



THE NETWORK
TOWARDS UNITY FOR HEALTH



Facultad de Medicina



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VIRTUAL CONFERENCE

"PRIMARY HEALTH CARE: A PATH
TOWARDS SOCIAL JUSTICE"

SYSTEMS AND COMMUNITY BASED
RESPONSES TO COVID-19

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TUFH 2020 Abstracts

Title	The Salida: Community Health Workers in the Lead to Improve Health
Type	Oral Presentation <i>Working with Underserved Populations towards Community Empowerment</i>
Presenting Author	Julian Garcia
Co-Authors	Laura Parajon; Lidia Regino; Blanca Pedigo
Country	USA
Abstract N°	TUFH223
Content	<p>The Salida or patient exit interview, is a unique feature of One Hope Centro de Vida Health Center, a community-run clinic located in the heart of Albuquerque, New Mexico's International District. As a clinic run by community health workers (CHWs), the clinic focuses on the holistic well-being of patients, while addressing specific social determinants of health that present in various degrees among each patient. Salidas are done with every clinic visit by CHWs as a community empowerment strategy to improve health outcomes. Because the majority of our patients are Spanish-speaking, they are often seen with interpreters in the room. This lack of language and cultural concordance between patient and healthcare provider often presents a barrier for patients. Salidas, developed by a CHW in response to this situation, gives the patient an opportunity to discuss their visit, any concerns or questions they may have, and any obstacles to the treatment plan. In many cases, patients have divulged critical health information they did not feel comfortable relaying to the provider during the visit. Traditionally, physicians have the last say in patient treatment. In the Salida, this is flipped! The CHW is the one who advocates for the patient and works with providers to assure more effective solutions to improving health care such as adapting treatment plans for the financial and social contexts of the patient. Ultimately, the Salida is a reflection of what an empowered community can do to work with health providers in partnership to improve health outcomes.</p>