



# 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

Become familiar with the goals and objectives of this project



Understand the history of CHWs and community care



Identify your role in this initiative



# Who are CHWs and what do they do?

## Who?

- They are or have been members of the communities they serve.
- They have access
- They speak the language
- Listeners
- They are natural leaders

## What?

- Serve as navigators
- Serve as advocates
- Accompany
- Educate
- Empower



# Community Health Workers



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

**CHWs serve as the liaison  
between health systems and  
communities**

**CHWs develop an awareness of  
barriers to health**



# What are the core values?





Access

Acceptance

Advocacy

Excellence

Learning





Partnership

Social  
Justice

Strength

Trust

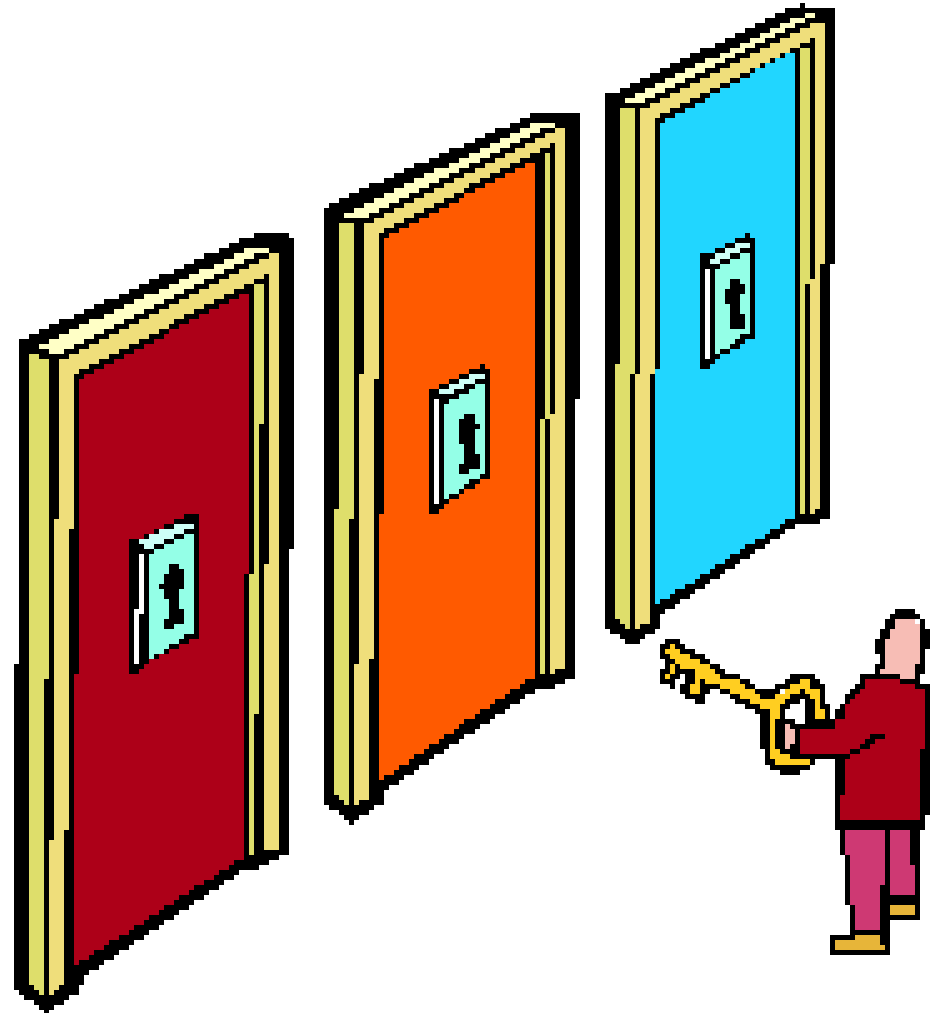
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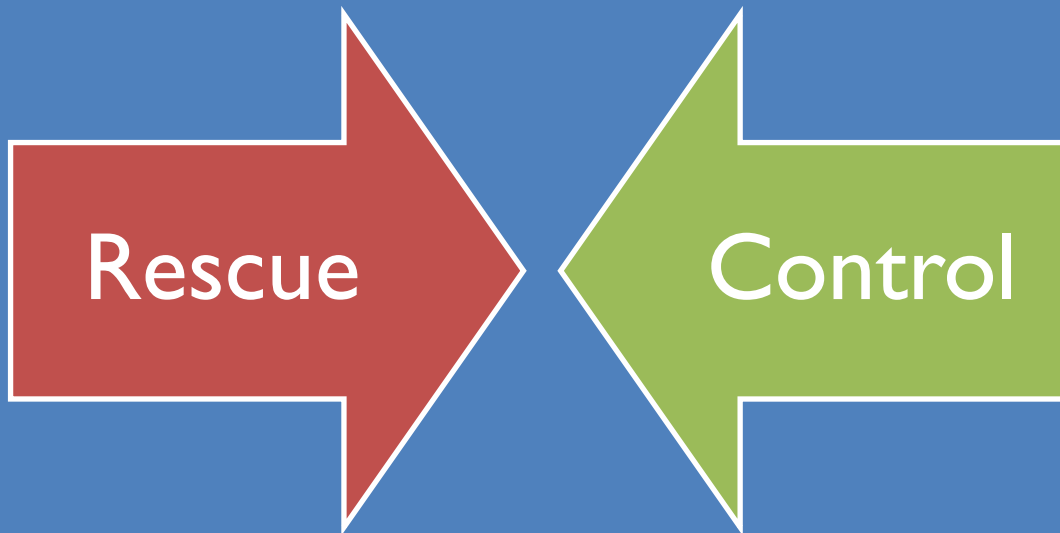


**What is the most important core value to remember?**



# Self-Determination







# Code of Ethics





# 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



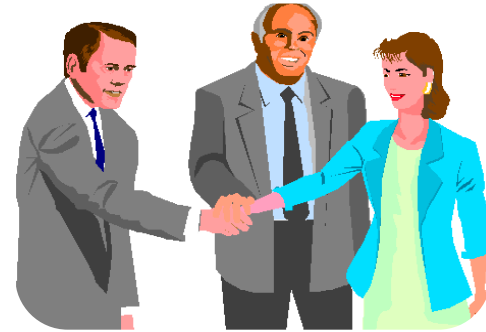
# Interactions with Service Providers



Cooperation



Conduct



Self-Presentation





# Professional Rights & Responsibilities

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Continuing Education

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Advocacy for Change in Law and Policy

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Enhancing Community Capacity

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Wellness & Safety

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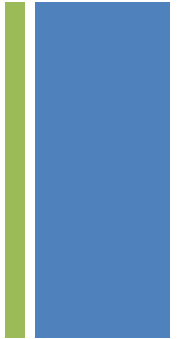
Loyalty to the Profession

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Advocacy for the Profession

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Recognition of Others







# **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*



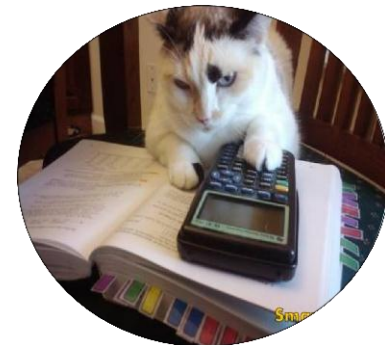
## Julia

*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 Cites

## 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 Cites

## 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.

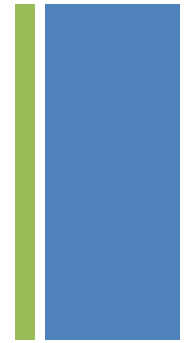


# Roles & Responsibilities of the CHWs



- 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.







# 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).



Questions?



Concerns?



Thoughts or Feelings?

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## Sources



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

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

*Paving a Path to Advance the Community Health Worker Workforce in New York State: A New Summary Report and Recommendations*, New York State Community Health Worker Initiative. New York, NY: 2011.





# We are here to help!



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