

Community Health Workers

Roles and Partnerships in Rural Healthcare

The Role of Community Health Workers

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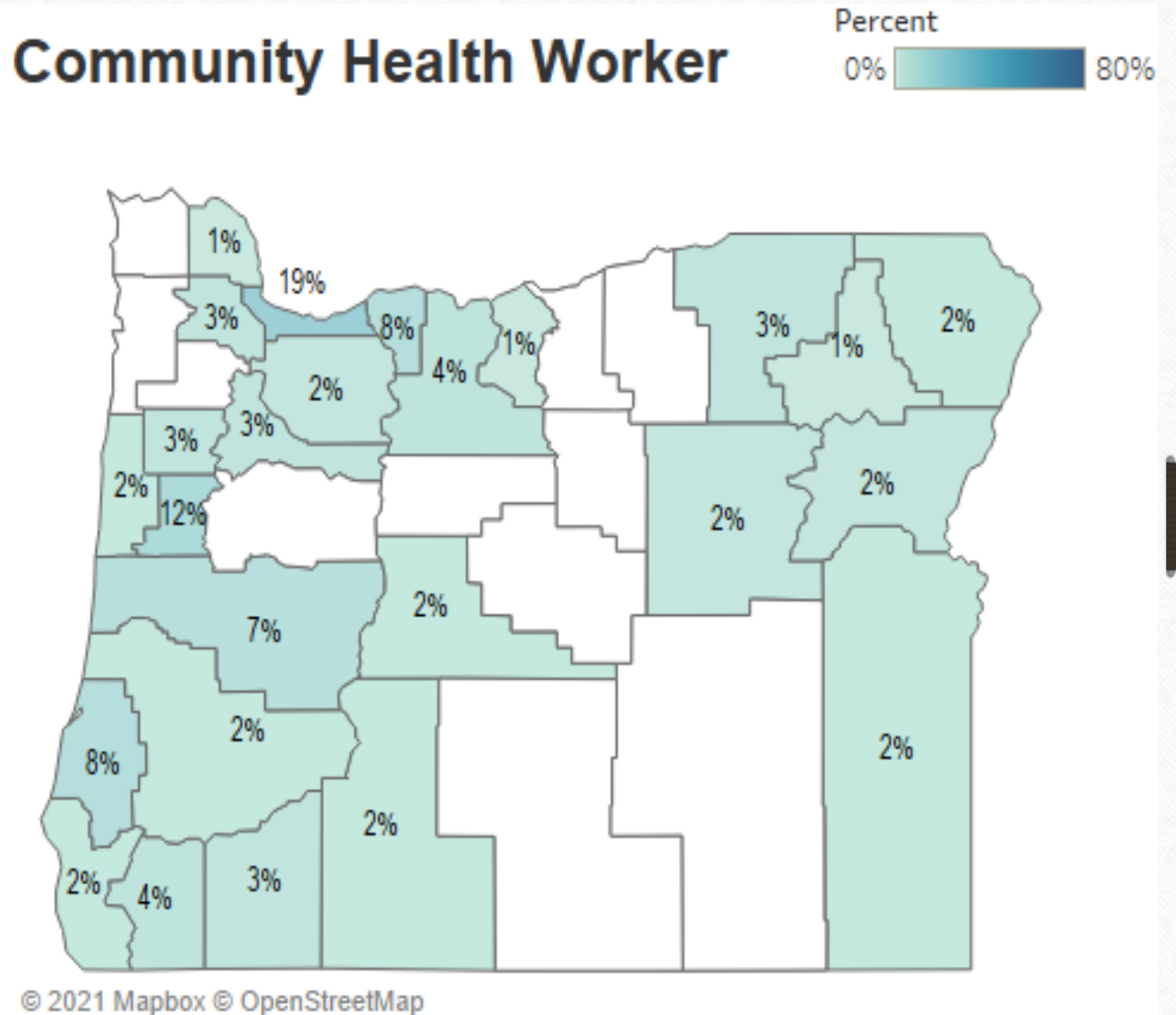
What is a Community Health Worker?

A Community Health Worker is a frontline public health worker who is a trusted member of and/or has an understanding of the community served. CHW's serve as a liaison/link/intermediary between health/social services and the community to facilitate access to services and improve the quality and cultural competence of service delivery. CHW's work to build individual and community capacity by increasing health knowledge and self-sufficiency through a range of activities such as outreach, community education, informal counseling, social support and advocacy.

CHW roles in health care

- Care coordination
- Health coaching
- Social Support
- Health assessment
- Health education
- Literacy support
- Resource linking
- Case management
- Advocacy
- Remote care
- Follow-up administration
- Health team member

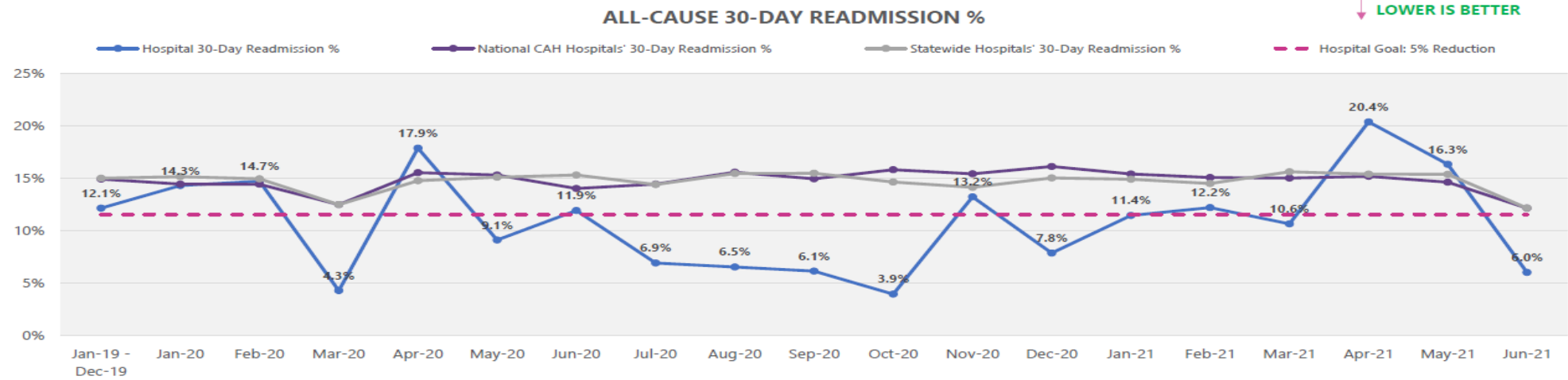
CHW's are not distributed equally geographically throughout Oregon. In rural areas where more support for resources is needed there are even fewer CHW's.





HQIC HOSPITAL REPORT (Timeframe: Jan-2019 - Jun-2021) ALL-CAUSE 30-DAY READMISSION %

ALL-CAUSE READMISSION %	Jan-19 - Dec-19	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21
# of Live discharges from your hospital	536	49	34	47	28	44	42	29	46	49	51	53	51	35	41	47	54	49	50
# of 30-Day Readmissions following discharge from your hospital	65	7	5	2	5	4	5	2	3	3	2	7	4	4	5	5	11	8	3
Hospital 30-Day Readmission %	12.1%	14.3%	14.7%	4.3%	17.9%	9.1%	11.9%	6.9%	6.5%	6.1%	3.9%	13.2%	7.8%	11.4%	12.2%	10.6%	20.4%	16.3%	6.0%
National CAH Hospitals' 30-Day Readmission %	14.9%	14.4%	14.4%	12.5%	15.5%	15.3%	14.0%	14.4%	15.6%	14.9%	15.8%	15.4%	16.1%	15.4%	15.1%	15.0%	15.2%	14.6%	12.1%
Statewide Hospitals' 30-Day Readmission %	15.0%	15.1%	14.9%	12.5%	14.8%	15.1%	15.3%	14.4%	15.4%	15.5%	14.6%	14.1%	15.0%	14.9%	14.5%	15.6%	15.4%	15.4%	12.1%
Hospital Goal: 5% Reduction	11.5%	11.5%	11.5%	11.5%	11.5%	11.5%	11.5%	11.5%	11.5%	11.5%	11.5%	11.5%	11.5%	11.5%	11.5%	11.5%	11.5%	11.5%	11.5%



NOTE: Data represents inpatient discharges pulled from Medicare FFS Part A claims only.

NEON Pathways Community Hub

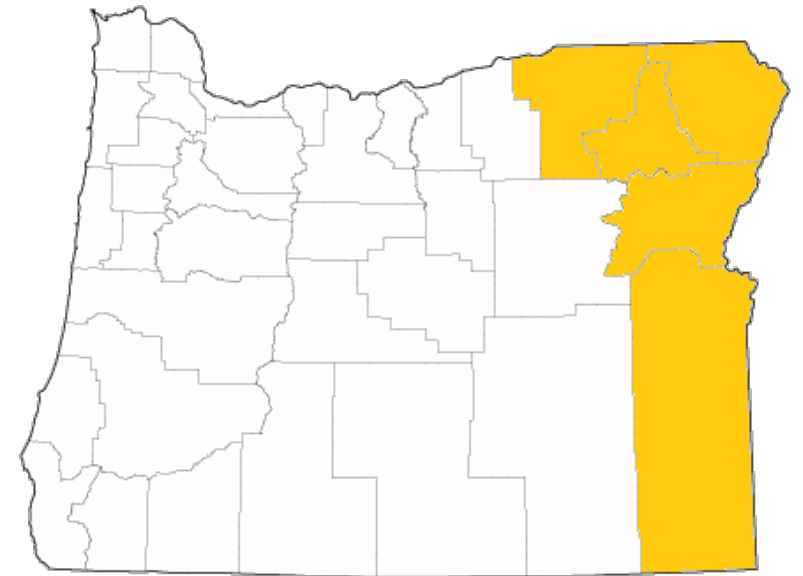
Liberty Avila, MS

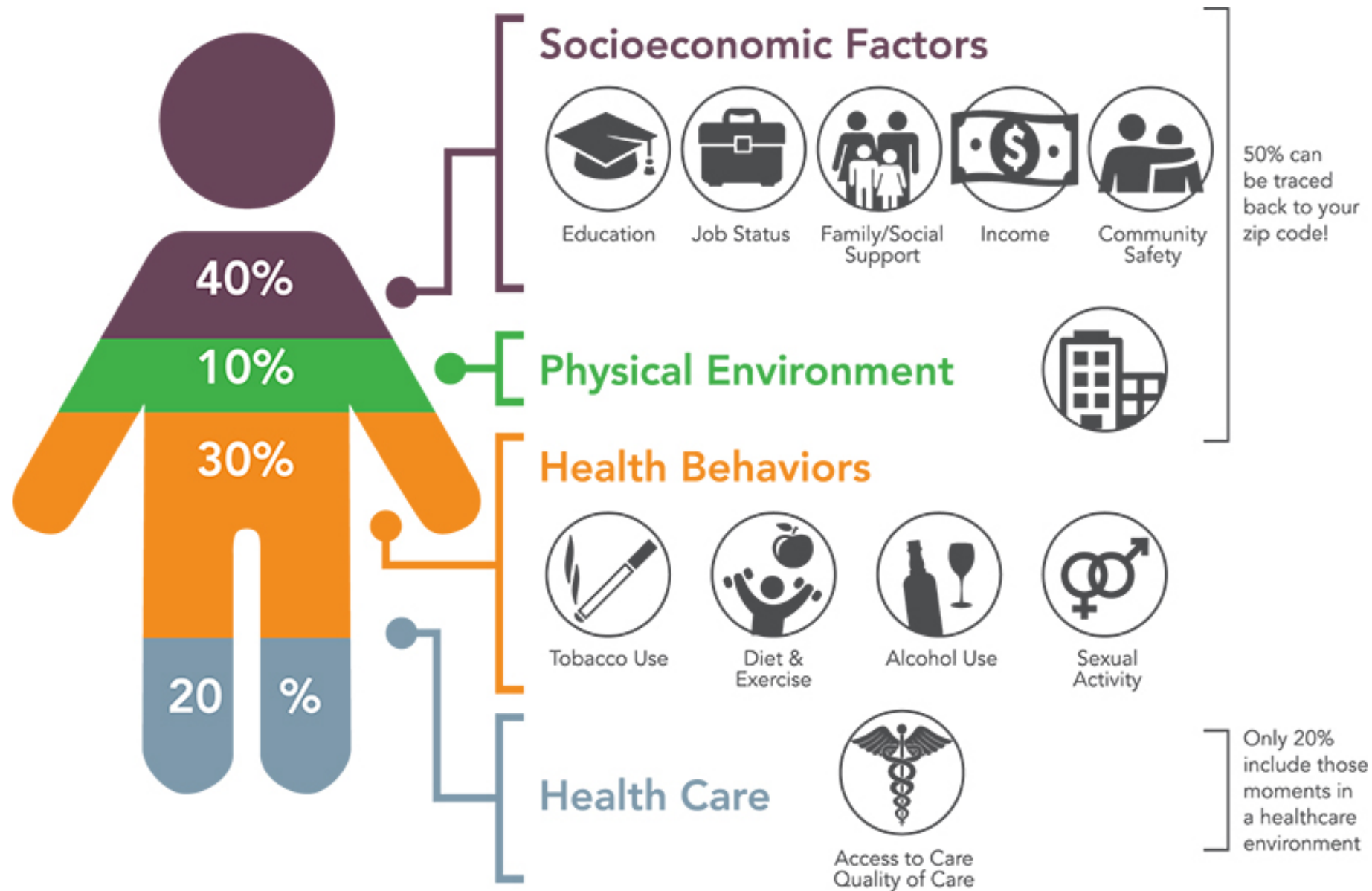
Executive Director

Northeast Oregon Network (NEON)

The NEON Pathways Community Hub

- Based on the nationally-utilized Pathways model
- Currently Contracts with 11 organizations including hospitals, clinics, behavioral health, and social service with 15-20 active CHWs
- Serves a 5-county region in Eastern Oregon (with some additional partnerships in Morrow and Grant counties)
- Specifically serves individuals at risk for or addicted to opiates, as well as expecting families and those with young children.
- NEON provides CHW certification training and continuing education as well as other networking, coaching, and ongoing learning opportunities





What are Pathways?

- Pathways are a linkages to a community resource or service that removes a barrier to health. When the linkage is completed, a payment is made to the organizations
- The linkage triggers the payment, but completing these often involves the use of a full range of CHW skills and roles

Initiate	Intervention		Measure
Food insecurity identified	Make an appointment to apply for SNAP benefit	Ensure the application was submitted	Verify the Community Member received SNAP

Benefits of the Pathways Model

- Provides structure for CHW programs, including training and support for both CHWs and Supervisors
- Incentivizes removal of barriers for Community Members
- Supports CHWs embedded into the hospital, clinic, or social service agency, allowing them to be integrated into teams serving priority populations

Challenges of the Pathways Model

- Variable funding for organizations
- Data documentation challenges
- Differs significantly from the Fee for Service model

Pathways Hub Results

- Over 1300 clients served to date by over 50 CHWs
- Over 3000 Pathways completed
- Approximately 60% of services completed have been social service linkages, especially housing, transportation, utilities service, and employment support.
- Over \$1,000,000 paid to partners for CHW work since early 2014
- Many CHWs report significant changes in the success Community Members have engaging with resources and managing their health

Programming, Supervision and Quality

Jim Sheehy, LCSW, CMPE
Behavioral Health Consultant
Grande Ronde Hospital and Clinics

Programming

- Community and organization needs
 - CHWs can do many different things
 - What do your providers/organization need...transportation coordination, links to services, medication interviews, prior approvals, pre-authorizations, etc.
 - What do your patients need...script deliveries, in-home vitals, links with community services, etc.
- Structure and hire for your CHW program to cover identified needs
- Establish Workflow

Supervision

- Nurse, behavioral health or clinic manager, or other
- Sign off of CHW chart notes by referring provider
- Consider CHW certification

Quality

- Referral in the EMR allows quality tracking
- Schedule of patients seen by CHWs

References

- Oregon Medicaid Fee-for-service reimbursement for CHWs
www.Oregon.gov/oha/HSD/OHP/Tools/CHW_Billing
- Eastern Oregon Coordinated Care Organization (EOCCO)
CHW policy and billing statement
www.EOCCO.com
- Oregon Community Health Worker Association (ORCHWA)
www.ORCHWA.org
- Northeast Oregon Network (NEON) Pathways Community Hub
Quality Assurance Procedure Manual
www.neonoregon.org

Example of CHW benefits

Between 2017 and 2018 Patient A utilized the Emergency Department for care 38 times. (35 in 2018, which averages to 3 times a month).

Referral to CHW was initiated in March 2018.

CHW assisted Patient A with connecting to several resources: transportation, specialty provider appointments, primary care physician, keeping a medical log (requested by specialty provider), advocacy, education and encouragement in decision making ability.

In 2019 Patient A sought care at the Emergency Dept. 21 times

In 2020 only 11 times

Thank you!

Feel free to reach out with questions!

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