Washington Association for Community Health

CHAS health

PROMISING PRACTICES

CHAS Health Shares Promising Practice: Using PRAPARE Community Health Worker (CHW) Team To Address Patients' Social Needs

Understanding the social needs of patients and the community has always been embedded into the mission of CHAS Health. Their board and leadership made health equity a strategic priority and a large component of this was to understand patients' SDOH needs. This led to the creation of a workgroup which focused on the implementation of the screener. The workgroup idenitified key members, developed objectives with trackable goals and timelines, and executed a roll out plan.

AIM

The development of this program stemmed from the initiative to task the health equity team in implementing a process to screen, identify and follow-up on patients' SDOH needs.

PROCESS

- All primary care provider patients at eleven clinics are screened annually for social needs.
- Patient is asked to fill out pre-screener when they check-in.
- An MA reviews the pre-screener and refers to CHW if needed.
- CHW completes the screener with the patient in way that works best for the patient and connects them with services.
- Involvement of multiple teams has increased likelihood that patients meaningfully complete the screener and that dedicated follow up happens.

RESULTS

To date, 667 full PRAPARE screeners have been completed and they have received 4413 referrals that CHWS have responded to.

LESSONS LEARNED USING PRAPARE CHW TEAM:

- Trust is built on CHWs calls with patients. Patients will call back months later to ask other questions because they view the CHWs as reliable and understanding resources.
- A large number of patients have identified SDOH needs and want support from CHWs. CHAS Health is evaluating how to support CHWs to meet the needs especially with the expected screening roll out to dental and behavioral health settings. They are looking at data for evidence-based approaches to staffing.
- There are many patients that CHWs cannot get in touch with despite repeated attempts. That is why they developed a letter to patients, work with **findhelp** to keep resources up to date, and develop partnerships with community-based organizations.
- CHAS Health staff collaborate and make adjustments to refine the screening program. They are building an effective system with CHWs, Medical Assistants, clinics and data teams working together.
- Many patients connect with CHWs and have their SDOH resource needs met.
- There are many stories that show how CHWs identified patients needing a little extra support, helped them to identify what their needs were and addressed them.

CHAS CHW Team



Association Promising Practice reports aim to support Community Health Centers in leading and developing disruption and innovation by identifying successful innovations and communicating promising practices to the statewide network
Read the full report at wacommunityhealth.org/promising practices

This publication is supported by the Health Resources and Services Administration (HRSA) of the U.S. Department of Health and Human Services (HHS) as part of an award totaling $1,011,178 with 0% financed with nongovernmental sources. The contents are those of the author(s) and do not necessarily represent the official views of, nor an endorsement, by HRSA, HHS or the U.S. Government.