



Health Disparities Grant Program Grantee Description

SALUD Family Health Centers

Patient Health Advocates Project

About the Program

Patient Health Advocate (PHA) Program. SALUD Family Health Centers serving nine communities in CO. SALUD, a CHC has been helping the uninsured and underinsured, primarily Mexican-Hispanic population for over 35 years.

The PHA program is designed to educate, motivate and support patients and their family with diabetes and related cardiovascular conditions as well as the at-risk patients. The program is a unique train-the-trainer model. The author of the curriculum educates and trains a team of very special community people, who are also bilingual and bicultural, to then educate the SALUD communities. Program integrity is essential. The PHAs commit to teaching from a scripted 10 topic PHA Manual. The program includes PHA Visit Notes to record the education experience and list barriers, resources, goals, etc. and is used to communicate with the providers. The PHA Visit Note remains in the patient chart as part of the record. Approved handout patient material is taught prior to having patient take home to share with the rest of the family.

Project Personnel

Team- Victoria Lopez, PHA Program Coordinator , Miriam Camacho, PHA, Teresa Zuniga, PHA, Felipe Hinojosa, PHA, Vivian Torres, PHA, Bertha Archuleta, PHA, Patricia Boyd, PHA and Jo Roman, PHA. and Gilda Salazar, RN, CDE Program Director (& concept originator and curriculum author).

Program Offerings

There aren't enough self-management education experts to work with the growing number of people with chronic conditions and their multi-level needs. The number of Hispanics with diabetes and related CVD is daunting. The PHA Program has leveled the field in the communities served.

The PHA Program targets people who would otherwise not have the opportunity to learn essential healthy behavior skills and self-management tools. The program is completely bilingual; English and Spanish, and culturally appropriate. Recently the program has been expanded to include material for the Somali population in Ft. Morgan. SALUD is located in Sterling, Ft. Morgan, Ft. Collins, Estes Park, Brighton, Ft. Lupton, Commerce City, Frederick and Longmont. Prior to the PHA program Spanish speaking only, uninsured or underinsured patients did not receive essential self-management education and needed tools to control their type of diabetes; type 2 (T2DM), type 1 (T1DM) and gestational (GDM) or related CVD. Those at risk for such chronic conditions, i.e. obese patients, tobacco abusers and those with metabolic syndrome had minimal

options for clinically current and relevant education, support and encouragement in a culturally appropriate environment. If patient was fortunate enough to receive adequate education, provider-educator communication was lacking and follow-up was sketchy at best.

Success Stories

We are blessed with success stories almost daily. Perhaps it would be best to say that patients have come into the PHA office crying tears of “joy”. Thanking the PHA for “saving” their life, for “reaching and teaching” them “like no one has ever been able to do”. The medical providers have come to rely heavily on the PHAs to educate, support and break down barriers for their patients. Also the providers have learned that often the communication that they receive from the PHA about their patient(s) is a crucial bridge or link to best health outcomes.

Contact Information

Gilda Salazar
Salud Family Health Center
gsalazar@saludclinic.org

SALUD Patient Health Advocate Team



Patient Consult

