Program Activation

MICHAEL TURMAN

7.12.2021

Agenda

- Introductions

- Activation Framework

- Program Readiness Plan

- Wrap up Discussion

Purpose

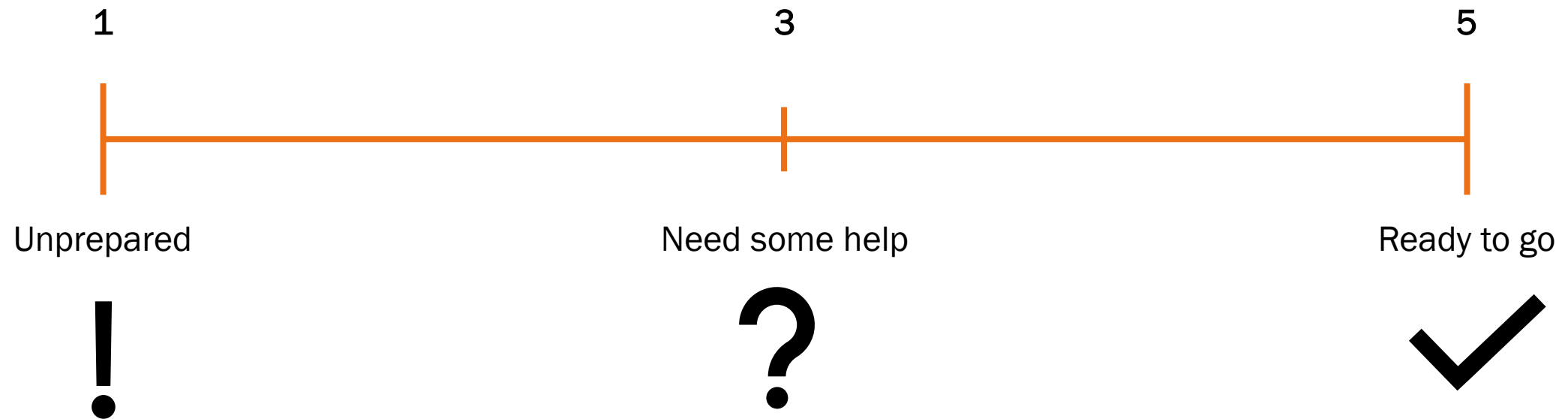Have an open dialogue on program readiness and areas of concern.

Goal

Identify focus areas for each organization and across organizations.
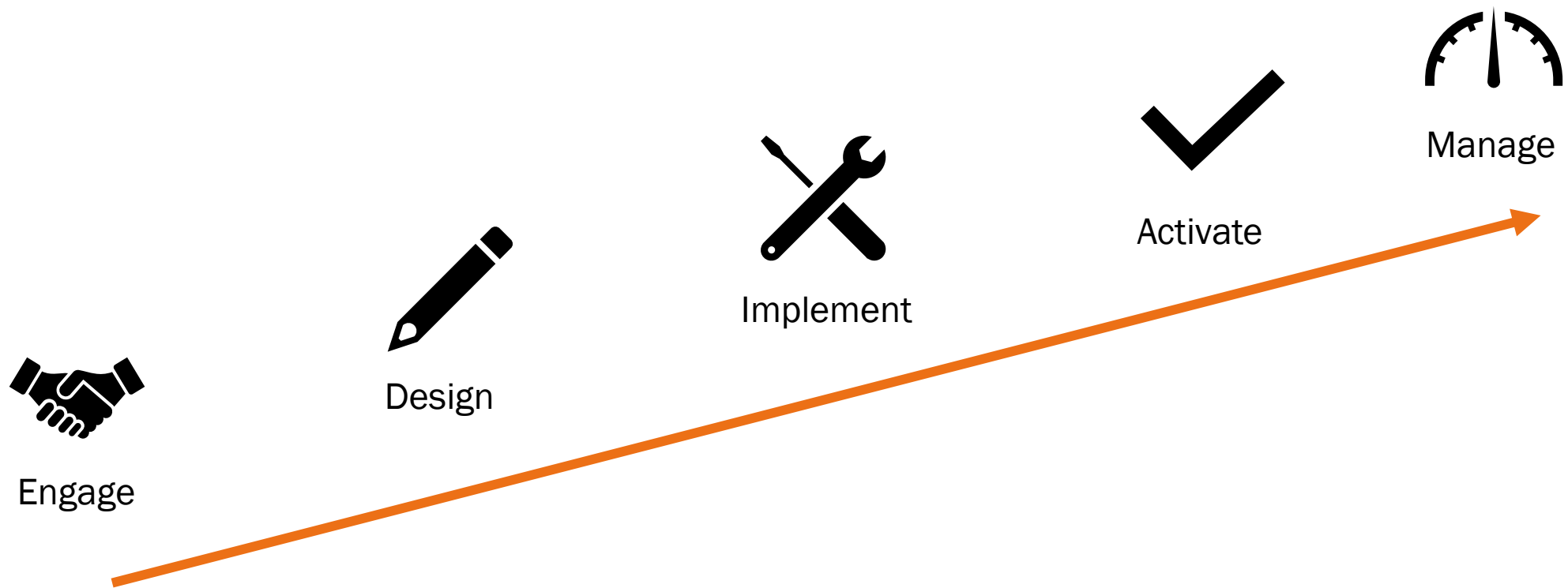
Introductions
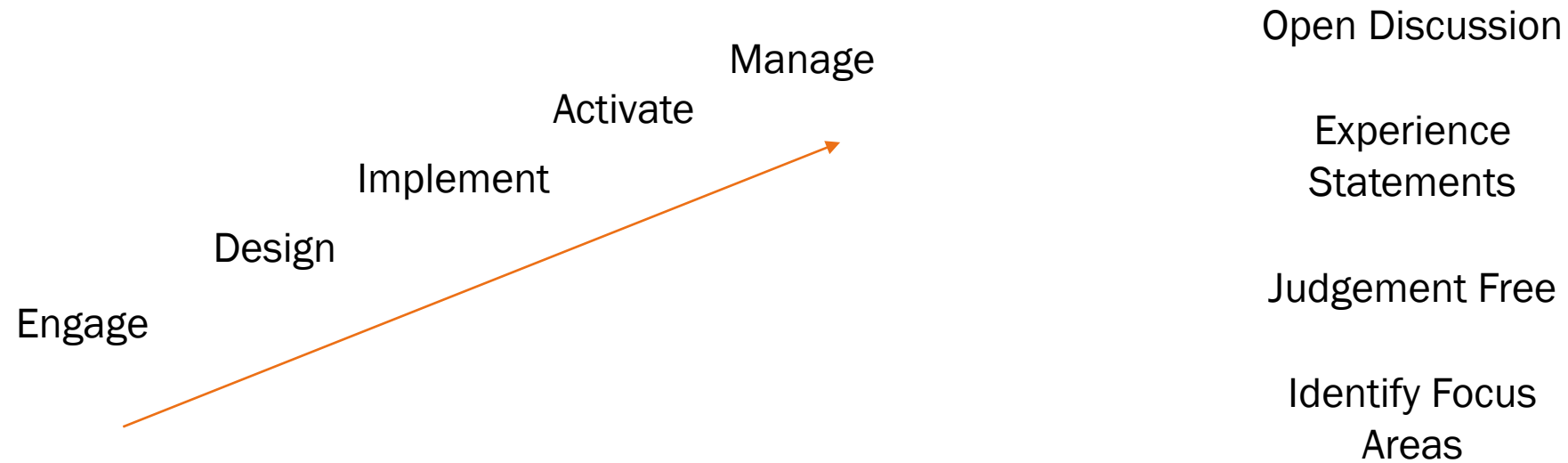## How prepared you feel as a CHW/Supervisor?

1   3   5

Unprepared   Need some help   Ready to go

!   ?   ✓

Activation Framework

Program Readiness Plan

Manage

Activate

Implement

Design

Engage

Open Discussion

Experience
Statements

Judgement Free

Identify Focus
Areas

Engage

Problem Definition – How would you define what your organization wants to accomplish by introducing a CHW to clinical practice?

Supervisor / Organization Support – Has a full-time, long-term supervisor been identified? Is the job profile defined with clear responsibilities? Does the organization have a plan to support the CHW with case reviews, provider engagement and empower to meet patients' needs?

Grant Proposal/Award – How has your view of CHWs changed since starting work on the program with the Health Fund and KC CARE? What have been your expectations of the program, and have they been met?

Design

Staff / Hire / Train – What skills and experience are important for a CHW? How has the training provided better prepared you to serve patients? Are there areas that have not been covered or are unclear?

Standards and Workflows – How will referrals come to the CHW? What are the assessment and documentation requirements for the role?

Organizational Support Status – When will case review occur and how will it be performed? How will providers be informed of CHW's scope of practice? How will patients be informed?

Implement

CHW Activation – What has been your experience working with patients? What systems/tools are used to manage case load and patient goals/follow-ups?

Referral Activation – What has been your experience receiving referrals from providers and others?

Activate / Manage

Referral Management – What tools/systems are used to manage on-going referrals? Are referrals appropriate with an ability for follow-up by CHW?

Case Load Management – Is the CHW's case load being regularly reviewed?

Timely, Appropriate Documentation – Are assessments, care plans, and notes being completed?

Start – Stop - Continue

Start

Stop

Continue