



Strengthening The Integration Of Community Health Workers Into Care Teams

Virtual Learning Event: 10am-11:30am, April 15, 2021

AGENDA

- Background & Learning Objectives
- Housekeeping
- Introductions
- Everyday Life Consulting presentation on CHW integration
- Community Health Worker Panel Discussion
- Questions & Answers

BACKGROUND



Community Health Workers (CHWs) play an important role in community health center care teams. Maximizing this workforce removes the burden from providers and other staff and better facilitates meeting patient needs because they are trusted community members. Integration into care teams is essential in the face of ongoing staff turnover and changing priorities.



Washington
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Community Health

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LEARNING OBJECTIVES



Attendees will be able to:

- Analyze the current integration of CHWs into the care team at their health center
- Identify one improvement area



Housekeeping

INTRODUCE YOURSELF

Type your name & health center in CHAT BOX



If possible, please keep your camera on



Mute your microphone when not speaking

?????

Type questions/comments in CHAT BOX



Link to webinar slides, recording & handout will be emailed

EVENT EVALUATION

Click on link in CHAT BOX to fill out Event Evaluation

Introductions



Presenter:
Shannon Lijewski
Chief Executive Officer



CHW Panel Member:
Yvonne Brown
Outreach Coordinator



CHW Panel Member:
Rosa Ortiz
Program Coordinator



CHW Panel Member:
Katrina Goering
Migrant Seasonal Agricultural
Workers Promotores Coordinator



Host:
Patricia Gepert
Health Access Coordinator





Strengthening The Integration Of Community Health Workers Into Care Teams

Washington Association for Community Health
04/15/2021
Virtual



CHW Integration |



EVERYDAY LIFE

With a focus on building individual, organization and community capacity, our team is committed to working alongside our clients, distilling the most complex issues and providing a clear path forward with custom training and advising.



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CHW Integration | 2





MEET OUR TEAM



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LEARNING OBJECTIVES

- Attendees will be able to
 - Analyze the current integration of CHWs into care team at their health center
 - Identify an improvement area



FOCUS OF TODAY

“CHW integration requires more than “fitting them in.”



THEORY OF CHANGE

Theory of Change: Pathways to Successful CHW Integration



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Community Health Innovation Region Clinical-Community Linkage



Community Collective Action/Integration

Entire Community Health Innovation Region with shared community level goals, mutually reinforcing activities and shared accountability.

Community Sector by Social Determinant

Cross-sector and individual-sector alignment to build the infrastructure to meet the complex needs of individuals and families. E.g. collaborative bodies, health improvement group and Continuum of Care.

Organization/Agency/Provider

Organizations are effectively screening the wholistic needs of all individuals and have adopted a continuous improvement work culture to remain flexible to respond to the community needs. E.g. schools, health department and hub.

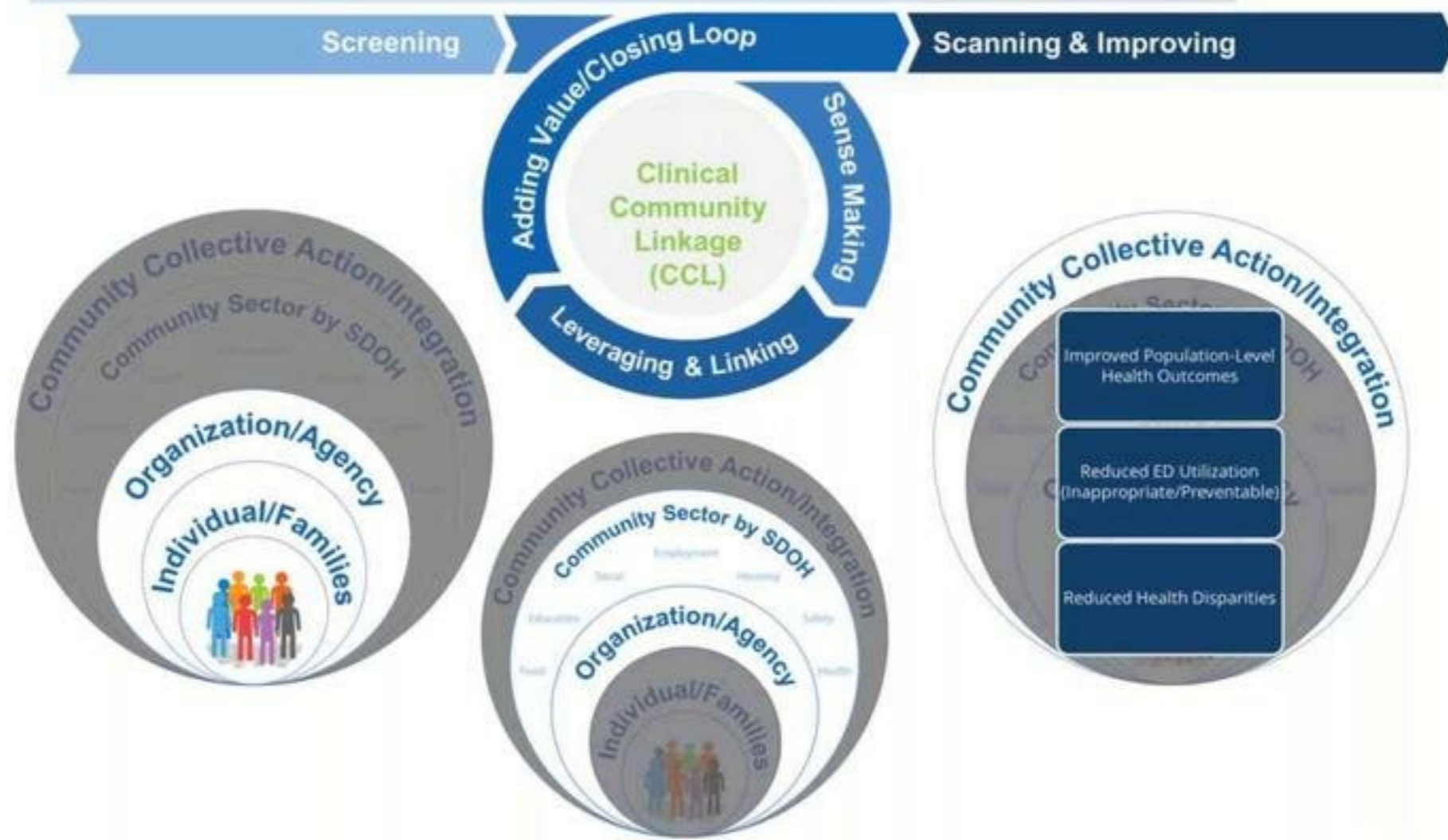
Individual/Family

There is a Clinical Community Linkages (CCLs) framework that is coordinated across the community to screen and link individuals and families to organizations regardless of where the screening takes place.



FRAMEWORK

Community Health Innovation Region (CHIR) – CCL Developmental Framework



CHANGE AGENTS



Meeting Individuals Where They're At

Who are CHWs?

A Community Health Worker (CHW) is a frontline public health worker who is a trusted member of and/or has an unusually close understanding of the community served. This trusted relationship enables the CHW to serve as a liaison between health/social services and the community to facilitate access, improve the quality and cultural competence of service delivery.

Why CHWs are Valuable?

- Skilled at Outreach & Engagement
- Provide culturally and linguistically appropriate screening and linkage to community resources
- Experts at resource and community sector navigation
- Ability to build self-efficacy in individuals



CHW INTEGRATION-Framework



CHW Integration- Process

- Criteria of the CHW Integration Process
 - Roles & Recruitment
 - Communication
 - Screening & Referral
 - Placement
 - Scanning & Improving

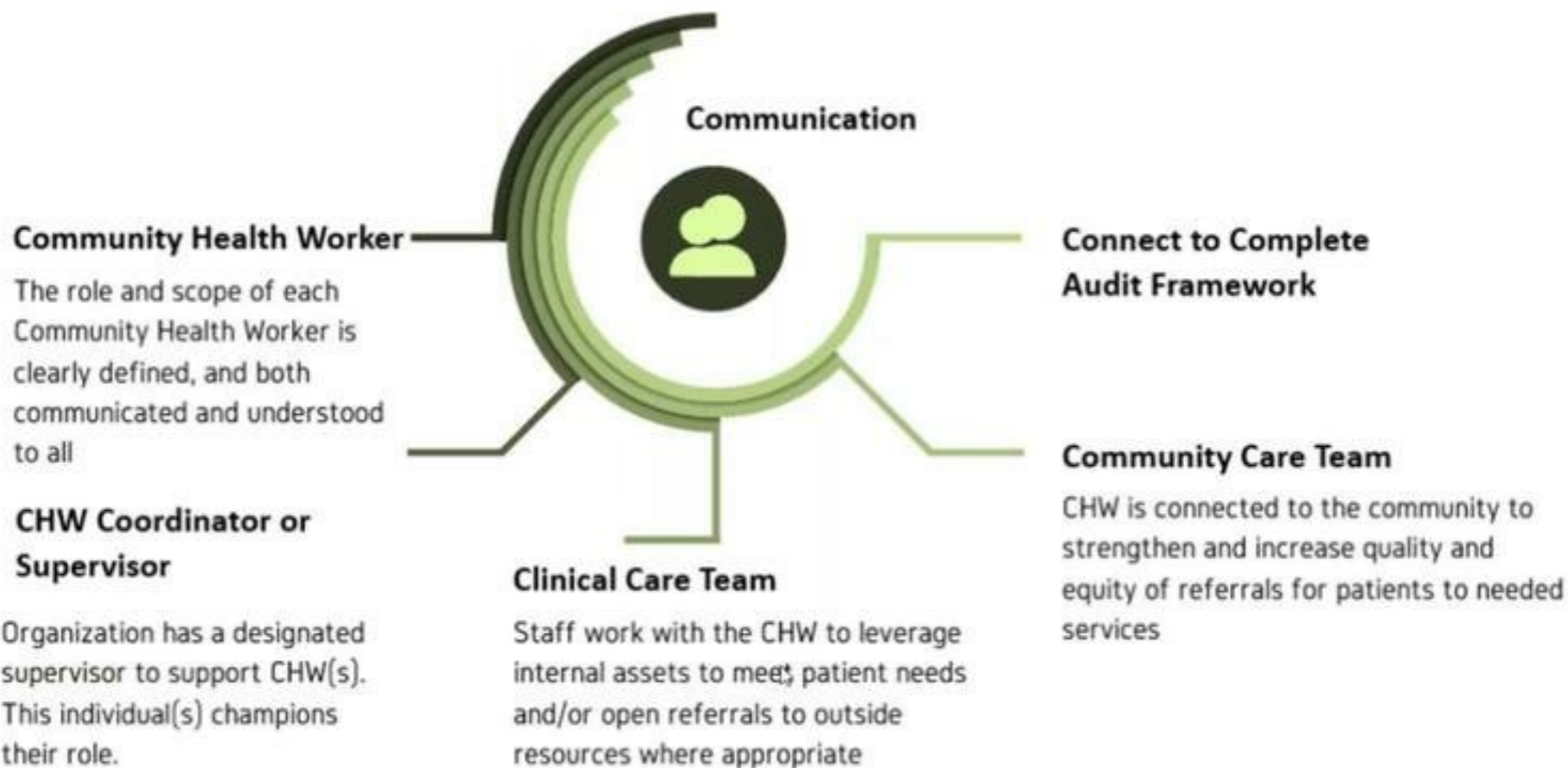


AUDIT & PROCESS IMPROVEMENT

Interconnected Levels	Role & Recruitment	Communication	Screening & Referral	Placement	Scanning & Improving
Community Health Worker		The role and scope of each Community Health Worker is clearly defined, and both communicated and understood to all			
CHW Coordinator or Supervisor		Organization has a designated supervisor to support CHW(s). This individual(s) champions their role.			
Clinical Care Team		Staff work with the CHW to leverage internal assets to meet patient needs and/or open referrals to outside resources where appropriate			
Community Care Team		CHW is connected to the community to strengthen and increase quality and equity of referrals for patients to needed services			



CHW INTEGRATION-Communication



SCORE CARD-Communication

	Designing	Implementing	Sustaining	Overall
Community Health Worker	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
CHW Coordinator or Supervisor	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Clinical Care Team	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Community Care Team	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	



SCORE CARD-Overall

	Designing	Implementing	Sustaining
1.Role & Recruitment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.Communication	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3.Screening & Referral	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.Placement	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5.Scanning & Improving	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



QUESTIONS ?

For more information, please contact:
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WHAT'S NEXT ?

Thank you for training with Everyday Life. We welcome you back to learn more. Use the promo code "GROW" at www.everydaylifechw.com/shop

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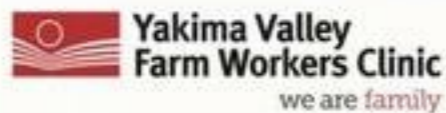
CHW Panel Discussion

Discussion Questions :

- How are CHWs integrated into the Care Team at your health center?
- What are the strengths of your model?
- What are the challenges and how are they being addressed?



CHW Panel Member:
Rosa Ortiz
Program Coordinator



CHW Panel Member:
Yvonne Brown
Outreach Coordinator



CHW Panel Member:
Katrina Goering
Migrant Seasonal
Agricultural Workers
Promotores
Coordinator



QUESTIONS & ANSWERS

What comments/questions do you have for Everyday Life and the CHW Panel members?

****Unmute Microphone To Speak Or Type In CHAT BOX****

THANKS



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Questions/Comments

Contact Patricia Gepert (pgepert@wacommunityhealth.org)



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