

Improving Effective Access to Mental Health Evaluation for Non-English-Speaking Trauma Survivors (NESTS): **The NESTS Pathway**

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Problem Statement

- Health disparities for populations from under-represented minorities, including the Hispanic and Latinx communities, have been well documented in traumatic injuries
- Among trauma survivors, non-English speaking patients are particularly vulnerable as **the barriers they encounter go beyond the complexities of the health system and access to care, they also face cultural and language barriers**
- As a result, compared to English-speaking trauma survivors, Spanish-speaking trauma survivors with depressive, anxiety, and/or posttraumatic stress symptoms are less likely to receive a mental health evaluation after injury **(10% vs. 36%)**, affecting their outcomes and successful reintegration into work, school, and the community.



Aim Statement

Increase the percentage of Spanish-speaking trauma survivors with high risk of mental health symptoms that access a mental health evaluation and/or community-based resources to support their recovery from 10% to 30% by December 1, 2022.



Year 1 Accomplishments - Overview

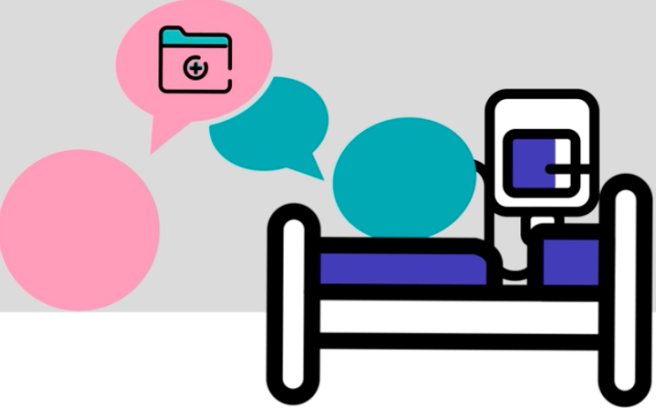
- We hired a Spanish-speaking Community Health Worker who is assisting Spanish-speaking traumatic injury survivors with healthcare navigation and facilitating their connection to mental health and/or community resources to support their recovery
- We developed a mechanism to systematically screen for social determinants of health and the risk of mental health symptoms in Spanish-speaking traumatic injury survivors at BWH/MGH




Year 1 Accomplishments - Overview

- We created a video and pamphlet (in Spanish) to increase awareness of post-injury mental health symptoms and introduce the NESTS pathway to trauma survivors at BWH and MGH

NESTS Video



quien se encargará de acompañarlo durante el proceso de recuperación.



Datos sobre la salud mental

51.5 millones 51.5 millones de adultos en Estados Unidos padecen de una **enfermedad mental**.¹ Esto incluye



16% 16% de la comunidad latina e hispana declaró haber padecido de una enfermedad mental en el último año. Eso es más de **10 millones** de personas.²

1 en 5 1 en 5 de los pacientes hispanohablantes tienen un resultado **positivo** en las pruebas de salud mental después de una lesión física.³



93% Mental Health America registró un 93% de aumento en el número de personas que se sometieron a la **prueba de ansiedad** en 2020 frente a 2019.⁴

¹ www.nimh.nih.gov/health/statistics/mental-illness
² www.mhanational.org/issues/latinxhispanic-communities-and-mental-health
³ cspsh.brighamandwomens.org/forte/
⁴ mhanational.org/issues/state-mental-health-america

¿Tiene alguna pregunta?



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Por favor, póngase en contacto con nosotros y haremos todo lo posible para responder a cualquier pregunta que pueda tener.

Visite nuestro sitio en internet para consultar los recursos de la comunidad:



www.cspsh.brighamandwomens.org/forte/nests



NESTS*

Camino para mejorar la salud mental de los sobrevivientes de trauma que no hablan inglés

*Non-English-Speaking Trauma Survivors (NESTS)



Year 1 Accomplishments - Overview

- We created an interactive map/bank of community resources available to Spanish-speaking traumatic injury survivors. This map/bank is now available online: <https://csp.h Brigham and Womens.org/nests/nests-map/>

The screenshot displays the NESTS Resources Map interface. On the left, there is a sidebar with filters for Mental Health resources, Immigration Resources, Domestic Violence Resources, and Substance Abuse Resources. The main area shows a map of Boston with various resource pins. A detailed view of the ABCD Citywide Boston Hispanic Center is shown, including its name, description, address (178 Tremont St, Boston, MA 02120), phone number (+1 617-348-6272), website (www.bostonabcd.org), and a 4.0 star rating. The interface also includes a navigation menu at the bottom with options like Home, About Us, Research, Fellowship, Events, and News.



Year 1 Accomplishments - Overview

- We made available to patients the Jeenie's mobile platform (on-demand language assistance) after hospital discharge to facilitate their connection with mental health and community-based resources



Year 1 Accomplishments – Process Metrics

The NESTS Pathway officially launched in January and April 2022 at BWH and MGH, respectively
32 patients are enrolled in the pathway as of end of September 2022

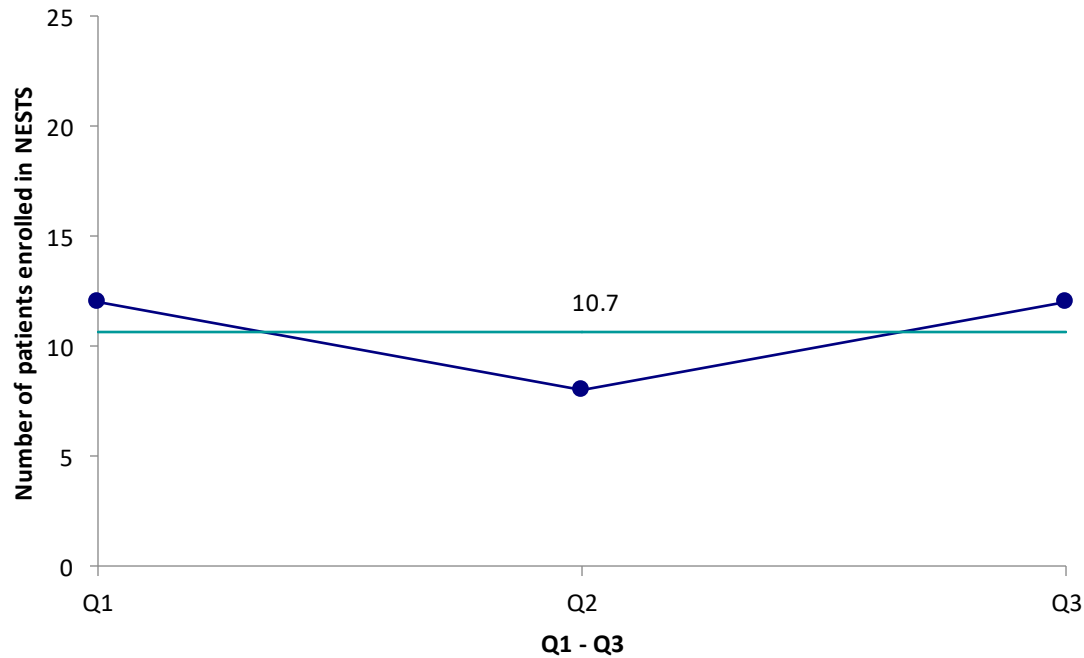
Q1= Jan-Mar; Q2= Apr-Jun; Q3= Jul-Sep

- % of potentially eligible patients enrolled in the pathway: **45%** (*since Q1*)
- % of patients approached that were enrolled in the pathway: **80%** (*Since Q3*)
- % of patients with a complete screening and baseline risk assessment: **68%** (*since Q1*)
- % of patients that have received/viewed the educational material
 - Pamphlet: **100%** (*since Q2*)
 - Video: **100%** (*since Q3*)
- % of patients that have utilized the Jeenie App: **50%** (*since Q3*)

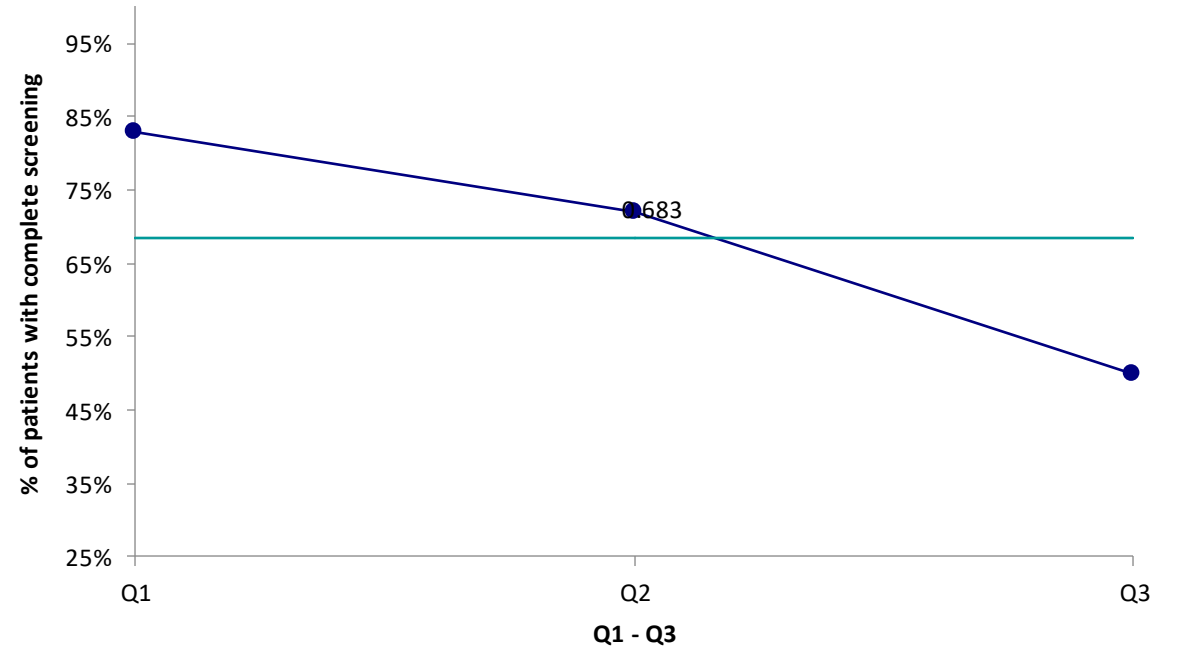


Year 1 Accomplishments – Process Metrics

Patient enrollment

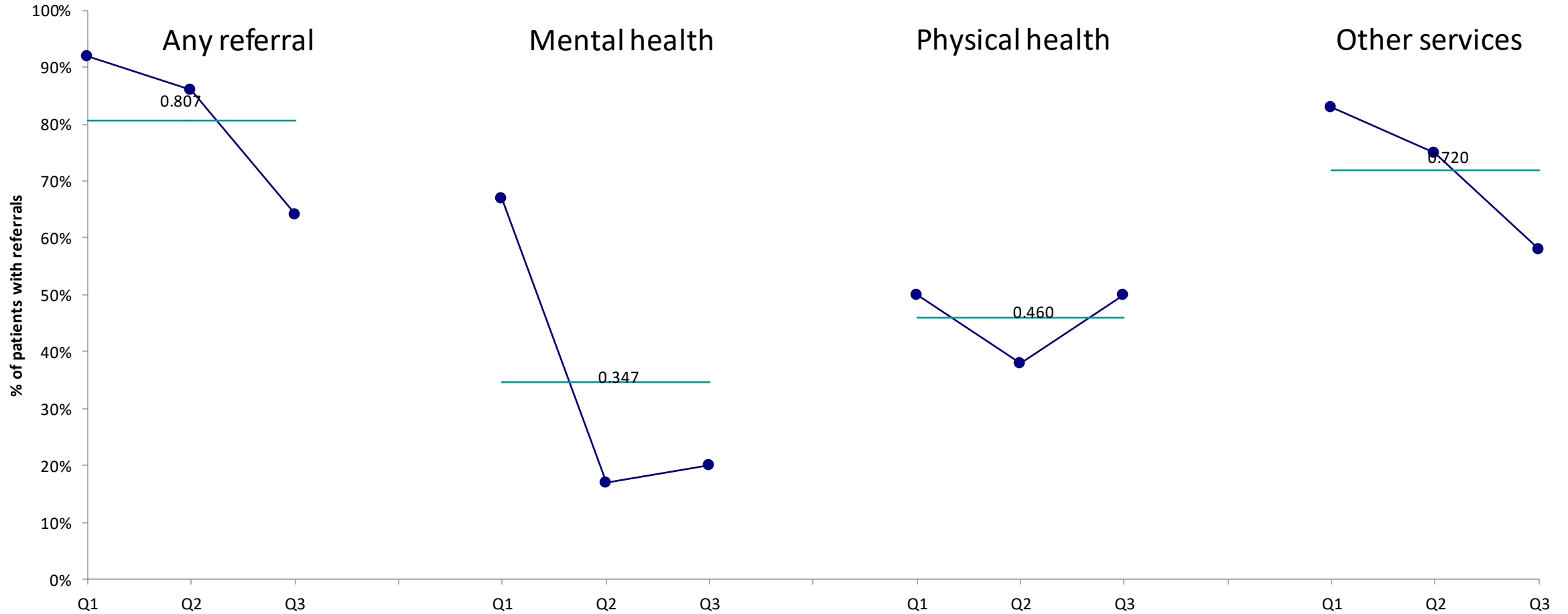


Screening and baseline risk assessment



Year 1 Accomplishments – Clinical Outcome Metrics

Patient referrals and connection with community-based resources to support their recovery



Year 1 Accomplishments – Clinical Outcome Metrics

- **Food (fair food, fresh food, and SNAP)**
- **Housing**
- **Transportation**
- **Mental health (Spanish speaking therapist, SUD support)**
- Physical therapy
- Vaccines (Shingles, COVID-19)
- English classes
- Job applications
- Immigration resources
- Cash assistance (bills, newborn citizen)
- **Mass Health application**
- Health Safety Net application
- Application for disability
- Elderly day programs
- Home health
- Assistance scheduling follow-up appointments
- Supplies (Pampers, diapers)
- Qualitative feedback
- Support to family members



Year 1 Challenges

- Enrolling patients into the NESTS pathway has been hindered by the availability of our CHW who is working on the project part-time and has an active caseload outside of NESTS
- Identifying eligible patients at MGH
- Completing screenings at the bedside
- Logistical and technological issues (i.e., CHW doesn't have a pager, familiarity of staff with the project, data capture and documentation)
- Limited options for referrals to patients currently in immigration processes
- Availability of resources/providers, regarding mental health



Looking Ahead: Plans for Year 2

- We will continue to make improvements to processes, materials, and tools to facilitate the work of the community health worker
- We will consider adding new components to the pathway based on the areas we have identified as having the greatest need for patients
- We will work on finalizing the NESTS Pathway website and developing a variety of patient resources about Jeenie, including videos
- Start discussion on strategic plan for year 3 and beyond. Trauma quality-of-life clinic?





Mass General Brigham