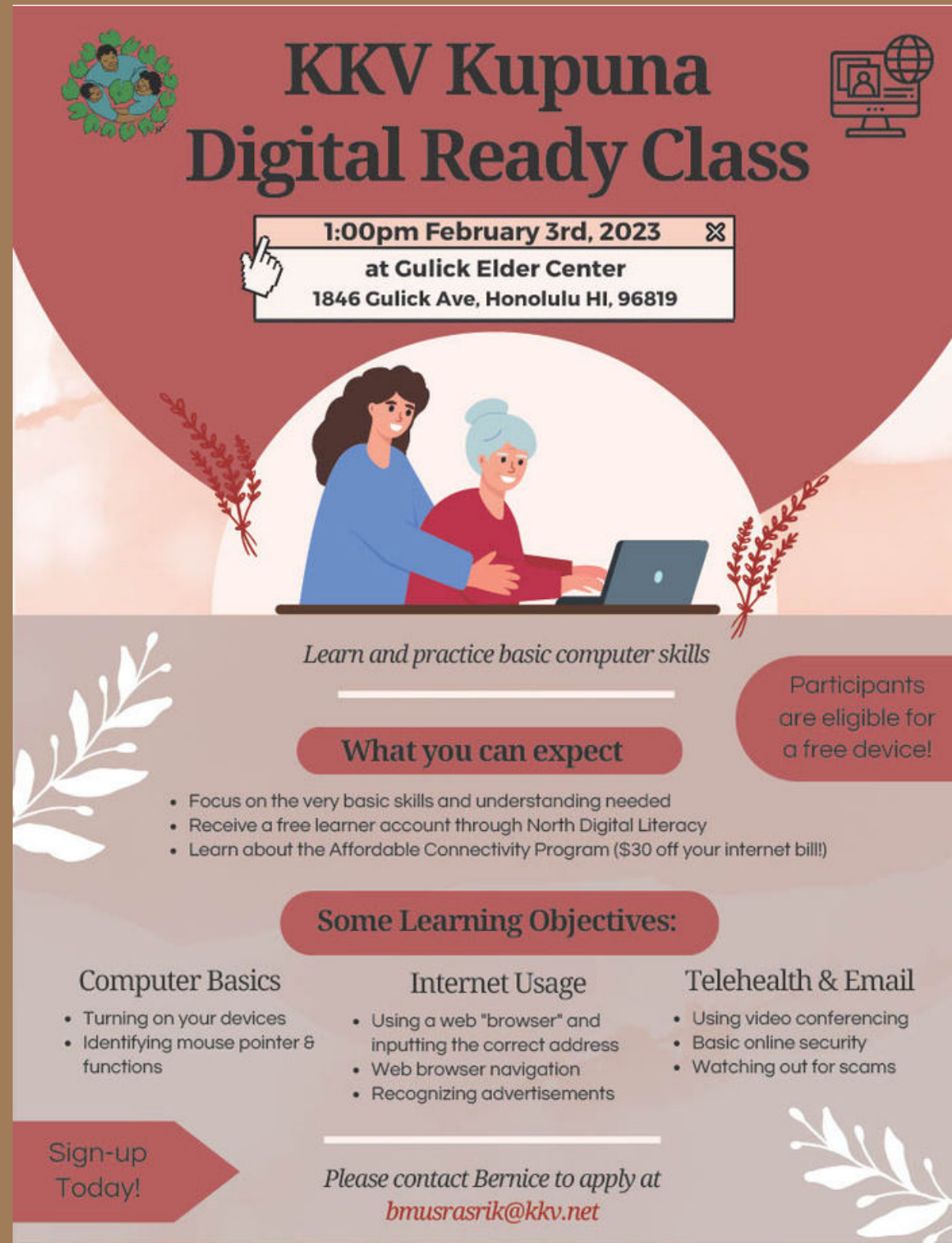
Many of these issues are currently being addressed by KKV including:

- CHW Digital Literacy Trainings
- KKV Remodel - 3 Telehealth booths
- Telehealth Trainings/Videos (for KKV staff & patients of all ages)
- Device roll out for staff and patients (phones, Ipads, hot-spots, etc.)
- Affordable Connectivity Program Pop-ups



# Acknowledging digital literacy and access/connectivity as SDOH

- Digital literacy classes for kupuna and CHWs every month
- over 100 devices disseminated: tablets, laptops
- LIFELINE/ACP pop-ups for device and connectivity access



**KKV Kupuna Digital Ready Class**

**1:00pm February 3rd, 2023** ✕  
**at Gulick Elder Center**  
1846 Gulick Ave, Honolulu HI, 96819

*Learn and practice basic computer skills*

**What you can expect**

- Focus on the very basic skills and understanding needed
- Receive a free learner account through North Digital Literacy
- Learn about the Affordable Connectivity Program (\$30 off your internet bill!)

**Some Learning Objectives:**

Computer Basics	Internet Usage	Telehealth & Email
<ul style="list-style-type: none"><li>• Turning on your devices</li><li>• Identifying mouse pointer &amp; functions</li></ul>	<ul style="list-style-type: none"><li>• Using a web "browser" and inputting the correct address</li><li>• Web browser navigation</li><li>• Recognizing advertisements</li></ul>	<ul style="list-style-type: none"><li>• Using video conferencing</li><li>• Basic online security</li><li>• Watching out for scams</li></ul>

**Sign-up Today!**

*Please contact Bernice to apply at [bmusrasrik@kkv.net](mailto:bmusrasrik@kkv.net)*

Participants are eligible for a free device!



**AFFORDABLE CONNECTIVITY PROGRAM KKV POP-UP**

*The Affordable Connectivity Program (ACP) is a U.S. government program that helps many low income households pay for broadband service and internet connected devices.*

**You are eligible if:**

- Your household income 200% or less than the Federal Poverty Guidelines
- If you or your child/dependent participate in certain government assistance programs such as SNAP, Medicaid, WIC, or other programs
- If you or anyone in your household already receives a Lifeline benefit

**Participating Providers include:**

- T-Mobile
- LTE Wireless
- Spectrum
- Cricket Wireless
- Verizon
- Infinity Mobile
- Hawaiian Telecom
- & many more...

**Contact your internet provider to see if you qualify!**

**up to \$30 off your monthly internet bill**

**APPLY NOW!**

**To apply you will need to know:**

- Eligible Participants (yourself or child/dependent)
  - Full Name, DOB, Home Address, Email & Phone
  - Social Security Number OR Valid State/Government ID
  - Proof of enrollment in Assistance Programs (If applicable)
    - Card, Letter OR Official Document
  - Proof of income
    - 3 consecutive pay stubs OR Tax Return

1-888-CALL FCC (225-5322) <https://www.fcc.gov/acp> [ACPSupport@usac.org](mailto:ACPSupport@usac.org)







# Family Planning Telehealth Room



**NEW TELEHEALTH  
ROOM NOW OPEN!**

New telehealth room recently added to KKV Warehouse at the KVIBE program site as a safe space for teens seeking confidential telehealth services on reproductive health

Room is equipped with educational family planning pamphlets and an iPad that connects patients to expert healthcare professionals from the Family Planning Department at KKV

Topics related to any of the following can be addressed: pregnancy, STDs, birth control, menstrual cycle/period, healthy relationships, puberty, hormones/body changes, other reproductive health issues

**Telehealth Room at KKV Warehouse**

**1638 Kamehameha IV Rd**

**Honolulu, Hawaii 96819**

**Service hours: Tue/Thu, 1pm to 4pm**

**Ages 13 years old and up welcome!**

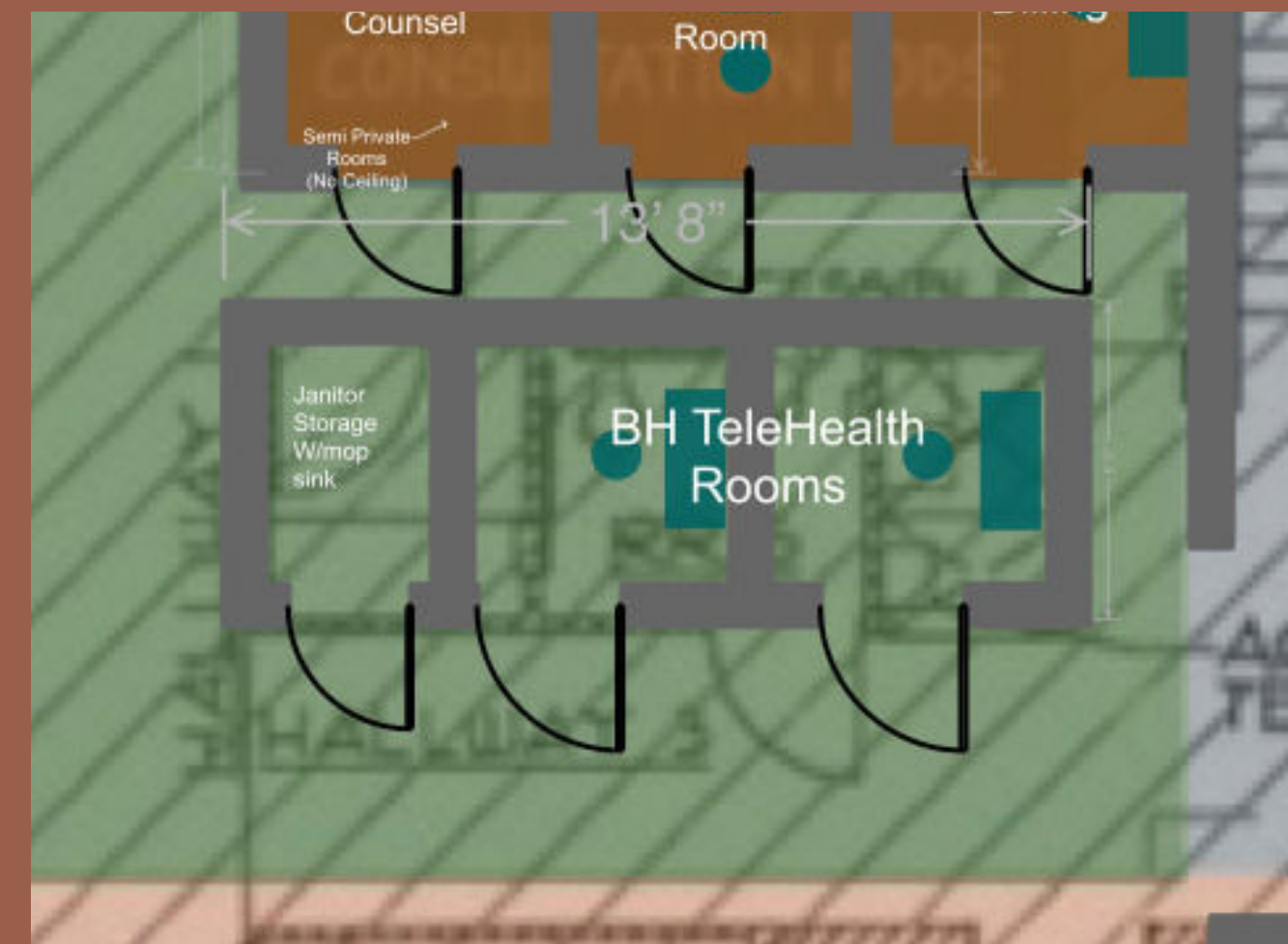
**(808)-794-9423**



# Telehealth Booths in Renovation Efforts



Speaking of Our Languages/OVC is working in tangent with other grant initiatives to renovate the main clinic floor space of KKV. This project will help to provide 2 to 3 telehealth booths in the outcome of the renovation in 2024 to answer the community need of not having enough privacy in crowded households







# Excellence in Virtual Care



## **Dignity & Agency:**

Virtual Care honors and uplifts the dignity and agency of the patients, communities, and cultures of Kalihi. By aligning with KKV's values, including Pilinaha, telehealth is one component of how we deliver care that honors relationships, listen deeply, and ritual and ceremony.

## **Safety**

Virtual Care supports patients in learning new technologies to obtain the care they desire by being easy to use and comfortable for staff and patients. It protects against the extractive, predatory and manipulative practices common to modern technologies.

## **Equity**

Virtual Care aids in the task of equity and decolonization; it uplifts culture, language, history, and social determinants, as central to health. Virtual Care carries kuleana for systems change through ongoing evaluation that is accountable to community, patients, and staff.

# Key Principles



# • TRIAGING CARE •

## TELEHEALTH

- Patient and provider safety from exposure to COVID
- Decrease in stressors from commute (parking lot, waiting room)
- Decrease in overutilization (i.e. less likely to do tests you don't really need)
- Allows for a different type listening:

*Sometimes with no visual stimuli I can be fully present in a different way when they are physically there with me (or when there is a picture on zoom). My thinking works differently. I hear them in a different way.*

– Dr. David Derauf

## FACE-TO-FACE

- Decrease in technological stressors
- Decrease in underutilization (i.e. patients getting needed labs and blood tests)
- Allows for deeper listening beyond what is spoken (i.e. body language)



# ◉ TELEHEALTH AT KKV ◉

TELEHEALTH VISITS FOR KKV  
PATIENTS COULD BE EITHER:

- PATIENT AND PROVIDER ARE **BOTH AT HOME**
- **PATIENT IS AT HOME**, PROVIDER IS IN CLINIC
- PATIENT IS IN CLINIC, **PROVIDER AT HOME**



# Telehealth Best Practices for KKV Care Teams

## *Before Appointment*

- **Provide choice** to patient of having an in-person or telehealth appointment UNLESS labs need to be done, physical exam, pre-op clearance needed from doctor, vaccination, or other doctor recommendations for face-to-face
- **Assess for digital literacy in a pre-call if patient is at home:** Can the patient navigate their device? Can they find the telehealth link via text or email? How is their connectivity?
- **Prepare for interpretation** if a preferred language is indicated in EMD
  - Ask patient if a family member is available to interpret at home
  - or contact KKV interpreters. If patient is on site, interpreter may be in the same room
  - or another KKV staff/navigator conducting the warm-hand off to your care team
- **Have a back-up plan**
  - telephonic visit (telephonic visits are billed differently and may not be insured in the future)
  - other platforms: Zoom, Facebook Messenger, FaceTime
  - Is there a household member available to help patient get onto telehealth appointment?



# Telehealth Best Practices

## for KKV Care Teams

### Day of Appointment

- **Call the patient** 10 to 15 minutes before scheduled appointment to provide gentle reminders and details of logging on to appointment if necessary
- **Text or email the link**
- **MA in virtual “waiting room”**: make patient feel safe, conduct all relevant screenings (BH if needed, vaccination/shot scheduling, well women exam, mammogram, ADL). If patient is on site, MA conducts screening in-person
- **MA contacts provider** in-person or MS Teams to notify patient is ready
- **MA available to assist provider** in-person or MS Teams
- **Enter appointment with key principles of care as guidance**
  - **DIGNITY & AGENCY**
  - **EQUITY**
  - **SAFETY**
- **"The illusion of eye contact in telemedicine"**
- **Provider or MA schedules follow-up appointment**
- **Provider notifies MA** in-person or MS Teams to indicate appointment is complete



# Texting Best Practices

## for KKV Care Teams

*Also don't forget.....*

- Calling patients to schedule telehealth appointments in the void of cancelled appointments, is a organizational best practice to increase utilization of services and maximize billing opportunities
- Coding appointment correctly according to diagnoses/type of visit
  - Insert codes here
- Post-visit: communicate with your care team
  - about scheduled follow-ups
  - entering screening data
  - ordering labs and/or calling in scripts Rx



# Virtual Care via Communications

- Piloted KKV's first Communications department with hiring a coordinator and staff
- Streamlined the process of creating in-language materials for the community
  - Chuukese
  - Samoan
  - Filipino
  - Hawaiian
- Telehealth communications campaign via social media and print
- Equipping waiting rooms with culturally relevant reels of images and videos portraying health from the lens of the community

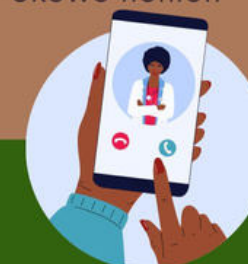


EN MI SINEI PWE  
MI WOR EI MET  
SIKAN EITA NGENI  
TELEHEALTH?



## Meta Telehealth?

Tokter me ekewe kangof ra kan tongeni anisikich ekei pisekin rongorong me nenengeni-- fon, laptop, ika taplet nge sise pwan chiwen feino churir non ekewe nenien safei.



Kopwe kapaseis ngeni noum dokter me ekewe kangof!

## ***Jibañ nan sign up nan Child Tax Credit***

### ***ilo Kokua Kalihi Valley***

**mwe kwar janin receive Child Tax Credit ilo 2021, kwomoran buki \$3,600 juon ajri.**

Re bed ia: ilo KKV Main Clinic, floor 2  
Wenjede 11/9/22, Taije 11/10/22, im Mande 11/14/22

9:00 AM-12:00 PM ako 1:30-5:30 PM.

Jouj im boktok:

- Et an armej rej apply im ajri ro nejin
- Nomba (ako email address)
- Jouj im botok social security kaad nan aolep armej ilo mwen ako Individual Taxpayer nomba
- Bar botok address ne am
- Mwe elan, jouj im botok bank information ne am.

Jete jein kwoj aikuj in koman ilo juon yio mwe kwon qualify im ejelok ibam: \$12,550  
Ro rar mare im kwoj file ippan doon: \$25,100





# More Virtual Care wins for KKV...

- Launched Luma Health text reminders for patients
- over \$200,000 investment into technology infrastructure of organization
- Increasing Doxy.me licenses for care teams
- Hiring a Virtual Care Coordinator
- We hired a Data Assistant to work with both Medical Data team and SDOH/Community data teams
- 3 Azara training days for 15 superusers across organization
- Data team assisting with community programs to review data collecting processes



The image features a background of large, vibrant green leaves, likely from a tropical plant. In the center, the word "Mahalo!" is written in a bold, white, sans-serif font. To the left, there is a solid brown circular shape with a white outline. In the bottom right corner, there is a stylized illustration of a plant branch with several reddish-orange leaves and buds, set against a light pink background.

**Mahalo!**