Community Health Workers – Strengths, Challenges, Opportunities

Live webinar

April 21, 2022

United Methodist HealthMinistryFund

Agenda

- Welcome
- Dr. Sarah Jolley: Community Health Workers in Kansas: Strengths, Challenges, and Opportunities
- Sheena Wolsey, CHW: Role and Impact of CHWs
- Ryan Lester and Stefanie Olson, KDHE: Kansas CHW certification process
- Rebecca Anderson, KC CARE Health Center: Importance of CHWs as part of care team
- Questions and answers

Strengths, Challenges, and Opportunities for CHWs

Wichita State University
Community Engagement Institute

BACKGROUND

UMHMF and WSU CEI partnered to answer the following questions:

- How are organizations utilizing CHWs?
- Where are CHWs working? In what types of organizations? In what parts of the state?
- What are the current needs of organizations employing and/or utilizing CHWs?
- What recommendations do these organizations have for future initiatives concerning CHWs?

Wichita State University
Community Engagement Institute

METHODS

- Literature review
- Environmental scan of other states
- Interviews
- Focus groups

STRENGTHS

Evidence of the Benefits of CHWs

- Financial Return on Investment
- Improved Health Outcomes
- Increased Healthcare Accessibility

CHALLENGES

- Recognition of CHWs
- Funding for CHW positions

OPPORTUNITIES

Expanding the CHW Profession

- Create a well-defined career path with opportunities for advancement
- Standardize education and training
- Provide appropriate continuing education and compensation

Creating a Path to Sustainability

- Continue to collect data to demonstrate value (both monetary and non-monetary value)
- Standardize education and training (which can include certification)
- Explore alternative funding

Questions?

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United Healthcare Community Health Worker

WPC

WPC stands for Whole Person Care. We treat the whole person. We meet medical, behavioral health and SDOH needs.

Hospital **k for readmission**

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Ir **ealth Plan")**

Nurse ment/medical director

External Referrals

Physician offices, external caseworkers, Department of Corrections

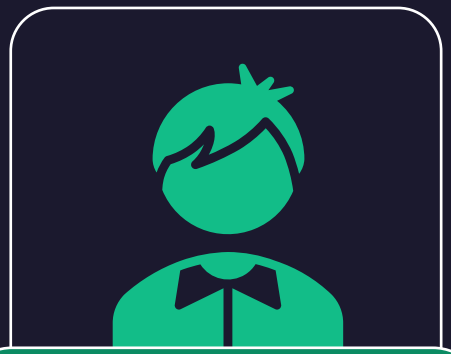
Pregnant Members (at risk)

NICU babies

Whole Person Care

Case Management Process

We serve all of Kansas



New member

- Complete assessments in Community Care
- Create a person-centered comprehensive care plan
- If a recent discharge from hospital within 30 days, call the PCP to verify a visit was made.
- Meet SDOH needs
- Assist with finding providers, specialists, assist Rx issues, DME needs, applying for waiver services.
- Refer to BH and Peer Support if needed
- Note: CHWs make face to face visits and RNs do not.

Outreach at minimum every 30 days

- Update care plan goals with progress being made.
- Close goals out that have been met
- Reassess for new needs
- Complete necessary assessments if they've had a recent re-hospitalization.
- Set a reminder to outreach again within 30 days.

When all goals are met, we close out the care plan and discharge members from our care.

Success Stories

Member had wound on foot that became infected. Member lost part of his heel which made him wheelchair bound. Member's home had several stairs he'd have to go up before able to get into his home. CHW worked with community resources to assist getting wheelchair ramp put in before member discharged home.

Assisted a member in finding housing. Member's current housing was unsafe. Member had lack of funding to be able to move. CHW worked with landlords within the community to find housing that would accept or be willing to accept section 8 housing and was able to get member moved into safer housing.

HP referral- Member was in need of a refrigerator to keep food and medication. CHW reached out to community resource and was able to locate a dorm refrigerator but was unable to find a way to get it to member due to several barriers, covid, distance from where member was to where the dorm refrigerator was. CHW utilized Facebook to locate a vendor in member's town. CHW worked with the health plan and the vendor to be able to purchase a refrigerator for member and have it delivered.

TOC referral- Member came to CHW due to IP stay. CHW worked with member on several barriers, community resources, food, providers, and waiver services. CHW worked alongside community resources to get member assessed for Crisis exception/PD waiver. Member was able to get resources in the home to keep him within the community instead of residing in a SNF.

The mission of Wesley House is to provide
a safe, welcoming place for individuals and
families of Crawford County to seek