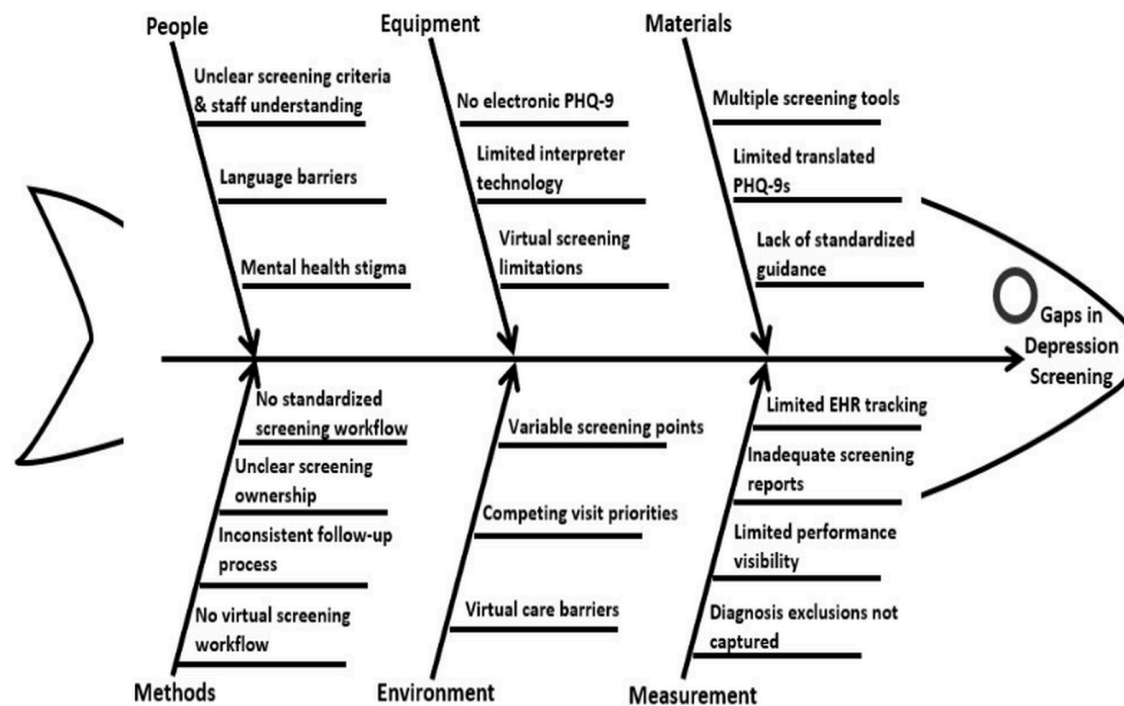


Finding the Root Causes of Depression Screening Gaps

Shared by Sacramento Native American Health Center · Jamie DeJesus, Director of Operations and Bryan Williams, Project Manager

The team mapped why depression screening was falling short for non-English-speaking patients, sorting causes into six categories before choosing where to act.



What the analysis led to: Standardized screening on the PHQ-9 alone · translated the PHQ-9 into their top 3 languages · expanded translation services through Propio and LanguageLine · targeted the providers serving the most non-English-speaking patients · tested the workflow through 2 PDSA cycles across PCP visits.