

Increasing Access to Comprehensive Care: The Crucial Role of the Community Health Worker

Wednesday, October 18th, 2023

2:00-3:00pm Eastern / 11:00am-12:00pm Pacific

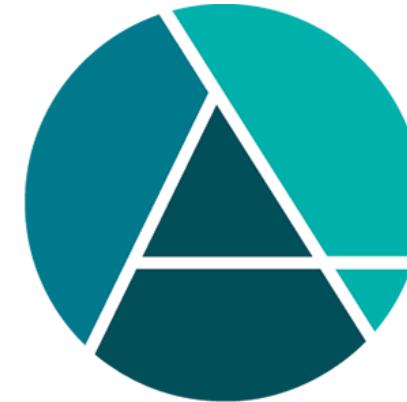
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Disclosure

- With respect to the following presentation, there has been no relevant (direct or indirect) financial relationship between the party listed above (or spouse/partner) and any for-profit company in the past 12 months which would be considered a conflict of interest.
- The views expressed in this presentation are those of the presenters and may not reflect official policy of Community Health Center, Inc. and its Weitzman Institute.
- We strive to create a respectful and welcoming learning environment. If anything in today's session makes you feel uncomfortable, please let us know via email at nca@chc1.com.
- We are obligated to disclose any products which are off-label, unlabeled, experimental, and/or under investigation (not FDA approved) and any limitations on the information that we present, such as data that are preliminary or that represent ongoing research, interim analyses, and/or unsupported opinion.
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WHAT WE DO.
IT'S WHO WE
DO IT FOR.**



MOSES/WEITZMAN Health System

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Community Health Center, Inc.

A leading Federally Qualified Health Center based in Connecticut.

ConferMED

A national eConsult platform improving patient access to specialty care.

The Consortium for Advanced Practice Providers

A membership, education, advocacy, and accreditation organization for APP postgraduate training.

National Institute for Medical Assistant Advancement

An accredited educational institution that trains medical assistants for a career in team-based care environments.

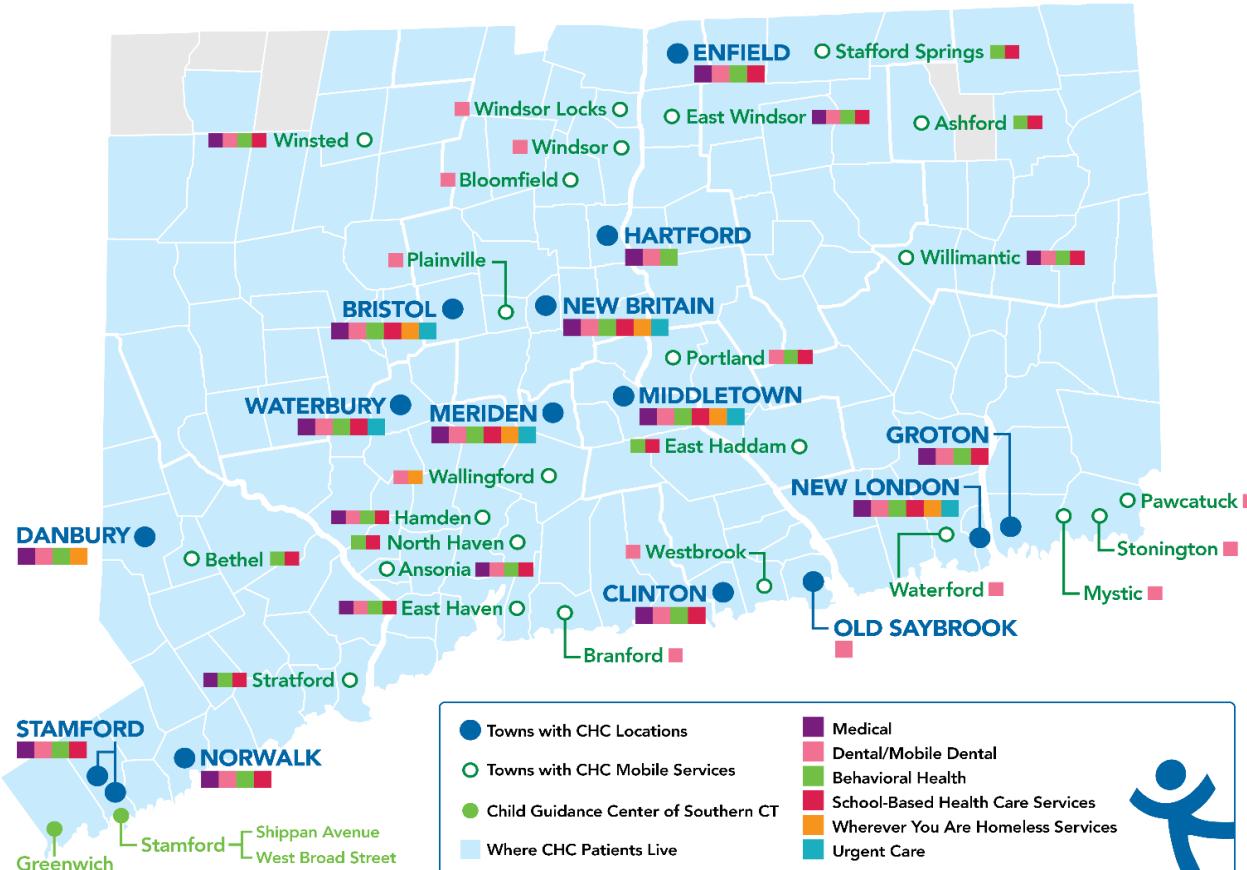
The Weitzman Institute

A center for innovative research, education, and policy.

Center for Key Populations

A health program with international reach, focused on the most vulnerable among us.

Locations & Service Sites



THREE FOUNDATIONAL PILLARS

1
 Clinical Excellence

2
 Research and Development

3
 Training the Next Generation

Overview

- Founded: **May 1, 1972**
- Staff: **1,400**
- Active Patients: **150,000**
- Patients CY: **107,225**
- SBHCs across CT: **152**

Year	2021	2022	2023
Patients Seen	99,598	102,275	107,225



National Training and Technical Assistance Partners (NTTAP) Clinical Workforce Development

Provides free training and technical assistance to federally funded health centers and look-alikes across the nation through webinars, activity sessions, communities of practice, trainings, publications, and more!

To learn more, please visit <https://www.weitzmaninstitute.org/nca>.

Objectives

- Understand the concept of increasing access to comprehensive team-based care and its significance in healthcare delivery.
- Explore the crucial roles that Community Health Workers (CHWs) play in patient care and recognize CHWs as integral members of the care team.
- Hear from a peer speaker who will share their firsthand experiences and insights into working with CHWs and utilizing valuable resources.
- Learn strategies to address common challenges faced by patients and care teams for better engagement and overall improved healthcare outcomes.
- Review the ongoing needs for continued development and implementation of the CHW role across the country.

Speakers

- Mary Blankson, DNP, APRN, FNP-C, FAAN, Chief Nursing Officer (CNO) for Community Health Center, Inc.
- Marie Yardis, BS, MAT, Access to Care Director for Community Health Center, Inc.
- Flor Robertson, MS, Health Strategies Specialist, MHP Salud

What is High-Quality Primary Care?

- High-quality primary care is the provision of whole-person, integrated, and accessible, health care by interprofessional teams who are accountable for addressing the majority of an individual's health and wellness needs across settings and through sustained relationships with patients, families, and communities (National Academies of Sciences, Engineering, and Medicine, 2021).
- High-quality primary care is best provided by a team of clinicians and others who are organized, supported, and accountable to meet the needs of the people and the communities they serve (National Academies of Sciences, Engineering, and Medicine, 2021).

Team-Based Care

- Team-based care is “the provision of health services to individuals, families, [and] their communities by at least two health providers who work collaboratively with patients and their caregivers—to the extent preferred by each patient—to accomplish shared goals within and across settings to achieve coordinated, high-quality care (Mitchell et al., 2012, Okun et al., 2014):
 - Advanced models of team-based care provide:
 - Increased access to care and services with a consistent care team
 - Improved quality, safety, and reliability of care
 - Enhanced health and functioning in those who have chronic condition; and
 - More cost-effective care (Hupke, 2014)

Hupke, C. (2014). Team-based care: Optimizing primary care for patients and providers. Institute for Healthcare Improvement.

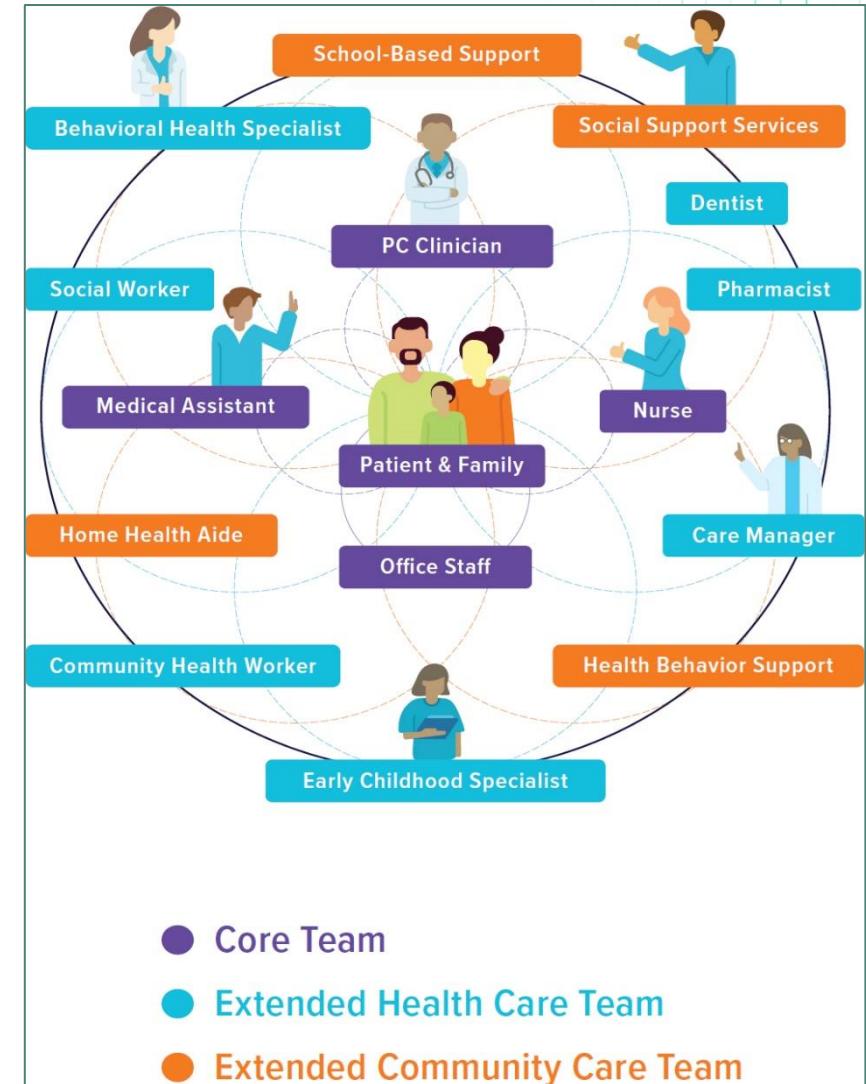
Okun, S., S. Schoenbaum, D. Andrews, P. Chidambaran, V. Chollette, J. Gruman, S. Leal, B. A. Bown, P. H. Mitchel, C. Parry, W. Prins, R. Ricciardi, M. A. Simon, R. Stock, D. C. Strasser, C. E. Webb, M. K. Wynia, and D. Henderson. 2014. Patients and health care teams forging effective partnerships. NAM Perspectives. Discussion Paper, National Academy of Medicine

Mitchell, P., M. Wynia, R. Golden, B. McNellis, S. Okun, C. E. Webb, V. Rohrbach, and I. Von Kohorn. 2012. Core principles & values of effective team-based health care. NAM Perspectives. Discussion Paper, National Academy of Medicine, Washington, DC

Interprofessional Care Teams

- Facilitators of high-quality primary care include the interprofessional care teams:
 - ***Interprofessional care teams:*** Care provided by teams of clinicians and other professionals fit to the needs of communities, working to the top of their licensure, and in coordination leads to better health (National Academies of Sciences, Engineering, and Medicine, 2021).
- Figure on the right demonstrates the composition of interprofessional primary care (National Academies of Sciences, Engineering, and Medicine, 2021).

National Academies of Sciences, Engineering, and Medicine. 2021. Implementing High-Quality Primary Care: Rebuilding the Foundation of Health Care. Washington, DC: The National Academies Press.
<https://doi.org/10.17226/25983>.



CHWs in the Extended Care Team

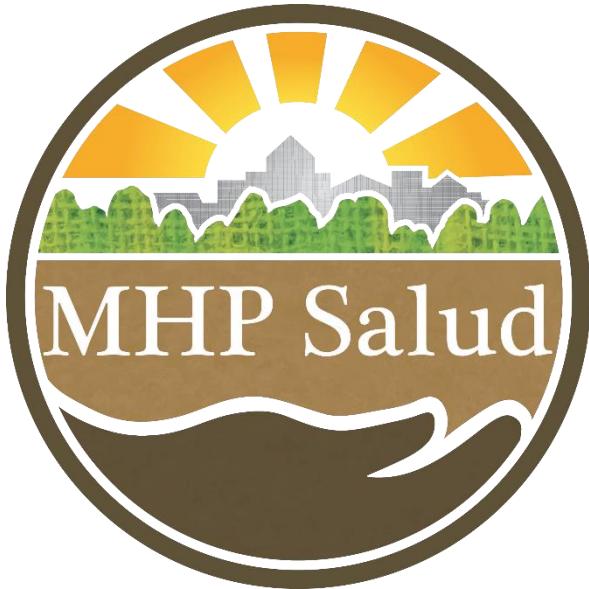
- Community Health Workers (CHWs): Frontline workers who have a thorough understanding of the community being served and focus on engaging as a trusted member of the community (National Academies of Sciences, Engineering, and Medicine, 2021).
- The role of the CHW in the extended care team has demonstrated effectiveness including:
 - Improving patient health outcomes
 - Demonstrating positive return on investments with improving preventive screening and reducing hospitalizations (Centers for Disease Control and Prevention, Campbell et al., 2015)

Campbell, J. D., M. Brooks, P. Hosokawa, J. Robinson, L. Song, and J. Krieger. 2015. Community health worker home visits for Medicaid-enrolled children with asthma: Effects on asthma outcomes and costs. *American Journal of Public Health* 105(11):2366–2372.
Centers for Disease Control and Prevention. Technical Assistance Guide: States Implementing Community Health Worker Strategies for the Centers for Disease Control and Prevention’s “State Public Health Actions to Prevent and Control Diabetes, Heart Disease, Obesity and Associated Risk Factors and Promote School Health” Program. Retrieved from https://www.cdc.gov/dhdsp/pubs/docs/Best_Practice_Guide_CHW_508.pdf
National Academies of Sciences, Engineering, and Medicine. 2021. *Implementing High-Quality Primary Care: Rebuilding the Foundation of Health Care*. Washington, DC: The National Academies Press. <https://doi.org/10.17226/25983>.

CHWs Role in the Community

- CHWs often come from and serve communities with significant social and economic challenges. Their expertise is shaped by personal life experiences, such as:
 - Living with limited financial resources
 - Managing complex health or caregiving responsibilities
 - Navigating community-based services
 - Parenting and supporting family members
- The combination of lived expertise and altruism, coupled with appropriate training and work practices, enables CHWs to establish trust, provide nonjudgmental support, and offer practical guidance for a range of social, behavioral, economic, and preventive health needs.
- Their responsibilities may include identifying social supports, assisting with health system navigation, and linking individuals to essential resources such as food, housing, or medications (National Academies of Sciences, Engineering, and Medicine, 2021).

Who is MHP Salud?



As an HRSA-funded National Training and Technical Assistance Partner (NTTAP), MHP Salud has been able to provide training and technical assistance to FQHCs and other organizations looking to build or enhance Community Health Worker (CHW) programs since 1983.

We are a national nonprofit organization that implements and runs Community Health Worker (CHW) programs. These programs provide peer health education, increase access to health resources, and bring community members closer. MHP Salud also has extensive experience offering health organizations training and technical assistance on CHW programming tailored to their specific needs.

We serve communities by embracing the strengths and experiences of individuals and families, engaging them to achieve health and well-being.



In other words...

A Community Health Worker is a trusted member of the community who supports their peers through education and connections to health and social resources.



Who Are CHWs?

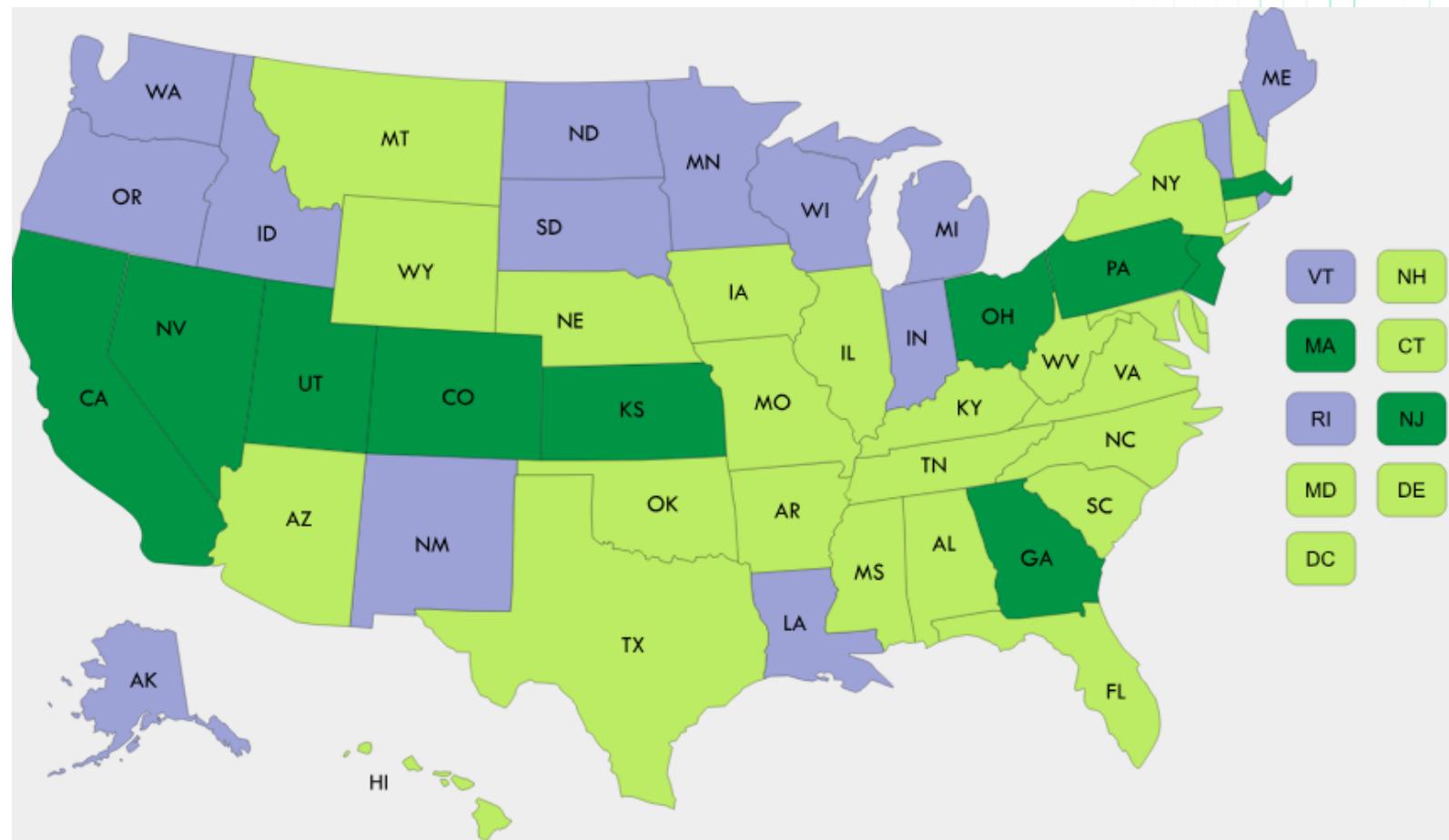
A CHW is a health professional who is trusted and knowledgeable of the communities they serve.

CHWs know and understand the unique characteristics and practices of the communities served.

CHWs are often the bridge between the community and health and social services.

CHWs meet the community where they are, tailoring their approach to the setting and the needs of the people they serve.

Reimbursement for CHW Services:



Legend:

-  - Reimburses for CHW services through its Medicaid program (15 states)
-  - Medicaid does not directly reimburse CHWs for services but MCOs reimburse for services or hire CHWs directly (10 states)
-  - Does not reimburse for CHW services through its Medicaid program (27 states)

CHWs: State Policy & Infrastructure Overview

Certification and Training

Many states have established or are developing CHW certification and training programs to support workforce development and role standardization.

State CHW Legislation

Several states have enacted legislation that defines CHW roles, scopes of practice, and certification or training requirements.

Key Partnerships

Common partners supporting CHWs include Area Health Education Centers (AHECs), state health departments, public health associations, and community-based organizations.

Medicaid Reimbursement

Medicaid reimbursement for CHW services varies by state, with differences in covered services, billing mechanisms, and implementation.

Services Provided

Across states, CHWs commonly support care coordination, health education, outreach, and enrollment assistance.

Case Study Example: Shedding Light on CHW Impact

About the Patient

- 57-year-old male, diagnosed with Type 2 Diabetes, Hyperlipidemia, and Hypertension.

Patient Goals

- 1- Obtain stable and affordable housing
- 2- Take better care of himself and feel less pain and tiredness

Provider Goals

- 1- Lower A1c
- 2- Lose Weight
- 3- Obtain CGM, reduce insulin over time

Patient Needs

- Apply for low-income housing
- Work fewer hours
- Log blood sugar levels throughout the day
- Begin use of Continuous Glucose Monitor (CGM)
- Lower A1c
- Lose weight

Challenges

- Long-standing lack of Diabetes self management
- Limited English Proficiency (Language Line required @ MD visits)
- Provider concerns around ability to use CGM
- Unable to use Zoom for Telehealth visits
- CGM not covered under insurance
- Noncompliant with prescribed medications

Key Strategies Implemented

- Connected patient to a CHW specifically hired and trained to work with the Diabetes Mellitus (DM) population
- 6-month engagement with CHW
- Taught patient to use Zoom for telehealth visits during the COVID-19 pandemic
- Educated patient on medication benefits and set up daily check-ins
- Connected patient to 340B program to reduce cost of medications
- Collaborated with the clinical team and insurance company to obtain coverage for Continuous Glucose Monitor (CGM)
- Increase frequency of A1c testing

Results

- Daily check-ins with CHW
- Medication adherence
- Nutritionist lead dietary changes
- Significantly lowered cost of medications
- Full insurance coverage for CGM
- Improved self-advocacy skills
- Independently managing his care
- Reduced A1c from **13.2 >7.6**

Questions?

Wrap-Up

Explore more resources!

National Learning Library: Resources for Clinical Workforce Development

National Learning Library



CHC has curated a series of resources, including webinars to support your health center through education, assistance and training.

[Learn More](#)

<https://www.weitzmaninstitute.org/ncaresources>

CLINICAL WORKFORCE DEVELOPMENT

Transforming Teams, Training the Next Generation

The National Training and Technical Assistance Cooperative Agreements (NCAs) provide free training and technical assistance that is data driven, cutting edge and focused on quality and operational improvement to support health centers and look-alikes. Community Health Center, Inc. (CHC, Inc.) and its Weitzman Institute specialize in providing education and training to interested health centers in Transforming Teams and Training the Next Generation through;

National Webinars on advancing team based care, implementing post-graduate residency training programs, and health professions student training in FQHCs.

Invited participation in **Learning Collaboratives** to advance team based care or implement a post-graduate residency training program at your health center.

Please keep watching this space for information on future sessions. To request technical assistance from our NCA, please email NCA@chc1.com for more information.

Health Center Resource Clearinghouse



The screenshot shows the homepage of the Health Center Resource Clearinghouse. At the top, there is a logo for the Health Center Resource Clearinghouse and a navigation bar with links for About, Partners, Search, Learning, Priority Topics, Promising Practices, and Connect. Below the navigation is a red banner with the text "Health Center 101 Learning Bundle: Learn More About the Health Center Model through Videos and Resources!" and "NTTAP National Health Center Training and Technical Assistance (TTA) Needs Assessment". A search bar is located above a main content area. The main content area features a large image of a stethoscope and a keyboard, with text indicating "There are 4 ways to search the Clearinghouse" and "Quick Finds: Use the links below to find resources on key topics". The topics listed include Clinical Issues, Operations, Special & Vulnerable Populations, Emerging Issues: COVID-19, More..., Patient Materials, and Telehealth.

<https://www.healthcenterinfo.org/>

Contact Information

For information on future webinars, activity sessions, and communities of practice: please reach out to nca@chc1.com or visit <https://www.chc1.com/nca>

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