



## **Video Transcript: Patient Navigation for Whole-Person Care in Rural Kansas.**

**Speaker 1 (00:01):** Patient Navigation for Whole-Person Care in Rural Kansas: A case study video. This video was created by the Reproductive Health National Training Center, RHNTC.

**Danielle Hallgren (00:13):** My name is Danielle Hallgren, I'm the Chief Executive Officer at Konza Prairie Community Health Center. We provide care to just over 12,300 patients annually. 70% of those patients are 200% and below federal poverty level. Our patients come from over 40 zip codes, and so they travel quite a distance to receive comprehensive care, all under one roof. Konza has been serving the Geary County community since 1995. We provide medical, dental, and behavioral health care services for all, regardless of ability to pay.

**Megan Seidl (00:44):** My name is Megan Seidl, I'm a Family Doctor and Medical Director here at Konza Prairie Community Health Center. We offer a full spectrum of family planning services, from STD testing and treatment to contraception for someone who wants to prevent or delay pregnancy to preconception counseling.

**Danielle Hallgren (01:06):** The medical system is so hard to navigate; there are barriers for people who have resources, let alone people who don't have resources. And so, ensuring that when a patient takes that time off of work or out of school to come in for their appointment, that they get everything they need: including transportation, housing referrals, enabling services, is so important because they might not get here again. All of our providers provide family planning services. Wherever a patient presents in our clinic, they will have access to family planning services, and we do the best we can to take care of all their needs while they're in the clinic. Patients need access to food; they need access to transportation, housing, workforce resources, childcare, domestic violence support. Many other social services that we could list. But we know that- that's really what it takes to become healthy. We aren't a big enough organization to provide all the care that's needed for all the patients in the region, and so having good relationships with other healthcare entities and partners and social service agencies and grantees like Delivering Change for Maternal Child Health is what makes our work possible.

**Shanea Bea (02:15):** My name is Shanea Bea, and I'm the Executive Director for Delivering Change. Delivering Change provides patient navigation to family planning clients within Konza. As patient navigators, we really walk alongside the patient to figure out their very specific individual needs, and then we help navigate them through the referral system, the processes of the referrals and follow them all the way to the end to ensure that they got the services that they were needing.

**Lisa Freeman (02:43):** I'm Lisa Freeman; I'm the Clinical Nurse Supervisor and also the Family Planning Reproductive Health Coordinator. We have our own clothing bank; we have our own food bank. Here's a food prescription; let's take you over here just like we went to the pharmacy, and we're going to give you food to take home.

**Andie Ziber (03:02):** I'm Andie Ziber, I'm the Family Planning Navigator here at Konza.

**Andie Ziber (03:06):** So, as a Patient Navigator, I assist patients... with whatever their needs may be, whether it's resources or services, and depending on their typical needs, that could be involving the provider. Or I make referrals out to other agencies that are better equipped to meet their needs. We work as a team so that whatever the patient's needs are, we're able to give wrap-around services.

**Shanea Bea (03:35):** And so with Patient Navigation, that extra layer of checking in with somebody, making sure that all of their socioeconomic needs are met, and their mental health needs are addressed within a family planning visit, and any other need that may arise that may contribute to their physical health that the provider is not able to address at that visit.

**Megan Seidl (03:54):** Pre-conception health services are important because if we truly want to set a patient up for a healthy pregnancy, it's about allowing that patient to choose the timing of the pregnancy. It's about getting early identification and treatment for STDs. It's about managing mental health conditions. It's about fostering healthy environments in the home and safe environments in the home. All of these things ideally wouldn't be in place before a pregnancy even starts to maximize the health of the mom and the pregnancy. Patient Navigator is an integral part of the team that allows a patient to leave our clinic feeling like their needs were met and feeling like the people around them care about them.

**Speaker 1 (04:39):** Explore the Establishing and Providing Effective Referrals for Clients Toolkit and other resources at [RHNTC.org](http://RHNTC.org). This has been a production of the RHNTC.