Module #1: Introduction to the Community Health Worker Model
Julia Dobbins | November 13, 2012

Health Care & Housing Are Human Rights
Welcome!
Introduction

The purpose of this module is to give an overview of the CMS-CHW project.

We will discuss this project and your role as a Community Health Worker.

In the next module we will cover Homeless Health Care 101.
Goals and Objectives

1. Become familiar with the goals and objectives of this project
2. Understand the history of CHWs and community care
3. Identify your role in this initiative
### Who are CHWs and what do they do?

<table>
<thead>
<tr>
<th>Who?</th>
<th>What?</th>
</tr>
</thead>
<tbody>
<tr>
<td>They are or have been members of the communities they serve.</td>
<td>Serve as navigators</td>
</tr>
<tr>
<td>They have access</td>
<td>Serve as advocates</td>
</tr>
<tr>
<td>They speak the language</td>
<td>Accompany</td>
</tr>
<tr>
<td>Listeners</td>
<td>Educate</td>
</tr>
<tr>
<td>They are natural leaders</td>
<td>Empower</td>
</tr>
</tbody>
</table>

Who? Health Care & Housing Are Human Rights
Community Health Workers

There are more than 120,000 CHWs in the United States

CHWs develop an awareness of barriers to health

CHWs serve as the liaison between health systems and communities
What are the core values?
What is the most important core value to remember?
Self-Determination
Rescue

Control
Code of Ethics

Responsibilities in the Delivery of Care

Promotion of Equitable Relationships

Interactions with Other Service Providers

Professional Rights and Responsibilities
Responsibilities in the Delivery of Care

- Honesty
- Confidentiality
- Scope of Ability & Training
- Quality of Care
- Referral to Appropriate Services
- Legal Obligations
Promotion of Equitable Relationships

- Cultural Humility
- Maintaining the Trust of the Community
- Respect for Human Rights
- Anti Discrimination
- Client Relationships
Interactions with Service Providers

Cooperation

Conduct

Self-Presentation
Professional Rights & Responsibilities

- Continuing Education
- Advocacy for Change in Law and Policy
- Enhancing Community Capacity
- Wellness & Safety
- Loyalty to the Profession
- Advocacy for the Profession
- Recognition of Others
OK, NOW URE STARTIN TO BORE ME
Community Health Workers and HCH: A Partnership to Promote Primary Care
What is this project?

- Health Care Innovation Award funded through the Centers for Medicare and Medicaid Services in the US Department of Health and Human Services

- Facilitated by the National Health Care for the Homeless Council

Darlene
Project Manager

Julia
Project Coordinator

Zak
Data Specialist
This is us in people form

Darlene
Project Manager

Julia
Project Coordinator

Zak
Data Specialist
Goals of the Project

1. Add 15 CHWs to the staff of 10 Health Care for the Homeless (HCH) sites in 10 communities nationwide.

2. Provide training for newly hired CHWs.

3. Establish peer navigator relationships with persons experiencing homelessness who are high-users of Emergency Departments by managing patient transitions of care from hospitals to medical homes at HCH sites.

4. Demonstrate decreased hospital utilization by targeted homeless patients, resulting in decreased Medicaid/Medicare and uncompensated care costs.

5. Demonstrate improved health status, quality of life, quality of care, and patient experience.
10 Participating Cities

- **Boston, Massachusetts**
  - Boston Health Care for the Homeless Program

- **Chicago, Illinois**
  - Heartland Health Outreach

- **Durham, North Carolina**
  - Lincoln Community Health Center

- **Houston, Texas**
  - Houston Health Care for the Homeless Program

- **Hyannis, Massachusetts**
  - Duffy Health Center
10 Participating Cities

- Manchester, New Hampshire
  - HCH Manchester at CMC Community Health

- Nashua, New Hampshire
  - Harbor Homes, Inc.

- Omaha, Nebraska
  - Charles Drew Health Center

- San Fernando, California
  - Northeast Valley Health Corporation

- Santa Clara, California
  - Valley Health Care for the Homeless Program
Project Timeline

- Fall 2012 – Hire and Train CHWs
- January 2013 – CHWs begin building their caseloads
  - January – March, 2013: Julia doing site visits
- March 2013 – NHCHC Annual Conference
  - All CHWs will attend
- Ongoing
  - Training
  - Data Collection
  - Conference Calls
  - Site Visit
- June 2015 – Project Ends
Roles & Responsibilities of the CHWs

- Conducts outreach to individuals needing a health care home.

- Plan and prepare strategies with community health center and ED on referral process.

- Assists clients in gaining access to and navigating a primary health care medical home and other community based social services (i.e. behavioral health services, housing, legal, etc.).

- Documents each patient served, conducts intake interviews, monitors client progress, maintains logs and statistics.

- Visit clients to develop relationships and promote harm reduction.

- Provides basic advocacy, assessment, planning and casework services.
Roles & Responsibilities of the CHWs

- Provides culturally and linguistically appropriate services and health education to clients.

- Maintain a professional disposition while working with a multidisciplinary health care team.

- Coordinate transportation for clients to/from appointments, including accompaniment as needed.

- Completes accurately, and in a timely manner, all-necessary forms, case recordings and statistical reports, and submits such documentation to his or her supervisor within designated timelines.

- Develop relationships with area social service agencies to build knowledge of the resources available to clients.
business cat's prime objective is to stay on top of the paperwork.
Qualities of an Effective CHW

- Connected to the Community
- Persistent, Creative, and Resourceful
- Mature
- Empathetic, Caring, Compassionate
- Open-Minded/Non-Judgemental
- Honest, Respectful, and Patient
- Friendly, Outgoing, and Sociable
- Dependable, Responsible, and Reliable
Skills Needed for this Project

- Organizational skills.

- Interpersonal and social skills.

- Good oral and written communication skills.

- Able to operate small office equipment, including photocopier, telephone, and personal computer.

- Basic knowledge of Microsoft Office.

- Strong project management abilities.

- Ability to navigate local transportation services (i.e. bus, train, and taxi).
The project described was supported by Funding Opportunity Number CMS-ICI-12-0001 from Centers for Medicare and Medicaid Services, Center for Medicaid Innovation. Its contents are solely the responsibility of the authors and do not necessarily represent official views of HHS or any of its agencies.
Sources


*Community Health Workers: Part of the Solution*, Health Affairs: 2010

*Core Values of Community Health Workers*, American Association of Community Health Workers: 2008

We are here to help!

Darlene
djenkins@nhchc.org

Julia
jdobbins@nhchc.org

Zak
zsanchez@nhchc.org

615.226.2292