

## Communication

<b>Organization:</b> <b>Date:</b>			<b>Would you like Technical Assistance?</b>  <b>YES</b>  <b>NO</b>	
Community Health Worker (CHW) Developmental Maturity Matrix	<b>Please circle the phase you are in for questions 1-4.</b>			<b>Comments:</b> <b>In the comment section provide a number along with comments.</b>
	<b>Designing</b>	<b>Implementing</b>	<b>Sustaining</b>	
	0   1   2   3	4   5   6	7   8   9   10	
<b>1. The role and scope of each Community Health Worker is clearly defined, and both communicated and understood by all</b>	Few care team members understand the role and scope of the CHW including the CHW.	CHW and most care team members have a clear understanding of the CHW role and scope. Beginning to community the role and scope to outside organizations.	Ongoing efforts in place to continue to not only learn what each role is but how to enhance. Accurate job descriptions, policies, etc. exist.	
<b>2. Organization has a designated supervisor to support CHW(s). This individual(s) champions their role.</b>	CHW does not have a designated supervisor, or one is being hired	CHW has a designed supervisor who is either new or not trained and does not champion their work	CHW has an experienced supervisor who understands and champions their work	
<b>3. Staff work with the CHW to leverage internal assets to meet patient needs and/or open referrals to outside resources where appropriate.</b>	Communication facilitated by limited modes such as email, phone or in person.	Advanced Communication tools and Feedback loops are established and used	Communication can be facilitated by appropriate workflows, EHRs and other databases, for tracking CHW-patient interactions and communicating within teams to provide continuous care	
<b>4. CHW is connected to the community to strengthen and increase quality and equity of referrals for patients to needed services and resources</b>	CHW is collaborating with 1 or more outside organization	CHW regularly attends community meetings as a lead on behalf of the organization	CHW contributes to internal strategic planning to support response to social determinants	
<b>Next Step &amp; Action:</b>				