



Navigating Maternal Care: A Multilingual Resource Guide for Esperanza Health Center Patients Delivering at Temple and Einstein Hospitals in Philadelphia

Caitlyn Martin, MSIII, Lewis Katz School of Medicine; Faith Pullinger, MD, Esperanza Health Center; Brian Tuohy, PhD, Lewis Katz School of Medicine Center of Health Justice and Bioethics



BACKGROUND

Esperanza Health Center, established in 2002 in the Kensington neighborhood of Philadelphia, serves as a vital Federally Qualified Health Center (FQHC) for the local community, particularly for marginalized populations facing language barriers, financial constraints, or legal status issues. These populations, especially those with low English proficiency (LEP) and legal status insecurities, face significant barriers in accessing quality healthcare. Specifically, these populations utilize less health care services and receive lower quality of care (Derose et al., 2007; Ku & Matani, 2001). These barriers can lead to poor health outcomes, particularly in maternal care (Twersky et al., 2024). The center was founded to provide accessible, culturally competent healthcare that addresses the unique needs of these vulnerable groups, many of whom face challenges in accessing traditional healthcare services.

In Philadelphia, where diverse communities face significant healthcare disparities, addressing the needs of marginalized patients is crucial. Esperanza Health Center serves a predominantly underserved community, but its patients must deliver at partner hospitals, creating potential communication challenges and information gaps.

GOALS

This project aims to bridge this gap by providing a comprehensive, culturally appropriate resource for marginalized patients preparing for delivery at Temple University Hospital or Jefferson Einstein Hospital. The use of professional interpreters and language-concordant materials has been shown to improve clinical care for LEP patients (Karliner et al., 2007; Jacobs et al., 2004). However, these vulnerable populations face additional challenges in navigating the healthcare system, often leading to delayed or inadequate care (Hacker et al., 2015). By addressing the specific needs of LEP patients and other vulnerable groups, this intervention has the potential to contribute to reducing health disparities experienced by these populations in maternal and infant care.

METHODS



Consultation with Esperanza Health Center staff, including obstetricians and midwives to identify the most frequently asked questions and areas of ambiguity



Collaboration with Temple and Einstein hospital representatives to gather accurate, up-to-date information regarding labor & delivery protocols and other logistical information



Translation of the guide by certified medical interpreters and reviewal by Esperanza medical professionals for clarity, accuracy, and cultural appropriateness

The easily readable, concise FAQ guide covers essential topics via Q/A format including:

- General questions about labor and delivery process including pain management options
- Explanation of roles (physicians, nurses, midwives, doulas)
- Interpreter services availability
- Financial information and resources
- Hospital-specific information for Temple and Einstein:
 - List of potential delivering physicians
 - Directions and parking information
 - Hospital layout and check-in procedures
 - Visitor policies

OUTCOMES

Benefit	Description
Greater Patient Preparedness	Provides information on delivery, hospital logistics, and available support.
Improved Communication	Serves as a bridge between patients and providers to reduce misunderstandings.
Increased Utilization of Resources	Encourages use of services like interpreters, financial aid, and education.
Enhanced Health Literacy	Explains terms and processes in plain English and Spanish.
Reduced Anxiety and Stress	Offers clear information to ease concerns about labor and delivery.
Improved Patient Satisfaction	Addresses common concerns and offers practical guidance.
Empowerment of Patients	Educates patients about their rights, options, and care team roles.
Potential for Improved Health Outcomes	Combines preparedness and support for better mother and newborn outcomes.
Enhanced Continuity of Care	Supports a smooth transition from prenatal care to delivery and postpartum.
Increased Awareness of Postpartum Resources	Shares info about postpartum care and available services.

IMPACTS & NEXT STEPS

This project addresses a critical need in the care continuum for marginalized patients receiving prenatal care at Esperanza Health Center. By providing clear, accessible information about the delivery process at partner hospitals, the multilingual resource guide empowers patients—particularly those from vulnerable groups—to navigate a potentially stressful experience with greater confidence and knowledge.

The intervention aligns with best practices in health literacy and cultural competence, which are essential components of quality healthcare for marginalized populations. By bridging the information gap between prenatal care and hospital delivery, the guide fosters a more seamless care experience for patients with limited English proficiency (LEP), those with concerns about legal status, and others who face systemic barriers to care.

The anticipated outcomes—including improved patient preparedness, communication, satisfaction, and continuity of care—highlight the significance of culturally and linguistically appropriate resources in improving healthcare experiences. While quantitative data is not yet available, these expected benefits are consistent with established research on the importance of addressing barriers to healthcare access and quality for vulnerable populations. This initiative represents a meaningful step toward reducing health disparities in Philadelphia’s healthcare system. By enhancing health literacy and promoting equity through targeted, patient-centered communication, the guide contributes to better overall outcomes for patients delivering at Temple and Einstein hospitals. As healthcare systems strive to eliminate disparities, interventions like this serve as important models for supporting underserved communities and fostering a more inclusive, effective care environment.

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