



Texas Consortium for the
Non-Medical Drivers of Health

Advancing Research, Policy and Practice

From Screening to Support: Lessons from the Patient Discharge Initiative

Texas NMDOH Consortium
Webinar
August 4, 2026



This session is being recorded. Registrants will receive the recording and slides after the webinar.

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Presenters



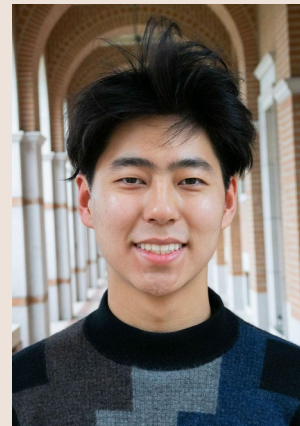
Michael Jaung, MD MSc
FACEP
EM Physician
Assistant Professor at
Baylor College of
Medicine



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Rice Undergraduate '28
BCM-PDI Co-President



Jordan Altman
Rice Undergraduate '27
BCM-PDI Co-President



Andy Liu
Rice Undergraduate '27
BCM-PDI Research
Co-Head & Shift Leader

History of PDI

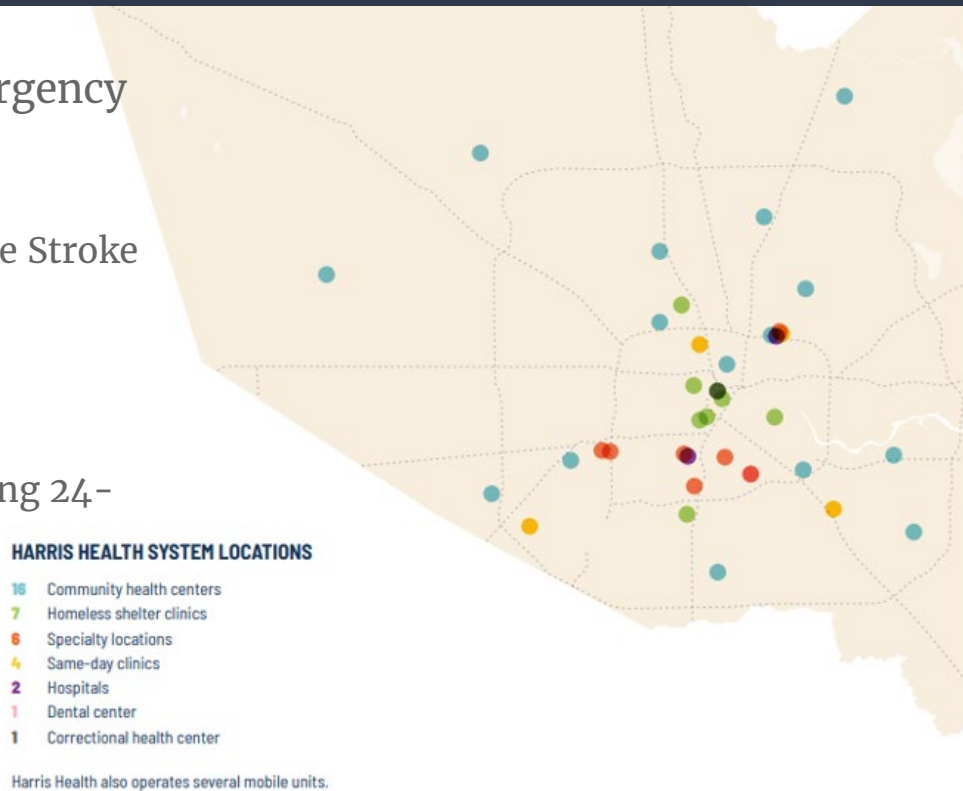
- Medical Students Dennis Shung & John Lin founded PDI with support from the Albert Schweitzer Fellowship in 2011
- Started as volunteer project to tackle disparities in healthcare access

Our mission is to improve the post-hospital quality of life for the underserved patients of Ben Taub Hospital through the improvement of medication adherence, the improvement of follow-up appointment attendance, the distribution of medical/social/financial services, and the betterment of patient agency to utilize these services.



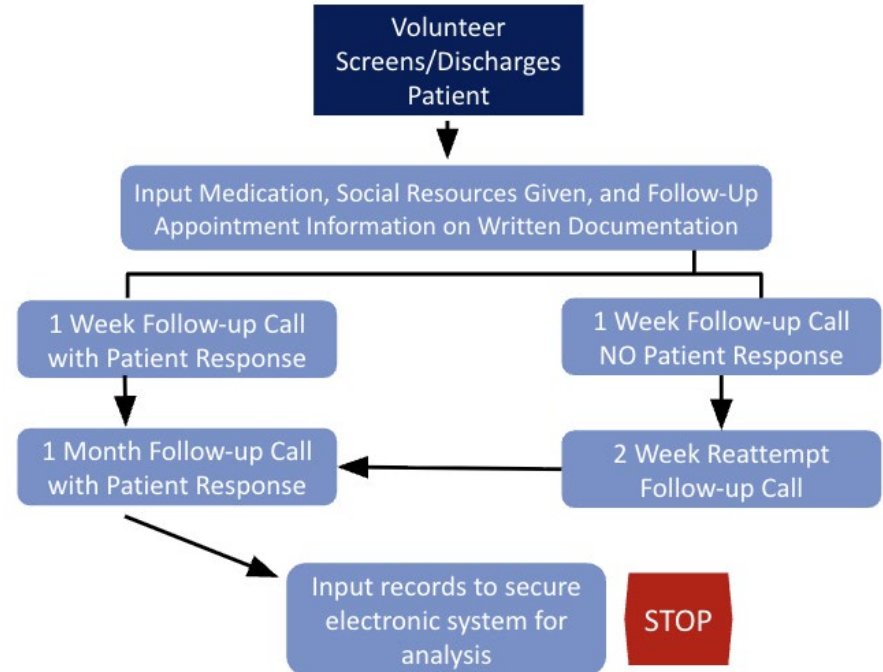
Harris Health and Ben Taub Hospital

- 160,000 annual visits across two Emergency Centers (BTGH and LBJ)
- Ben Taub Emergency Center
 - Level 1 Trauma Center, Comprehensive Stroke and Chest Pain Center
 - 80+ treatment rooms
 - BCM Attendings, APPs, and Residents
 - Students from many institutions
 - Staff nursing and allied health including 24-hour social work/case management
- Harris Health System
 - 16 community health centers
 - County jail care
 - Population Health
 - Financial Assistance Program



PDI Activity 2023 – 2025

- 1,317 EC patients screened during review period
 - 36% primary Spanish Speakers
 - 37% with no insurance or assistance
- 1,053 (80%) reported a social need, 944 (72%) received resources
- Low-cost food assistance (66%) and SNAP information (50%) were the most commonly requested resources
- 762 (58%) patients were reached at the 1-week follow-up call



Club Organization - Hospital Leadership



Michael Jaung, MD MSc
FACEP

EM Physician
Assistant Professor at
Baylor College of
Medicine



Courtney Hoyt, CAVS,
CLSSYB

Senior Manager of
Volunteer Services
Ben Taub Hospital

Club Composition:

- 92 Rice Undergraduate Students
- 25 Shift Leaders
- 8 Committees



PDI Club Organization

2 Co-Presidents: elected annually by PDI Board in November

~ 30 board members *not mutually exclusive board positions*

- 25 Shift Leaders (Summer applications)
- 16 Committee Chairs (Spring applications)
- Treasurer, Webmaster, Recruitment Chairs

90 Total Members by September

Club Organization - Rice University

Volunteer Education

In charge of training new shift leaders each year and ensuring continued education of current shift leaders

In charge of running Spanish speaking sessions for volunteers

Patient Education

Health Policy

Community Outreach

Expansion

Club Organization – Rice University

Patient Education

This committee updates our resource list*

Themes:
Housing
Employment
Education
Food
Immigration/Legal
Utilities
Health Insurance
Harris Health
Financial Assistance
Program

*All resources are pre-approved by Ben Taub Hospital and Harris Health if they come from Harris Health Cares

Club Organization – Rice University

Health Policy

This committee helps educate club members on careers in health policy as well as current initiatives available in which for them to take part in service to Houston

Club Organization – Rice University

Community Outreach

Partners with outside organizations for various events

Past Examples:

- Cheek Swab Collection Drive in partnership with NMDP

- Annual Social Determinants of Health in Houston

Club Organization - Rice University

Expansion

Expanding the club's operation's outside of Ben Taub Hospital

Currently looking to partner with Thomas Street at Quentin Mease Health Center

Club Organization Takeaways

- **Committee head structure promotes longevity of initiatives across generations of college students**

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- **Student board meetings combined with ongoing live initiative documents keep committee heads accountable**

Committee	Project Name + Tentative Dates	Need Volunteers?	Project Description	Contact (name, email)
Health Policy	Health Policy Week Panel	Yes! Volunteers needed to organize panels, find panelists, order food, etc	The BCM Patient Discharge Initiative and the Social Policy Analysis Department host Health Policy Week in March/April to provide students with opportunities to learn more about and discuss health policy careers and current health policy issues	
Research	1. BCM PDI Quality Improvement Study (QI) 2. Mamografías sin barreras (Mammograms Without Barriers) 3. Home BP@ED: A Home Blood Pressure Monitoring and Referral Program for ED Patients	Yes! Volunteers are needed for Mamografías sin barreras and Home BP@ED studies. Volunteers will get the chance to engage in meaningful clinical research at the ED, beyond the scope of normal PDI activities.	1. BCM PDI Quality Improvement Study (QI) - QI Study to collect data on patient demographics, resource usage rates, and more to improve PDI operations in the ED. 2. Mamografías sin barreras (Mammograms Without Barriers) - Study designed to evaluate the efficacy of two educational interventions in informing women to get mammograms. 3. Home BP@ED: A Home Blood Pressure Monitoring and Referral Program for ED Patients - New initiative to provide home blood pressure monitors for hypertensive patients + a primary care referral pipeline so that patients can get care for their chronic conditions that cannot be fully addressed in the ED.	
Volunteer Education	1. Spanish workshop 2. Patient Interaction 101 - doc	YES! Spanish-speaking volunteers would be greatly appreciated	1. Spanish Workshop a. Empowering intermediate Spanish speakers with foundational Spanish skills who are not comfortable with	

Club Organization Takeaways

- Committee head structure promotes longevity of initiatives across generations of college students
- Student board meetings combined with ongoing live initiative documents keep committee heads accountable
- **Semi-autonomous club committees centralizes decisions with the people who know their initiatives best**

Club Organization Takeaways

- Committee head structure promotes longevity of initiatives across generations of college students
- Student board meetings combined with ongoing live initiative documents keep committee heads accountable
- Semi-autonomous club committees centralizes decisions with the people who know their initiatives best
- **Room for improvement: Attain faculty sponsors for each committee**

Club Organization Takeaways

- **Most important committee is volunteer education**
 - Many first-time volunteers in clinical settings
 - High percentage of new volunteers are freshman in college
 - Training in cultural competence and sensitivity is a must

Club Organization Takeaways

- Most important committee is volunteer education
 - Many first-time volunteers in clinical settings
 - High percentage of new volunteers are freshman in college
 - Training in cultural competence and sensitivity is a must
- **Shift leaders are screened for conflict management and cultural competence**

Debrief:

- The screening tool is used to identify appropriate resources to share information with patients
- When communicating information about resources, volunteers should put themselves in their patients' shoes and anticipate barriers to access
- Many times, patients will share sensitive details about their lives and the challenges they are currently facing. Volunteers should thank them for their vulnerable sharing, communicating understanding, and reinforcing information about resources when appropriate to convey a sense of hope. Ensure that they do not talk down to the patient (i.e., "That sucks" or "You're on the poorer side," etc).

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Example phrases to communicate empathy

"I can only imagine how hard that must be"

"That sounds very difficult"

"Thank you for sharing this with me"

Volunteer Recruitment

- 1 Late August - Organization advertisement spearheaded by Presence Committee
- 2 Mid September - New member applications close; 1 week internal blinded application review
- 3 Late September - 1 Full week of interviews following ~50% paper cuts
- 4 Late September/Start of October - Shifts begin as new members work to get badge access
- 5 **Mid October - Shifts start for new members following proper Ben Taub authorization protocol**

Volunteer Recruitment Takeaways

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- Actual need at Ben Taub (i.e. number of patients per shift)
- Number of students we can train each semester during group trainings
- **Application capacity: very in depth review of applications takes time**

Volunteer Recruitment Takeaways

~45%* of Patients are
Spanish-Speaking

*Data from 2020 Report

Volunteer Recruitment Takeaways

- **Spanish Speakers**
 - All members are trained on how to use translating services at Ben Taub
 - Constitutional change to favor Spanish speaking applicants due to patient demographics at Ben Taub
 - Dedicated Spanish workshops are now implemented into club training for those looking to improve their capacity

Volunteer Trainings

*Led by Volunteer Education Committee Heads

Shift Leader Training

25 Shift Leaders attend

Date:

Early Fall (before shifts begin)

General Body Fall Training

All 90 members attend

Date:

Mid-Fall (after recruitment
ends, before new volunteers
begin shifts)

General Body Spring Training

All members attend

Date:

Early Spring (independent
of shifts beginning)

Shift Leader Training

General Shift Leader Responsibilities:

- Lead & communicate with shift members
- Mentor new members
- Complete attendance & reflection forms
- Liaison between members and board

Training purpose:

- Prepare for Ben Taub, reminders of policy & any changes
- Instill confidence in shift procedures before beginning shifts
- Ensure expectations are understood
 - i.e. Quality over quantity in patient interactions

General Body Fall Training

General Member Responsibilities:

- Attend shifts & trainings
- Attain badge access through required training
- Uphold PDI mission statement

Training purpose:

- Formal introduction of PDI to new members
- Prepare new & returning members for shift procedures
- Allow new members to practice in group setting

General Spring Training

General Member Responsibilities:

- Same as Fall Semester
- Consider applying to board positions

Training purpose:

- Continuity of resource education
- Spanish & translator trainings
- Reminder of general expectations
- Club announcements

PDI Shift Overview

- 1 Meet shift group, arrive to Ben Taub Volunteer Office

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2 1 week and 1 month follow up
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- 3 Check for plentiful resource and screening papers, make copies

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4 Head down to the cores: Ask nurse station for discharges. If none, proceed with screenings

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- 5 Complete discharges & screenings

Patient Discharge Process

This may be a hospital dependent process

We use the After Visit Summary (AVS)

Do a walk-through with the patient and take them to the registration desk for discharge

After Visit Summary

Owais Fazal MRN: 1234567

09/22/2018 Emergency Center BT 713-873-2000

Instructions

Your personalized instructions can be found at the end of this document.



Read the attached information.
Heart Health & Blood Pressure



Discharge Orders
ED ORDER FOR PRIMARY CARE FOLLOW-UP APPT



Schedule An Appointment
Harris Health Cardiology Services

What's Next

You do not have any future appointments.

You were seen by

You were seen by Dr. Ben Taub, MD.

Medications



Atenolol¹
100 mg

Lovastatin¹
10 mg

1. Available at Walmart under the \$4 Formulary

Today's Visit

You were seen by Dr. Ben Taub, MD.

Reason for Visit
Dizziness

Diagnosis
Hypertension



Lab Tests Completed



Done Today

Your End of Visit Vitals



Blood Pressure
137/85



Temperature
97.6 °F



Pulse
80



Respiration
20



Oxygen Saturation
100%

PDI Screening Resources

Our list of resources uses pre-approved by Harris County through harrishealthcares.org

Nearly every resource listed contains multiple programs or organizations in Houston!

Gold Card/HHFAP

SNAP

ECHOS

Food

Housing

Dental

Vision

Other Legal

Utilities

Phone Plans

Immigration

Mental Health

Transportation

ESL

Interpersonal Violence

Job Placement

Substance Abuse

Education/GED

PDI Shift Overview

- 1 Meet shift group, arrive to Ben Taub Volunteer Office
- 2 1 week and 1 month follow up bins; perform follow-up calls
- 3 Check for plentiful resource and screening papers, make copies

- 4 Head down to the cores: Ask nurse station for discharges. If none, proceed with screenings
- 5 Complete discharges & screenings
- 6 Back to Volunteer Office and complete shift reflection form

Follow-Up Calls

Our mission is to **improve the post-hospital quality of life** for the underserved patients of Ben Taub Hospital through the improvement of medication adherence, the **improvement of follow-up appointment attendance, the distribution of medical/social/financial services, and the betterment of patient agency** to utilize these services.

If they were a discharge patient: medication adherence & follow-up appointment attendance

Screening: use of resources, follow-up about application status & ask if they have questions

From Follow-Up call to archive

Completed PDP/Screening

Place in 1 Week Follow-Up (Preferred time slot/your shift) → 1 week later, call them!

From Follow-Up call to archive

Completed PDP/Screening

Place in 1 Week Follow-Up (Preferred time slot/your shift) → 1 week later, call them!



They answer!

1 Month Follow-Up



They don't answer

Call again next week

From Follow-Up call to archive

Completed UHP/Screening

Place in 1 Week Follow-Up (Preferred time slot/your shift) → 1 week later, call them!



They answer!

1 Month Follow-Up



They answer again!

ARCHIVE



They don't answer

Call again next week

From Follow-Up call to archive

Completed IUD/Screening

Place in 1 Week Follow-Up (Preferred time slot/your shift) → 1 week later, call them!

↓
They answer!

1 Month Follow-Up

↓
They answer again!

ARCHIVE

↓
They don't answer

Call again next week

↓
They answer this week!

Proceed like it is the first 1-week call, will attempt a 1-month call

↓
They still don't answer on week 2?

↓
1 month later

ARCHIVE

From Follow-Up call to archive

Completed FUP/Screening

Place in 1 Week Follow-Up (Preferred time slot/your shift) → 1 week later, call them!

↓
They answer!

1 Month Follow-Up

↓
They answer again!

ARCHIVE

↓
They don't answer

Call again next week

↓
They answer this week!

Proceed like it is the first 1-week call, will attempt a 1-month call

↓
They answer again!

ARCHIVE *after 1-month call*

↓
They still don't answer on week 2?

ARCHIVE

PDI Research Committee

Student-led Committee dedicated to conducting social determinants of health research in the ED setting made up of 10-15 undergraduate students working in partnership with research advisor.

Goals of the Research Committee:

- Leverage PDI's platform to improve patient experiences and outcomes at Ben Taub
- Provide undergraduate students with the opportunity to conduct independent clinical research
- Conduct Quality Improvement analysis of current PDI practices to continuously refine social resource delivery, improve patient engagement with resources & and follow up rates.



Quality Improvement Study Introduction

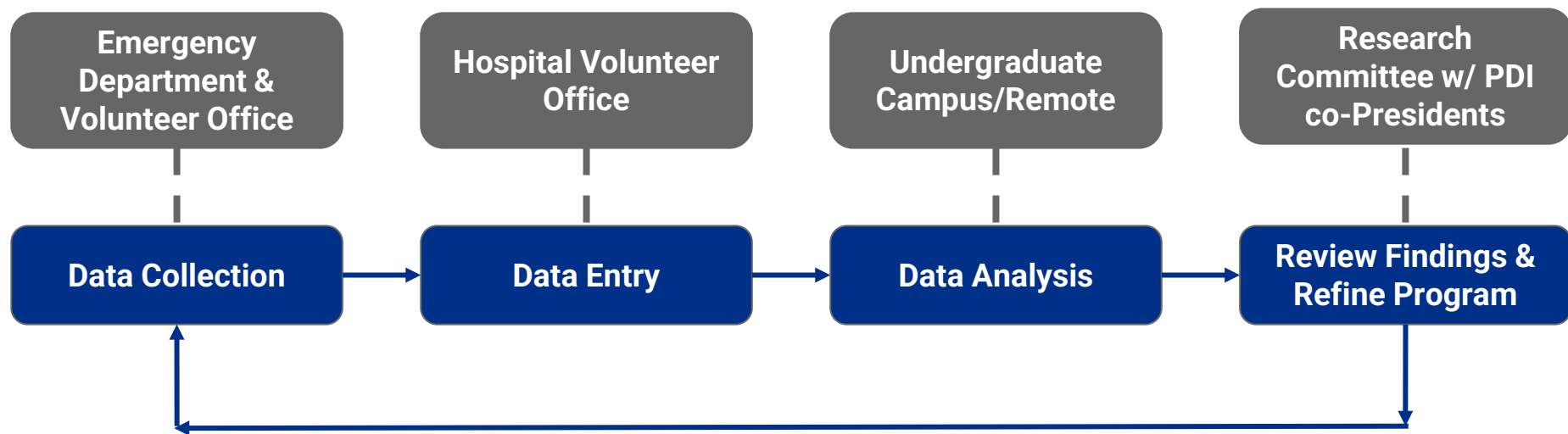


Objective: Evaluate how effectively PDI engages ED patients and connects them to needed social & medical resources.



Background: IRB submitted and ongoing with Baylor College of Medicine and Harris Health to collect, analyze and publish data.

Quality Improvement Workflow Overview



Data Collected & Endpoints

Screening & Discharge:

- Recruitment Location & date
- Preferred Language
- Health Insurance
- Social needs survey
- Medical & Social Resources requested/given



1 week & 1 month Follow-up:

- Health Insurance Status
- Follow-up contact success
- Medical & Social Resources used
- Medications taken & Appointments attended

Primary Endpoints:

- Follow-up contact rate at 1 week and 1 month
- Resource utilization rate
- Patient resource engagement by preferred language and insurance status

QI Findings from the past year

1. Spanish-speaking patients left more social needs survey items unchecked
2. Fewer discharge forms completed relative to screenings this year than in prior years
3. Fewer requests for Immigration and Legal-aid resources

PDI Expansion: Stakeholders and Steps

- Stakeholders
 - EC physicians and nurses
 - EC case management and registration
 - Volunteer services, population health, patient engagement, and quality improvement teams
 - University student activities
 - Referral community organizations
- Steps
 - Stakeholder needs and interests
 - Feasibility and credentialing
 - Process and resources
 - Recruitment and training



Member Testimonials

"Initially, my greatest challenge in PDI was that I lacked the confidence to start conversations with patients, especially in such a fast-paced and emotionally charged environment. Over time, I've become more comfortable supporting patients across language, cultural, and socioeconomic differences." - Anonymous '29

"Volunteering with PDI for me has been one of the most impactful experiences that taught me how to interact with patients - how to approach them without assumptions, how to listen to their stories, and how to offer them the resources that best address their needs." - Melissa '27

"My favorite memory from PDI was during a screening that I had done! Once a patient came in to Ben Taub feeling very anxious about starting a new family since she found out about her pregnancy much later in her term. After sharing food, housing, and even daycare options that would work for her family she felt much more reassured and confident before leaving." - Dheekksha '29

Thank you!
Any questions?

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Annual Conference:

December 1, 2026



Texas NMDOH Consortium
Advancing Research, Policy and Practice

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Annual Conference

Save The Date 2026 Annual Texas NMDOH Consortium Conference

■ December 1, 2026

◆ Houston, Texas

The Texas NMDOH Consortium will host our 4th Annual Conference, on December 1, 2026.

This was a one-day event that will explore the latest developments in state and federal policies impacting the financing and implementation of NMDOH services within healthcare.



<https://www.driversofhealthtx.org/annual-conference/>