

# CARIÑOS Approach

Care for persons with serious illnesses

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# CARIÑOS Approach : Background

## UT Health San Antonio- Geriatrics & Supportive Care



**Services:** Primary and specialty care, ~6 physicians  
4 nurse practitioners



**Population:** ~3000  
64% Hispanic  
24% in underserved communities



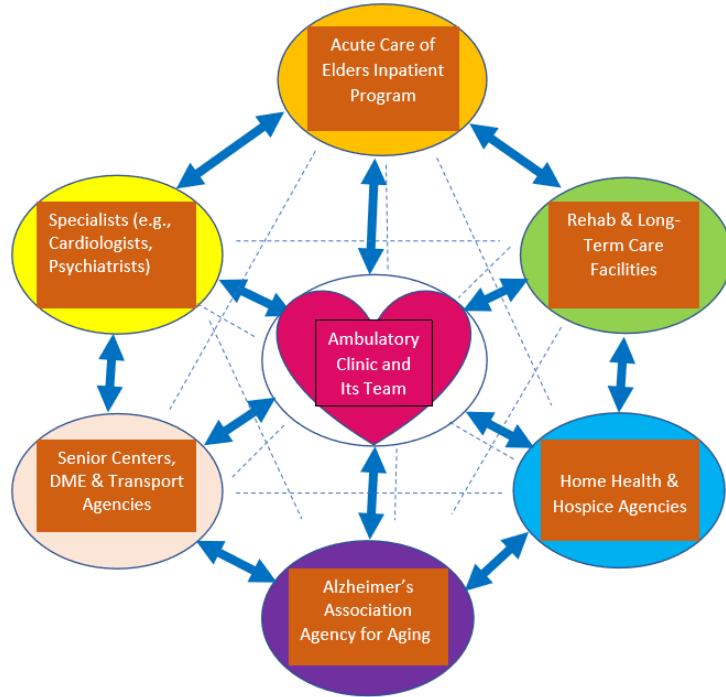
Home visits was less than 5% of visits mainly with home health and hospice patients not billed



**Home visits now: 50 % of primary care visits**



# CARIÑOS Approach



Comprehensive, coordinated, compassionate care across various clinical settings that meets the older adults' needs beyond the office walls.

Advocating for patients and families by collaborating and maintaining relationships with other clinicians and health care partners.

Respecting what matters most to your older patients (e.g., meals, mobility, money, and medicines<sup>6</sup>).

Intentional activities and processes in your practice that are specific to meet the needs of older adults.

Nurtured relationships with families, social service agencies, and community partners.

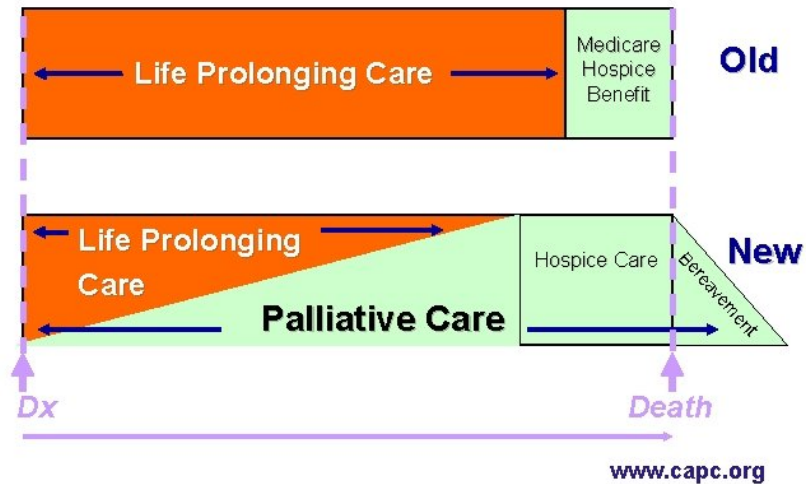
Older adults are wise and know what they want: listen to what they say.

Supportive Care for focus on quality of life.

CARIÑOS – Tenderness, Fondness, Love

# Supportive/Palliative Care

## Conceptual Shift



Because old ways  
won't open new doors.

## CARIÑOS En Su Casa

is in-home comprehensive, coordinated, compassionate care that uses promotores, trained community health workers, to assist in breaking through common barriers such as lack of internet and access to electronic media - i-pads or laptop computers



## Home Visits

March 2020– set up as a way to reach our patients in CCRC

April – July – Slowly developed process

August – some face to face more at home using promotores

September 2020 – 50% Home  
50% office or telehealth

March 2021– Set up department in EMR to create schedule

## Reasons for success

Leadership support

Team work – IT, EMR, Billing and Coding, Clinical Operations

Training – staff and clinicians, patient and family/caregivers

IT troubleshooting – “virtual redcoats”

Intentional processes and follow up eg visit types

Pre-visit preparation

Daily and weekly huddles

# CARIÑOS Approach & CARIÑOS En Su Casa

No one size fits all, you have to identify what is your “size”  
depends on your patient population

Small achievable goals – one step at a time



# CARIÑOS Approach

Compassionate (coordinated and comprehensive) care across clinical settings that meets the older

adults' needs beyond the office walls.

Advocacy for patients and families with other clinicians and health care partners.

Respect for what matters most to older adults'

Intentional redesign of processes and activities to meet older adults' needs

Nurtured relationships with families, social service agencies and community partners

Older adults are wise and know what they want, listen to what they say.

Supportive Care for patient and family

\*Cariños is Spanish for fondness, affection, tenderness, love





Questions?

# Thank you and Namaste!

I honor the place in you where the entire Universe resides.

I honor the place in you of love, of light, of truth, of peace.

I honor the place within you where if you are in that place in you,  
and I am in that place in me, there is only one of us.