United Methodist HealthMinistryFund

Community Health Worker Pilot Project Orientation Meeting

January 12, 2021



Meeting Agenda

1:30-1:45	**Welcome and Introductions**
1:45-1:55	**History and UMHMF's interest David Jordan**
1:55-2:20	**Making the Case for CHWs within Healthcare Systems KC Care/St. Luke's**
2:20-2:25	**Break**
2:25- 3:45	**Program Components** Consulting (2:25-2:45pm) Evaluation (2:45-2:55pm) Intraprise Database System (2:55-3:10pm) Reports and Learning Community Meetings (3:10-3:20pm) Supervisor Training (3:20-3:30pm) CHW Education Program and CHW Coalition (3:30-3:45pm)
3:45-3:50	**Break**
3:50- 4:20	**Implementation of CHW model discussion time (including breakouts)**
4:20-4:25	**Next Steps**
4:25-4:30	**Important Dates and Closing Comments UMHMF staff**

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Brief Introductions

United Methodist HealthMinistryFund

United Methodist HealthMinistryFund

- Health philanthropy established in 1986 by Kansas West Conference of the United Methodist Church
- Endowment of approximately $55 million
- Based in Hutchinson, Kansas
- Provides resources to create change in selected health fields in Kansas
- Given over $70 million in grants
- Board comprised of members from United Methodist churches located in the original Kansas West Conference.



2019-2021 Fields of Work



ACCESS TO CARE

Supporting sustainable health care systems that ensure people have access to care



EARLY CHILDHOOD DEVELOPMENT

Ensuring children are physically, mentally, and socially healthy and go to school ready to learn



HEALTHY CONGREGATIONS

Engaging United Methodist churches in local projects focused on improving the health of their congregations and communities

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Why we are funding this work and Overall CHW Program Goals

- CHW History and
- Why we are funding this work
- Health Fund's Overall CHW Program Funding- UMHMF
  - Policy work group
  - Education support
  - Education support stories
  - Research

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Social Determinants of Health

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Determinants of Health

Determinants of health are factors that contribute to a person's current state of health. These factors may be **biological**, **socioeconomic**, **psychosocial**, **behavioral**, or ***social*** in nature. Scientists generally recognize these **five determinants** of health of a population [1,2]

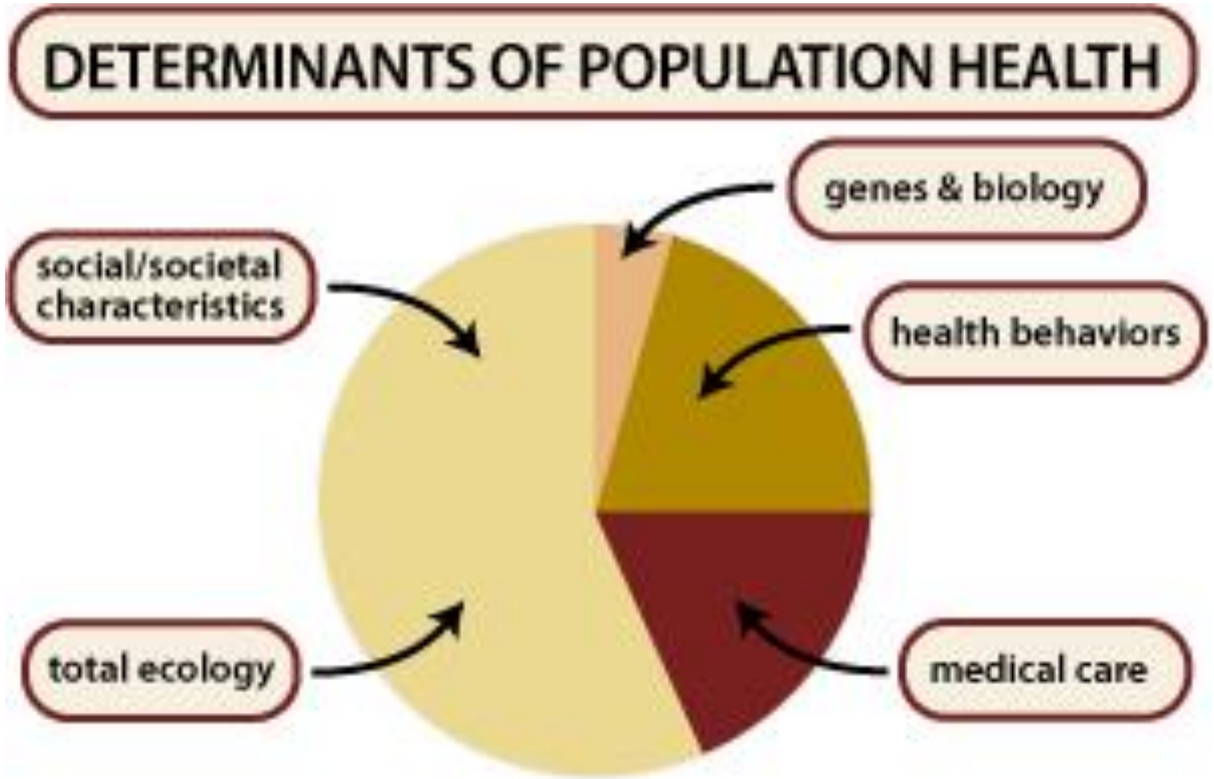


Fig. 1 Centers for Disease Control and Prevention. 2019. *What are determinants of health and how are they related to social determinants of health?* Available at: URl to Source

Social, Environmental and Behavioral Factors that Impact Health

Physical environment





Access to healthy food

Housing





Poverty

Transportation





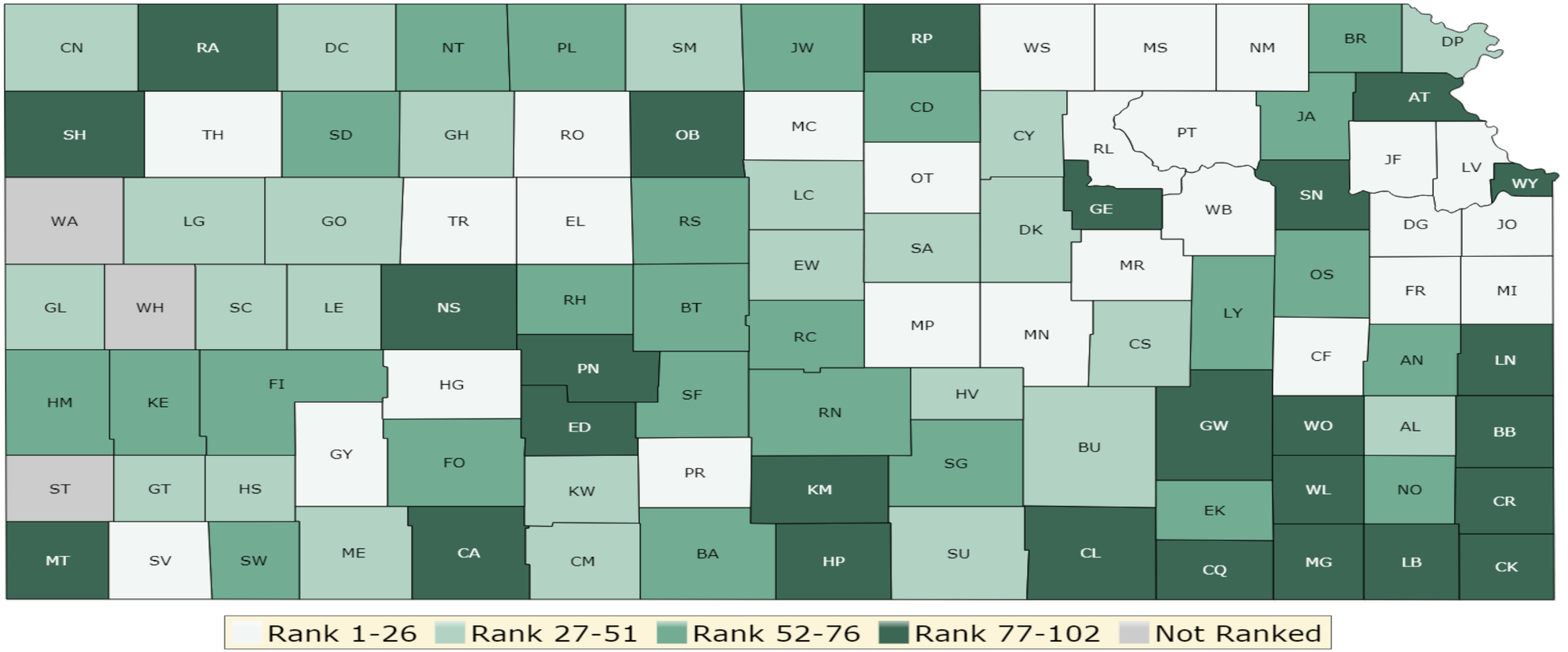
Stress

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Health Conditions Associated with SDOH

Pneumonia [33]	Sexually Transmittable Infections [18,22]	Sexual Violence [16]	Teenage Pregnancy [21]	Traumatic Brain Injury[32]
Type II Diabetes [17,26]	Youth Violence [34]	Cognitive Development [20]	Infant Mortality [27,28]	Obesity [23,29, 31]
Anxiety and Depression	Asthma [24,25]	Blood Pressure [35]	Cancer [30, 31]	Cardiovascular Disease [19,35]

County Health Rankings: Health Outcomes Map, 2019



Source: County Health Rankings and Roadmaps. Robert Wood Johnson Foundation.
http://www.countyhealthrankings.org/app/kansas/2019/overview

Making the Case for CHWs within the Healthcare System

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Community Health Workers

Partners in Caring for our Community

KC Care and Saint Luke's Health System Partnership

2021

Saint Luke's™

KC Care Overview

- KC CARE is an FQHC that provides care to the uninsured and underinsured.
- Our CHW work began in 2011 and has grown from 3 part time CHWs to two full time supervisors, 13 staff (and growing rapidly) and one program director
- The program is a hub and spoke model – hiring, training and embedding CHWs into other health systems
- We serve hospitals, insurance companies, pediatrics, clinics, community-based organizations, and older adults
- Our success has been from standardizing processes, using a separate database to capture data and working with the hospitals to pull ROI data

18	Hospitals and campuses
1,349	Licensed beds
104	Clinics
1,400	Total medical staff
1.8	Million total provider visits
$1.954	Billion net patient revenue
3rd	Largest private employer in the metro
208,705	Emergency Department visits
54,795	Hospital admissions
60,345	Convenient Care and Urgent Care visits
10	Health care equality leader hospitals
12,300	Total employees
90.6%	Year-end nurse retention
87.8%	Year-end employee retention
$138	Million total community benefit (2018)
43,395	Volunteer hours

Saint Luke's Health System

The best place to get care.
The best place to give care.



Mr. V – 75 years old

August office visit with PCP revealed

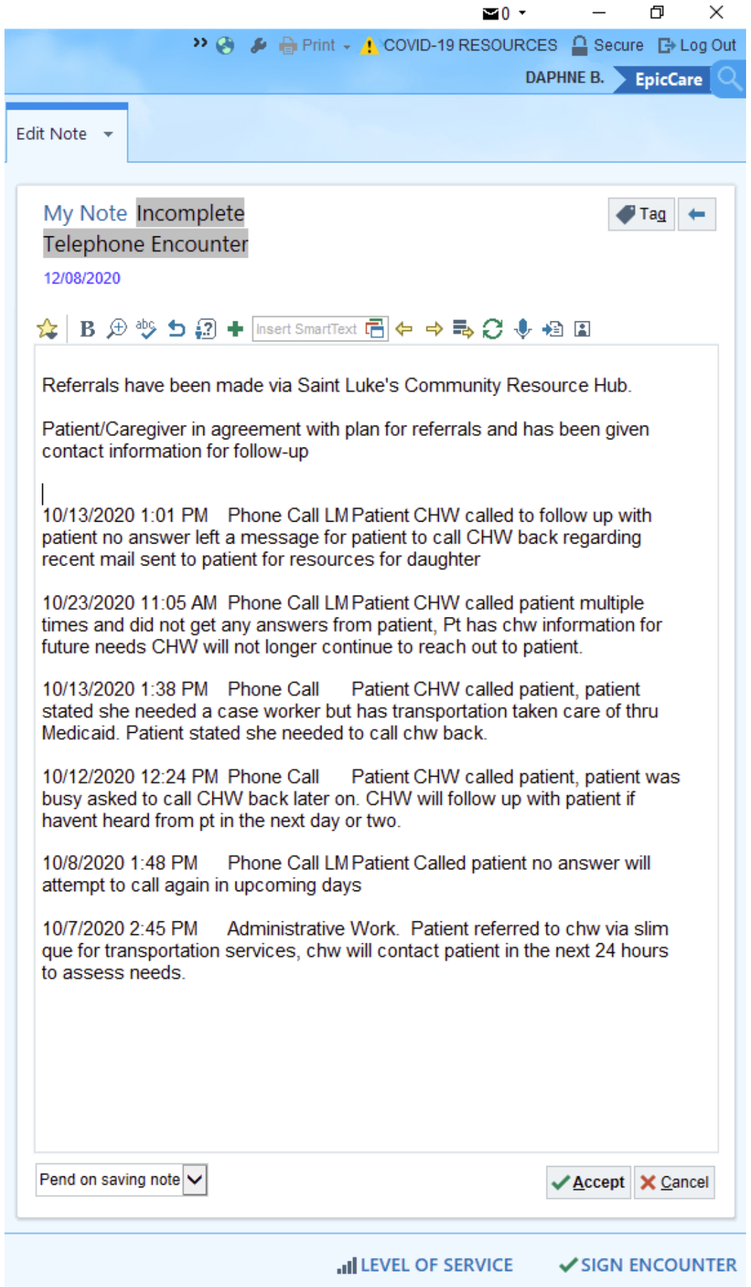
- Hypertensive crisis and Hyperglycemia
- Screened for SDOH
  - Unable to afford insulin
  - No access to fresh foods
- A1C 10.7

Resulting in:

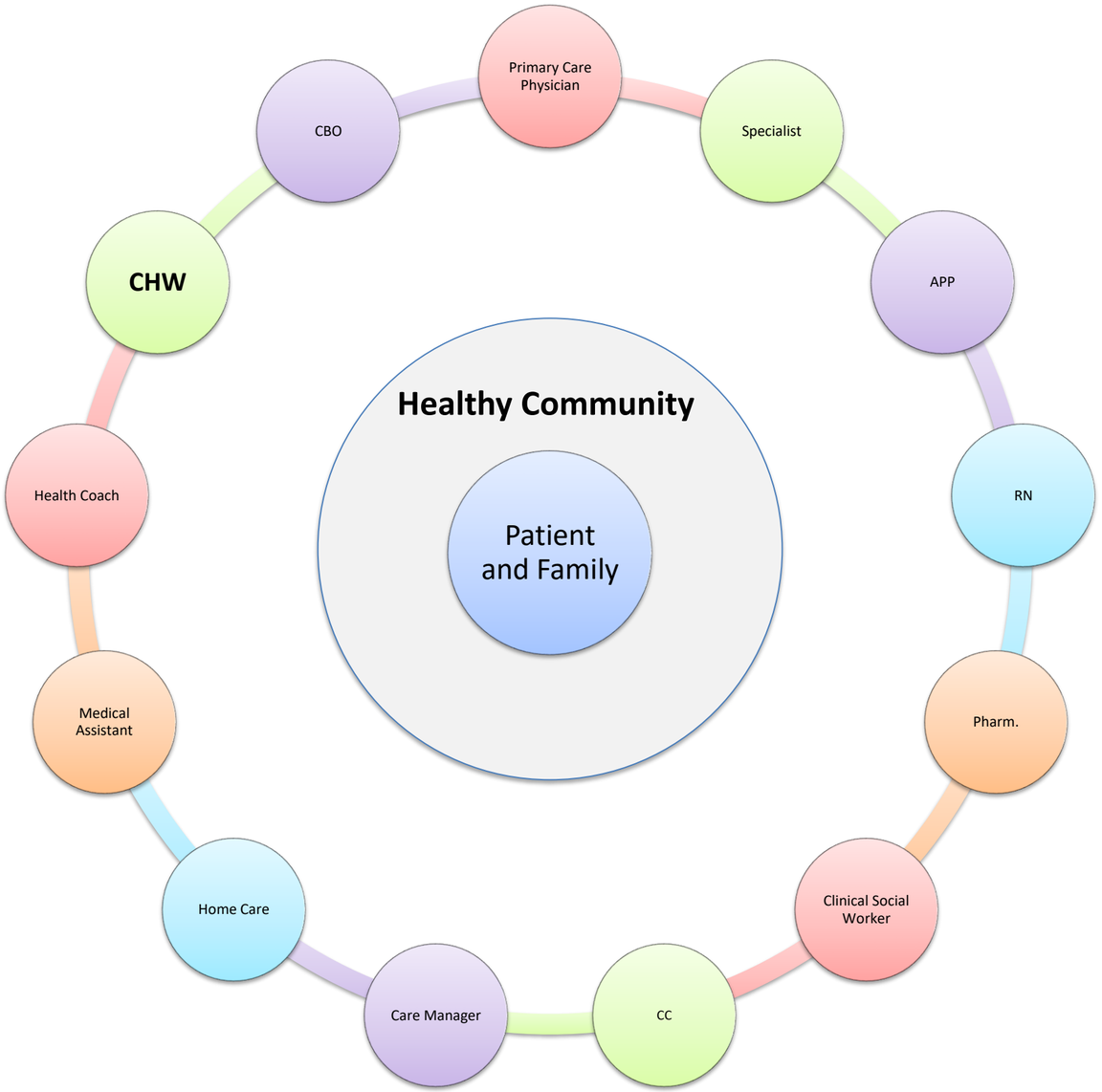
- Same day in person visit with PharmD for
  - Medication changes resulting in ED avoidance
  - Free insulin through Lilly emergency program to get patient through the weekend
- Ongoing close follow-up with PharmD through Longitudinal Medication Management Program
- Referral to Diabetes Education Program
- Met with **Community Health Worker SAME DAY**
  - LiHEAP and Food Stamps Application completed
  - Ongoing close follow-up
- Consult to Endocrinology (seen 9/29/20)
  - Pharmacy working closely with Endocrine and PCP for care collaboration

Clinical Results:

- SMBGs are well controlled
- Ongoing work to control BPs. Last office visit showed significant improvement at <130/80



Whole-Person Care Model



CHWs are a Vital Part of the Cross Continuum Care Team



Hospital Based Care

CHW embedded within Care Connections team to support ED patients and patients with identified social care needs

CHW supporting hospital-based Food Farmacy



Clinic Based Care

CHW embedded in primary care clinics

CHW partnered with clinic based social workers

CHW documentation contributes to collaboration across the care continuum



Home Based Care

CHW supporting Primary Care at Home model



Community Based Care

CHW leading community-based lifestyle management classes

CHW partnered with community organizations to co-lead community improvement strategies

The Why

- Improved health outcomes
  - Reduced utilization of the emergency department
  - Reduce the number of acute are admissions
  - Improved medication adherence
  - Improved patient engagement
- Improved performance on managed care contracts
  - HEDIS measures
  - Reduced costs pmpm
- Improved care team cultural competency
  - Bringing cultural knowledge and skills to primary care teams
  - Bringing cultural knowledge and skills to health care organizations, public health agencies and other public and private organizations
  - Strengthening engagement of diverse communities our health care system
  - Identifying and addressing health disparities
  - Ability to partner with community agencies to address social care challenges
- A healthier community

BREAK

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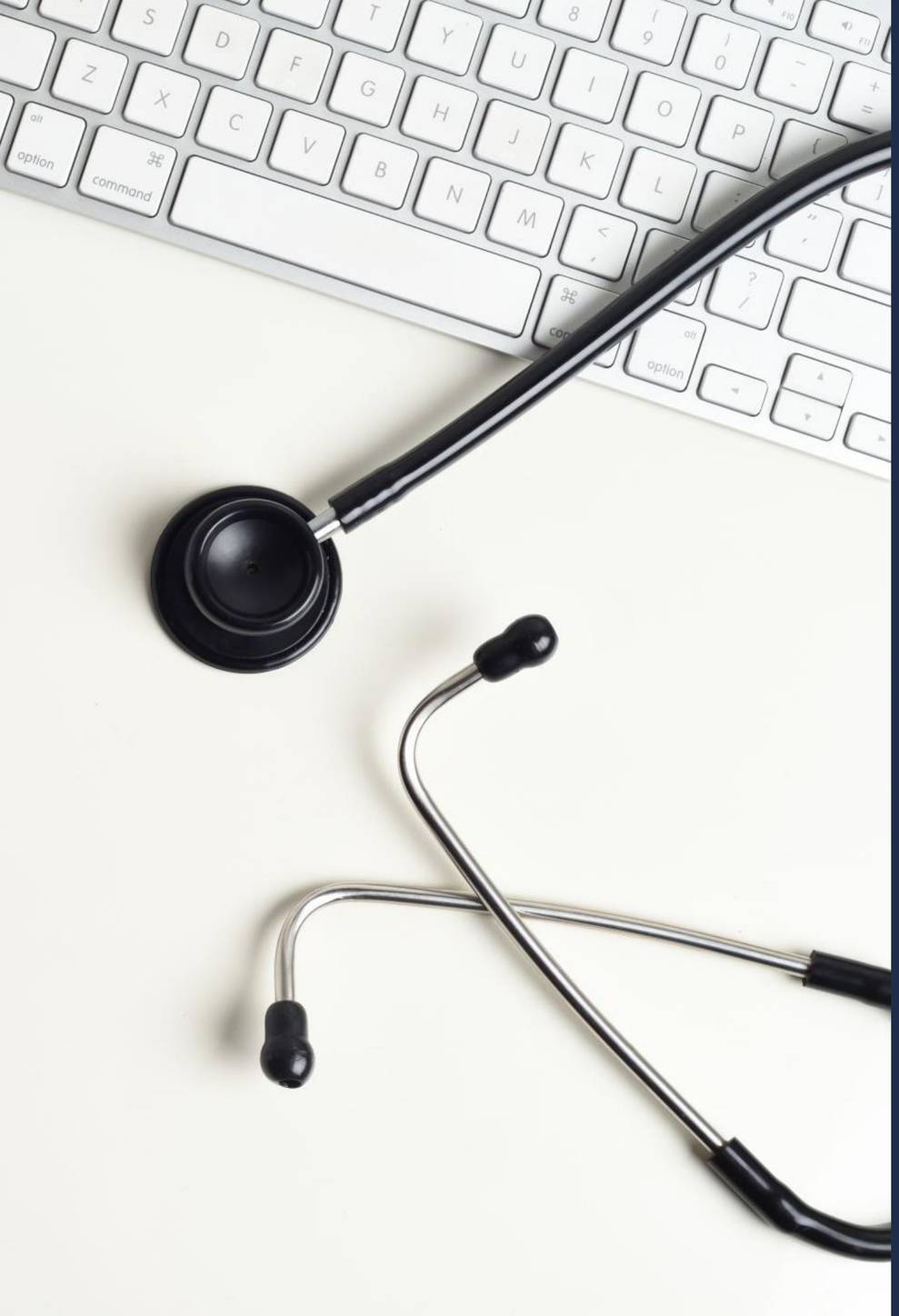
Program Components

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Regular Consulting with KC CARE

- **Supervisor training:**
  - Understanding the role of the CHW and the project itself.
  - Training on ins and outs of supervising and orienting CHWs.
  - Best practices to supervise and develop CHWs.
  - Tools needed to supervise and hold CHWs accountable. (audit tools, reporting, evaluations)
  - Sharing Lessons Learned

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Regular Consulting at KC CARE: **Hiring Support**

- Providing the tools to hire (job descriptions, policies, procedures, interview questions)
- One on one support during interviews with KC CARE (management and CHWs) –
  - We will be available to assist with the pre-screening of candidates.

Regular Consulting at KC CARE



Monthly calls Support

- Ongoing calls to support both CHWs and Supervisors.



Ongoing Database and Evaluation Training (KC Care/KUMC)

- Training on coordination and data base.

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Evaluation Plan

University of Kansas School of Medicine
School of Population Health

Joanna V. Brooks, PhD, MBE
Jessica A.R. Williams, PhD

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Goals

- Assess barriers and facilitators of CHW integration at different sites
- Assess the pathways of peer learning through learning communities
- Measure impact of CHWs on client and site outcomes
- Measure both qualitatively and quantitatively the impact of CHWs for other healthcare providers in the relevant sites
- Assess the value of CHWs at the sites from the perspectives of the sites, payers, and clients

QUALITATIVE

- Observation of Learning Communities
- Semi-structured interviews of CHWs and supervisors (x3)

QUANTITATIVE

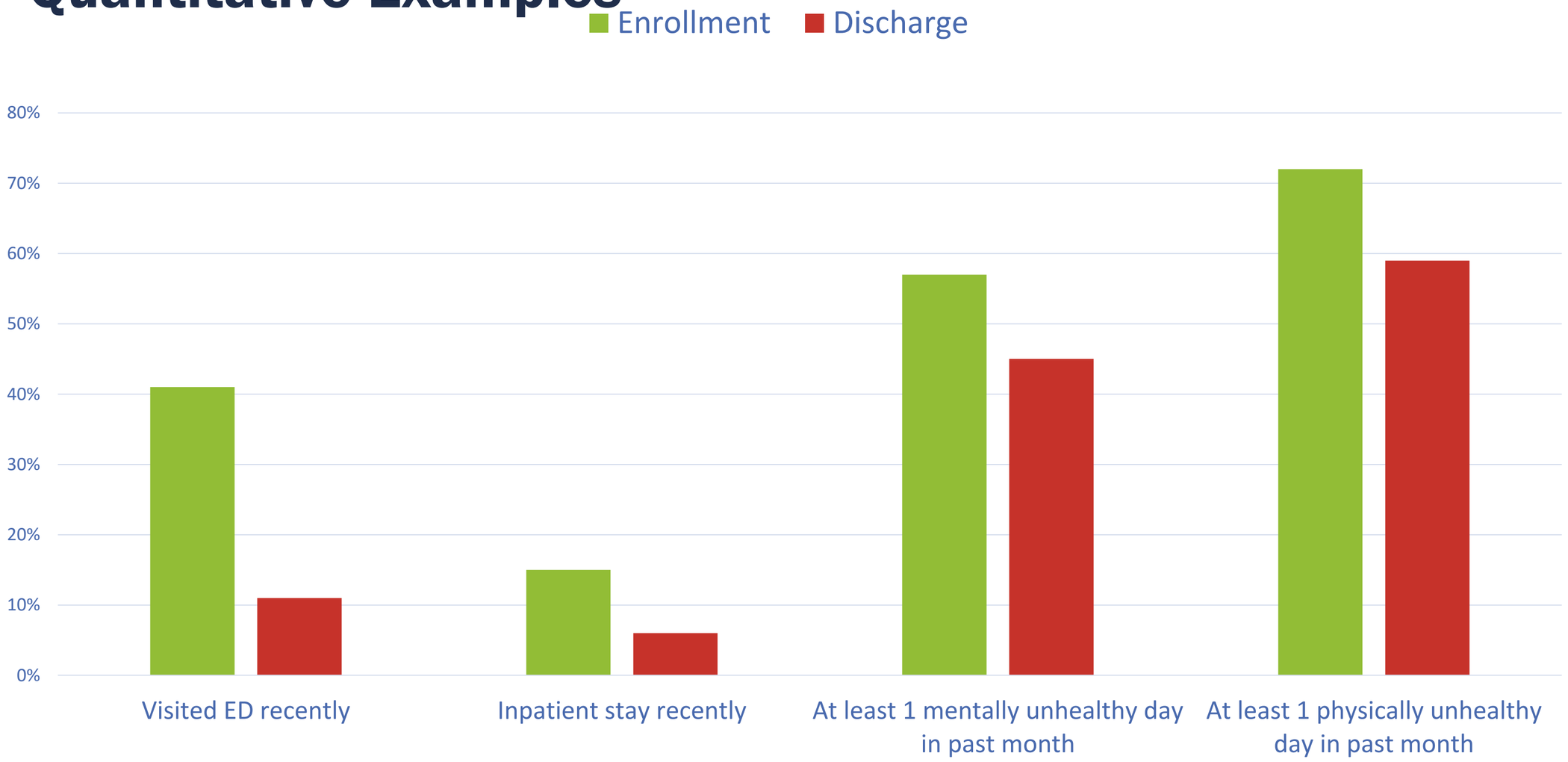
- Data from case management software
- Administrative data
  - Hours
  - Staffing FTE
  - Missed appointments
  - Length of appointments
  - Utilization

Qualitative Examples

- What do you think it means to be effective in your job?
  - What helps you be effective in your job?
- How are CHWs treated and viewed in your organization?

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Quantitative Examples



Arizona Self-Sufficiency Matrix

Health Insurance	Mental Health	Language
Medical Needs	Substance Abuse	Adult Education
Dental	Income	
Medication Adherence	Housing	
Medication Cost	Transportation	
ED Utilization	Food & Household Items	

Each Domain is scored with categories

	In Crisis	Vulnerable	Safe	Building Capacity	Empowerment
Dental	Cannot afford dental care and needs immediate dental care	Cannot afford dental care and has dental issues that need to be resolved soon	Not established with a dentist, hasn't been in many years, cost is the prohibiting reason for going	Established with a dentist, no dental issues but does not go every year	Established with dentist, no dental issues and goes at least once a year

Utilizing the Intraprise system

- Dashboard
- Views
- Patient demographics
- Assessment
- Care Plan
- Encounter Log
- Streamlined evaluation and capture data to make the case for policy (KU)

Reports and Learning Community Meetings

- Expectations with Learning Community Meetings
  - Powerpoint presentations with qualitative and quantitative reporting provided by UMHMF staff
    - (examples include: what challenges you're facing and what's going well)
  - Discuss lessons learned
  - Educational opportunity
  - Required participation for each site (supervisor and CHW)- others welcome to attend

- UMHMF reports:
  - More focused on internal goals and financial reporting

- Educational Training
  - Funded by UMHMF for 2-3 staff from each site to participate
  - More information will be shared later by WSU

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Supervisor Training

- Dates – invite will be sent, this will occur on every two weeks on Monday's from 9-11. Next meeting will be 1/25 at 9am. (Which platform show we use Teams – Zoom?)

- Goals – to help you build your program infrastructure, create an orientation for the CHW and gain confidence in managing CHWS along with the tools to make them successful in doing this work.

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Education

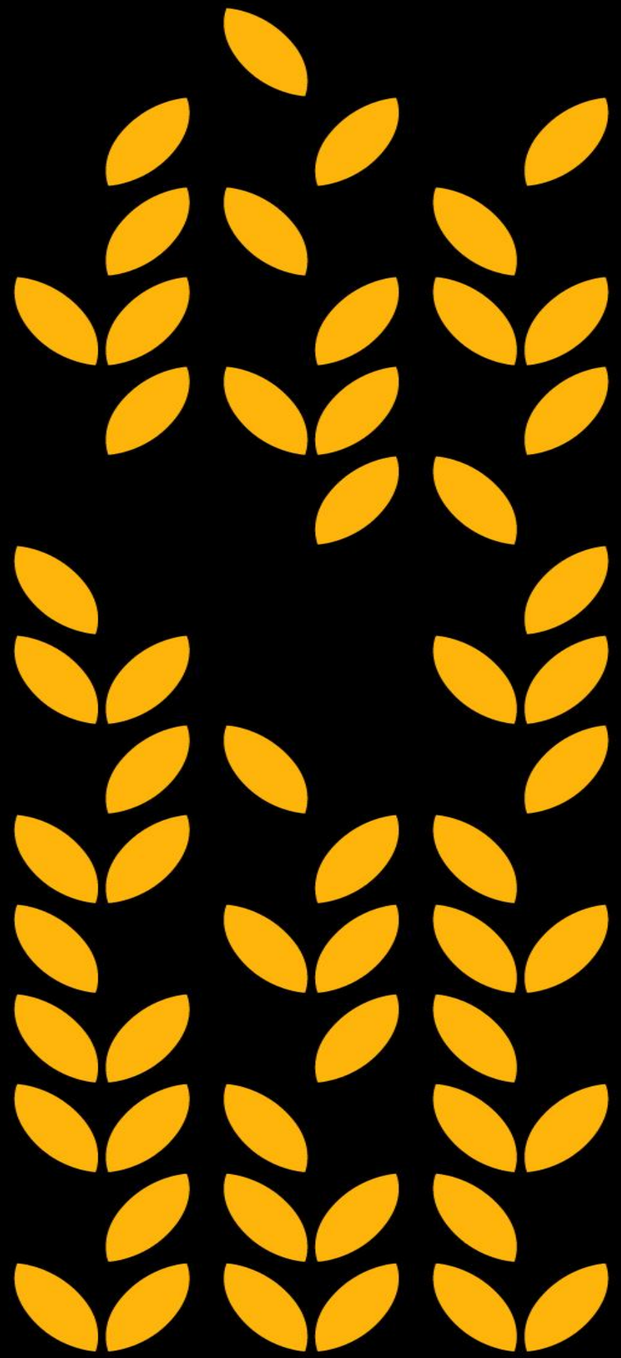
Community Health Worker Coalition

Alissa Rankin
Wichita State University,
Community Engagement Institute

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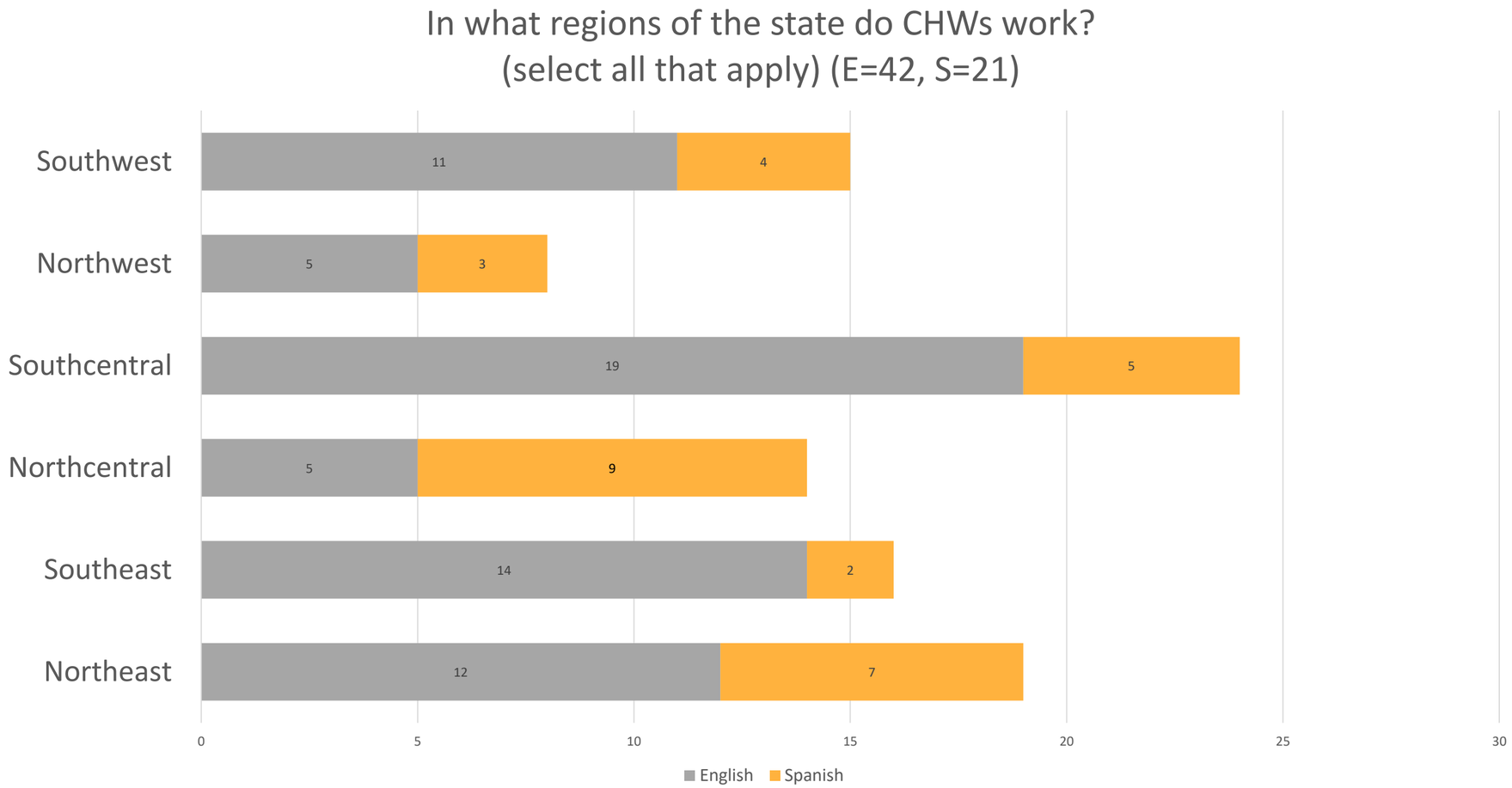
Kansas Community Health Workers

Alissa Rankin
alissa.rankin@wichita.edu



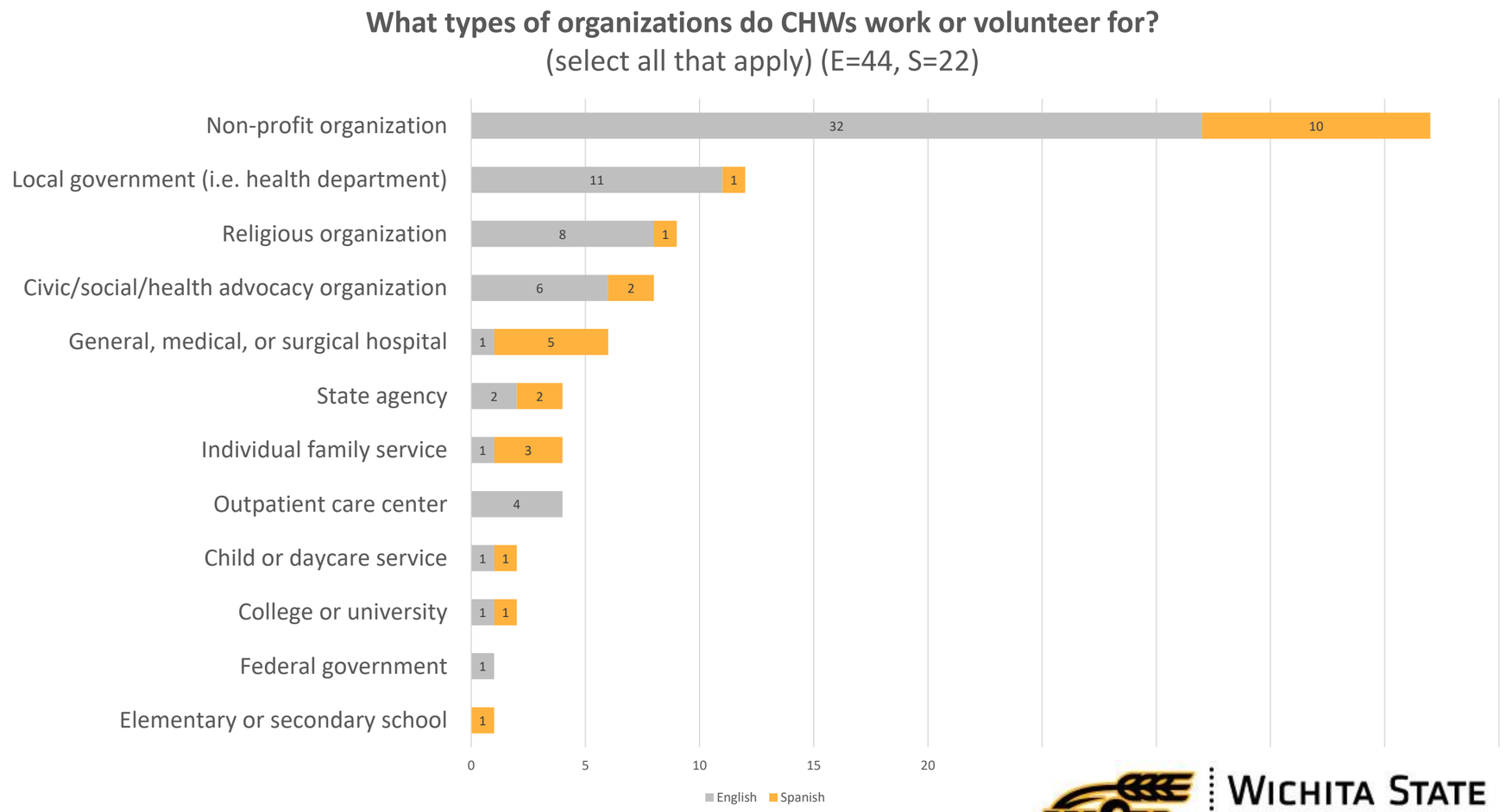
Wichita State University
Community Engagement Institute

CHWs in Kansas: Regions



Source: Jolly, Sarah & Rankin, Alissa. 2018. Kansas Community Health Worker Workforce Assessment.

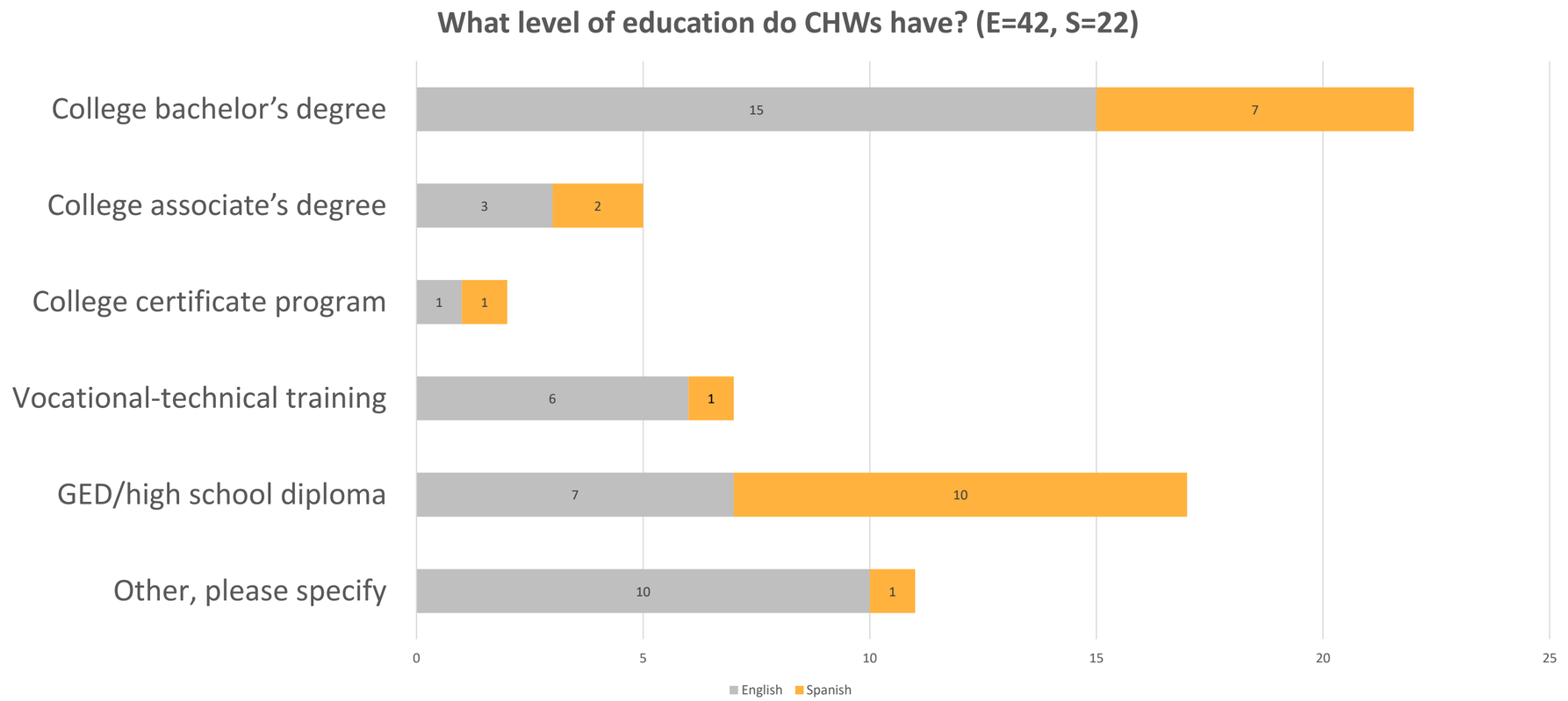
CHWs in Kansas: Work settings



Source: Jolly, Sarah & Rankin, Alissa. 2018. Kansas Community Health Worker Workforce Assessment.

WICHITA STATE UNIVERSITY
COMMUNITY ENGAGEMENT INSTITUTE
Center for Public Health Initiatives

CHWs in Kansas: Education & Salary



- Majority of CHWs are paid
- 56% received between $14 - $17.99/hour

Source: Jolly, Sarah & Rankin, Alissa. 2018. Kansas Community Health Worker Workforce Assessment.

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KS Community Health Worker Coalition

KCHWC Achievements

Advocacy Committee

- **Educating** other professionals, the community, and decision makers about CHWs (e.g., who, why, etc.)
- Regular meetings in conjunction with the Sustainability Committee

3rd Tuesday of every month at 1:30 pm-2:30 pm

KCHWC Achievements

Education Committee

- Adopted the **KS CHW definition** to be used by the coalition & across KS
- Outlined **KS specific CHW Core Competencies**
- Adopted **curriculum delivery option** for KS
- Created & trained **instruction team partners** for curriculum delivery

3rd Tuesday of every month at 3:00 pm – 4:00 pm

WSU Wichita State University
Community Engagement Institute
Center for Public Health Initiatives

K-State Research and Extension

KS Community Health Worker Coalition

KCHWC Achievements

Certification Task Force

- Exploring CHW credentialing viability and opportunities in Kansas

2nd Monday of the month at 10:00 am – 11:00 am

KCHWC Achievements

Sustainability Committee

- Working to find sustainable funding for CHWs in Kansas
- Regular meetings in conjunction with the Advocacy Committee

3rd Tuesday of every month at 1:30 pm-2:30 pm

KCHWC Achievements

Symposium Committee

Held **annual Kansas CHW Symposium** in Wichita (2016-2020)

- 2020 was held virtually

- Scheduled the **2021** event, also in Wichita
  - Tuesday, June 8, 2021
  - Wichita State University, Rhatigan Student Center

3rd Monday of the month at 10:00 am – 11:00am

KANSAS Community Health Worker *Symposium*

KS Community Health Worker Coalition

KCHWC Activities (continued)

- We want …
  - **integration & utilization of CHWs** in health care, social service, community outreach, and mental health care teams
  - **recognition of CHW programs** among community partners
  - utilization of **sustainable funding models** across CHW programs in KS

KS CHW Education Program

Weekly Class

- 15 weeks: May 17-August 23
  - Mondays & Thursdays, 1pm-5pm
- Virtually, twice per week
- Cover all CHW Core Competencies

https://kschw.org/wp-content/uploads/2020/11/Kansas-CHW-Core-Competency-Curriculum_Oct.2020.pdf

KS CHW Education Program

Service Learning

- 30 weeks: May 17-December 6
- 60 hours if not work
- 40 hours if working

https://kschw.org/wp-content/uploads/2020/11/Kansas-CHW-Service-Learning-Resources-Handbook_October-2020.pdf

Resources

- KS CHW Core Competency Curriculum:
- https://kschw.org/wp-content/uploads/2020/11/Kansas-CHW-Core-Competency-Curriculum_Oct.2020.pdf
- Service Learning Handbook:
- https://kschw.org/wp-content/uploads/2020/11/Kansas-CHW-Service-Learning-Resources-Handbook_October-2020.pdf
-

Get involved

Alissa Rankin

Center for Public Health Initiatives

alissa.rankin@wichita.edu

BREAK

Breakout Sessions

Let’s start a conversation

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Breakout Session Guidance

These sessions are meant to be:

- Open
- Engaging
- High Level

Keep in mind:

- There are no wrong answers.
- Decisions are not set in stone.
- Facilitators are here to support your organization.

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Breakout Groups

Session 1:

HealthCore Clinic

- Facilitator: Angela

Session 2:

Bob Wilson Memorial Hospital

- Tom

Session 3:

Newton Medical Center

- Facilitator: Michael

Session 4:

Salina Health Education Foundation

- Facilitator: Rebecca

Breakout Session Readout

A representative from each organization will provide a summary of the discussion.



Tell us about the organization running the CHW program and the community you aim to impact.



What does your organization want to accomplish by implementing a CHW program or what need are you trying to meet?



Describe the common health barriers that exist in the community your program will impact. What solutions have been tried already that haven't been successful and what staffing exists already to serve this population?



Describe how the CHW will receive community referrals, including the systems they are expected to access.

Next Steps & Important Dates

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2021 Learning Community Dates

- May 11th 1-4 pm (Virtual)
- September 14, 9:30-2:30 pm (Tentatively) in person- UMHMF offices
- December 7th, 9:30-2:30 pm (Tentatively) in person- UMHMF offices

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Important Reminder:

Contact lists for your site

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Closing Comments

