

Introduction to Community Health Workers in HCH Guide

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Presenters



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Overview of CHW

- CHWs are used to address health disparities in vulnerable communities through health education, outreach, enrollment, navigation, community advocacy, and translation services.
- Dates back to the 17th century
- Used mostly in developing nations
- Documented use in US since 1970's

Who are CHWs?

- Community
- Passion
- Experience
- Education
- Agility

Health Disparities

- CMS recently established that CHW intervention resulted in a significantly increased use of health screenings among minority patients
- HRSA has published several studies establishing that community health work has the potential to increase access to health care and reduce cost of care with a community-centered approach

Cost Effectiveness

- Several studies indicate that there is a potential for a large return on investment in community health work
 - Study at Denver health found a ROI of \$2.28/\$1
 - Study in Hawaii found 75% drop in overall health spending (while improved quality of life reported)
 - One Austin hospital saves average of \$300,000 per year as a result of CHW intervention

Health Reform

- Affordable Care Act authorizes the CDC to fund community health work, especially with respect to:
 - Education and outreach
 - Promote positive health behaviors
 - Enrollment in Medicaid, CHIP, and Medicare
 - Enroll underserved into health care agencies
 - Home visits for maternal and prenatal care

Roles for CHW in HCH

- Outreach and enrollment
- Logistical support (Navigation)
- Community Advocate/Educator

Lamont's Introduction



What I've Learned

- How I learned to overcome barriers that I use to help others overcome their obstacles
- How I became involved in community health outreach
- What I've learned over the years that others should know about doing this work

Engagement

- Truly listen and show interest
- Show respect and confirm dignity of person
- Meet client where they are at
- Share some personal background
- Ask about their background
- Building relationship is primary purpose

Motivation

- Listen to what they need
- Be collaborative
- Help develop short-term goals – eventually will lead to long-term goals
- Provide basic mental and physical health information
- Motivational interviewing

Enrollment

- Provide information about benefits and services
- Provide opportunities to come to clinic without requiring treatment (art group, writing group, men's or women's group, etc.)
- Explain benefits and services in terms of goals
- Be available for support and guidance but do not do the work for them

Don't

- Tell clients what they “should” do
- Be passive, clients experience too many dismissive and passive interactions
- Think you are better than the client
- Push too hard
- Take the credit for the client's improvement
- Be impatient

Training and Support

- **Helpful Trainings:** Motivational Interviewing, Mental Health Counseling, HIV Counseling, PATH trainings, life experiences
- **Support:** Autonomy and freedom, emotional support with burnout prevention, setting boundaries and limits, how to not take the work home

Success Story



Question and Answer



Resources

- CHW in HCH Guide: <http://www.nhchc.org/Publications/CHWguide.pdf>
- Look for Policy Brief on CHW Funding and Regulations in September at nhchc.org
- Contact Katy at kvalesky@nhchc.org for additional questions
- Request technical assistance at: <http://www.nhchc.org/TArequest.html>