

Pathways to Wellness:

Successes of the Ely CHW
Hub & Spoke Model and Team



Presenters: Mataya Barrett, Heidi Haney Favet, Allison Heiman,
Shelby Swanson, Heidi Vanderbeek, Kate Willis

PATHWAYS
TO WELLNESS

Presentation Objectives



Participants will learn about how Pathways to Wellness has developed a hub and spoke model to serve a remote rural community



Participants will learn how CHWs use the model successfully in a clinic, adult mental health, youth, and faith setting.



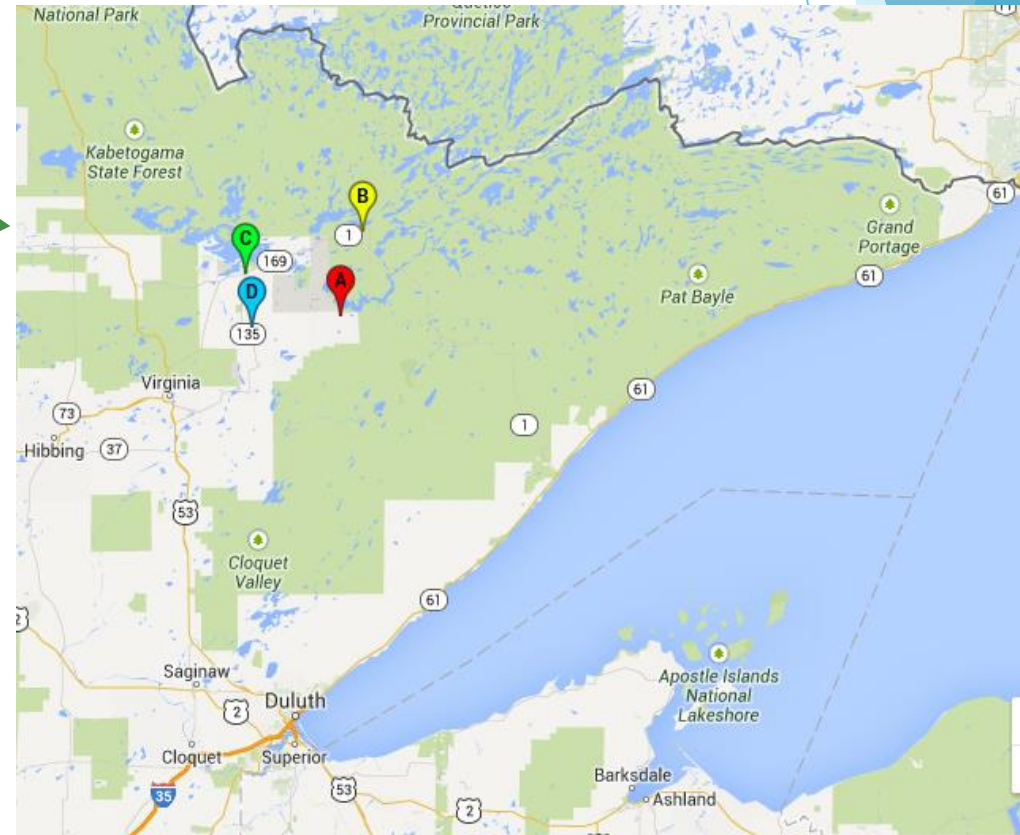
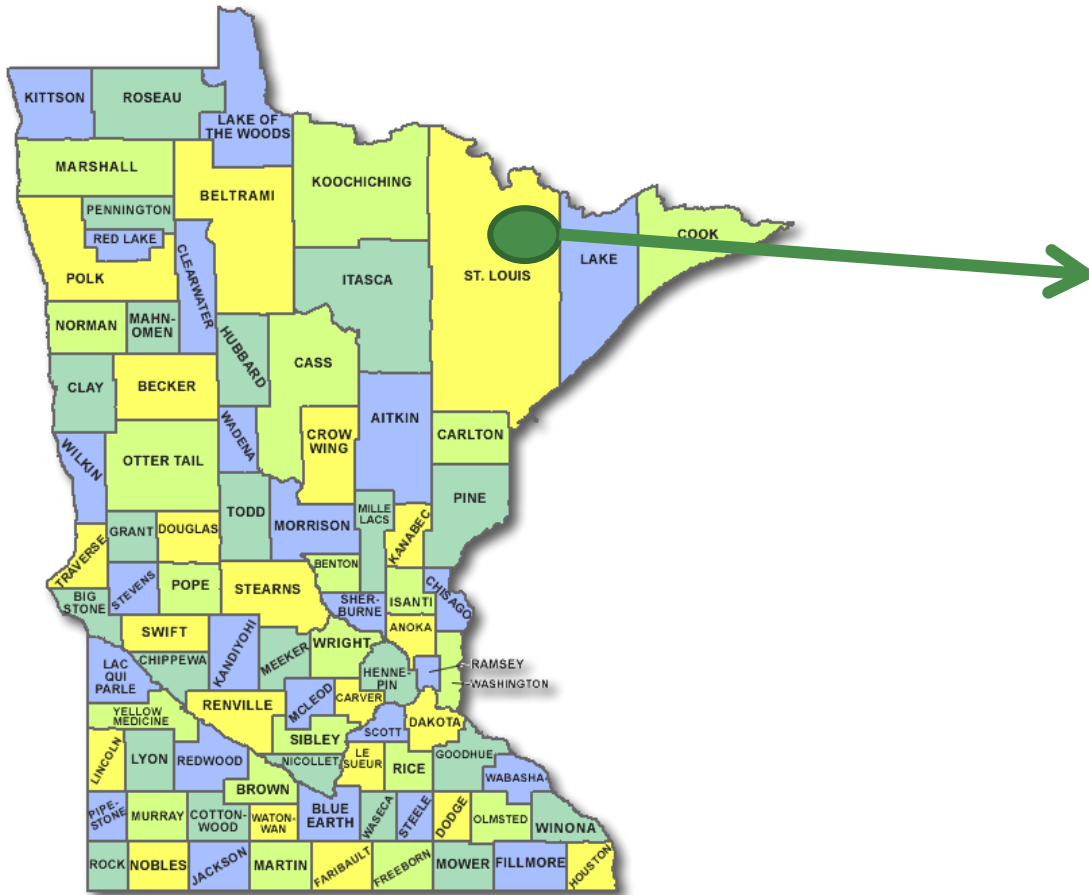
Participants will learn how the hub supports CHW and their supervisors in various settings



Participants will learn how the Community Care Team adds the evidenced based component for success in coordinated care.

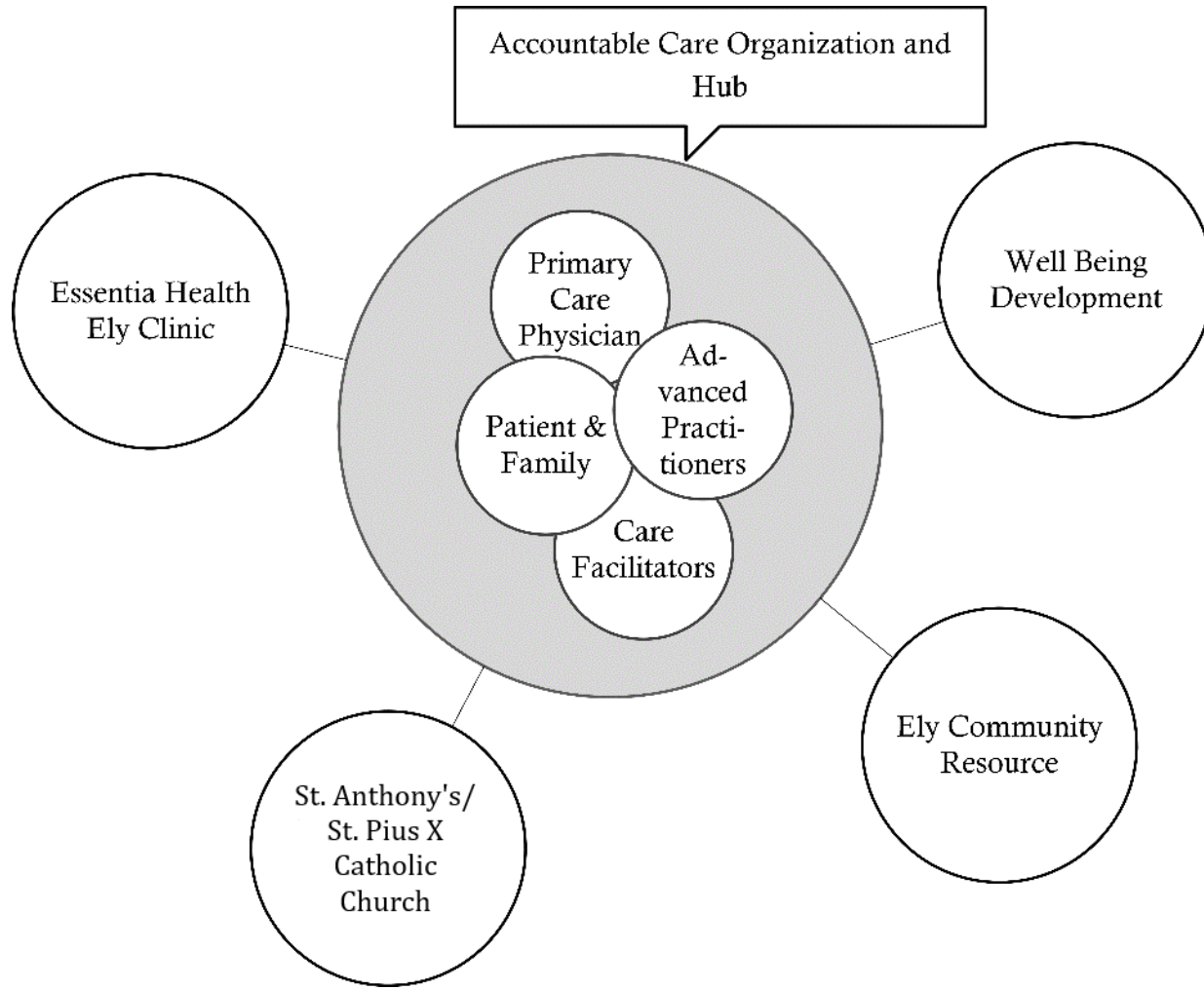
Where We Are

Rural NE Iron Range: Ely, Embarrass, Soudan, Tower, Babbitt, Winton, and Isabella




Hub and Spoke Model

Pathways to Wellness



Pathways to Wellness

Population

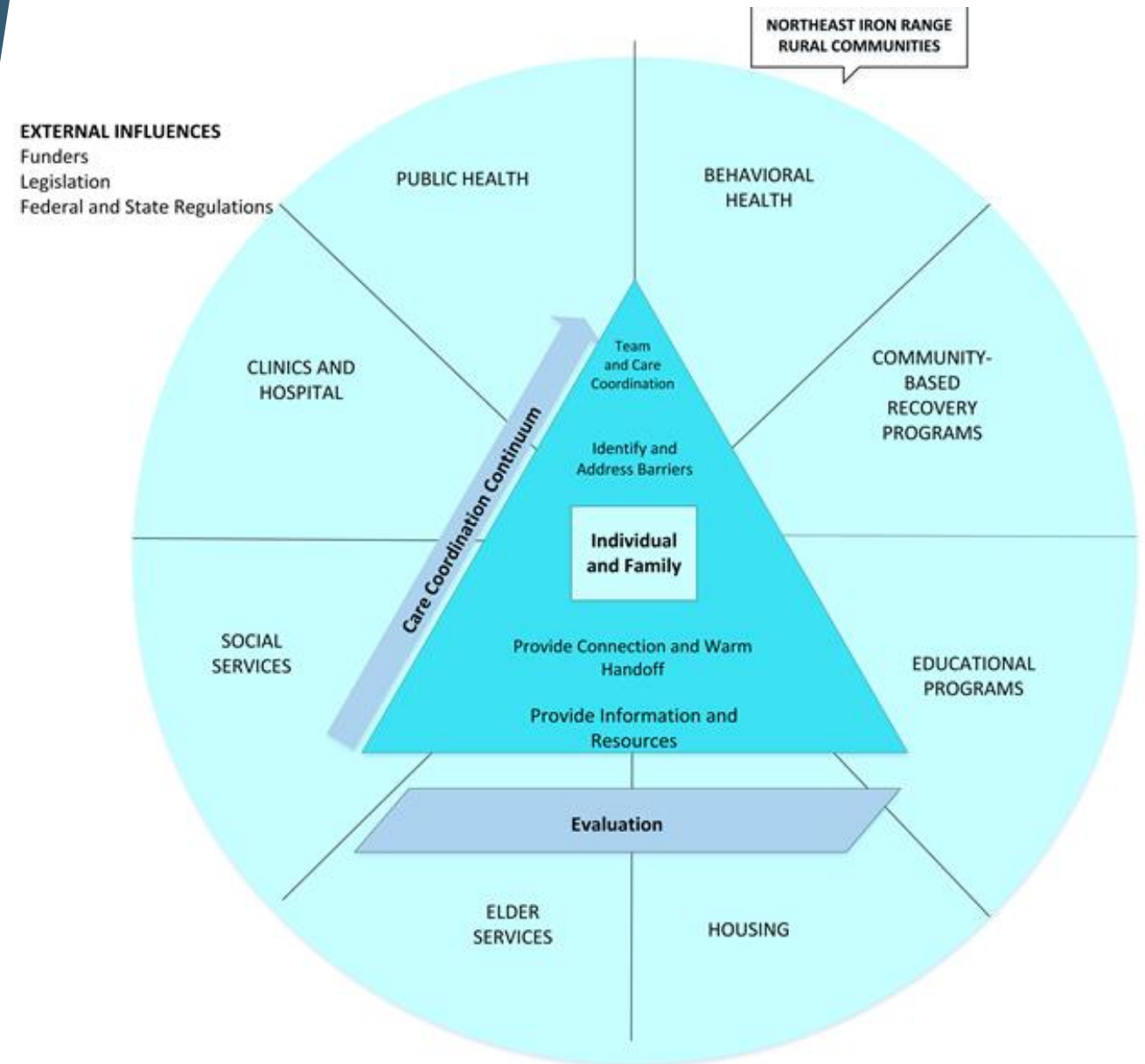
- 
- ▶ Geographic Service Area
 - ▶ Birth to Death
 - ▶ Health and Wellness Needs



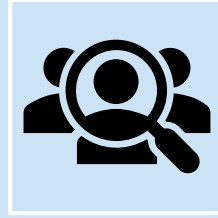
**Pathways to
Wellness:**
is a free service that
connects individuals
and families to
resources and
provides support to
meet their health
and wellness goals.

Pathways to Wellness Care Coordination Model

- ▶ No Wrong Door!
- ▶ Cross agency continuity of care
- ▶ Filling gaps in care



Meeting Individuals Where They Are



Individuals and families get noticed where they are

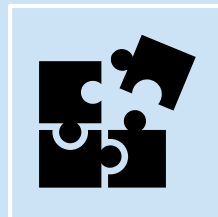
Professionals of all service types NOTICE unmet needs

Community Members self-refer and refer family and friends



Individuals and Families get service where they are most comfortable

Warm Handoff to from trusted professional
Facilitation in agency of comfort
Facilitation in home or community



Individuals and Families determine their need and course of action

No matter the origin or reason for referral, individuals determine their needs and priorities

Care Facilitation Role based on CHW



3 current certificate holders



3 in class currently



Working towards billing CHW
services in 2020

Pathways to Wellness Settings

Five Care Facilitators plus Hub Director

Four unique settings

Ely Community Resource



Allison Heiman, CHW
allison.ecr@gmail.com
218-365-5254

- ▶ Non-profit focused on youth and families in Ely
- ▶ Mission of ECR is to foster positive youth development through activities designed to increase self-esteem, build a sense of community, and provide positive adult relationships that allow effective interventions

ECR Family Resource Facilitator



School-Age Children and Families Pre-K to 12



ECR and Ely School District



Before, During, and After School, Community, ECR Office



Referred from teachers, principals, and school staff



Help people with resources,
supports, and needs

Child and Family Therapy
Educational Supports
Community Involvement
School Based Services

Well Being Development, Northern Lights Clubhouse



Kate Willis, CHW
katew@elybhn.com
Office: 218-235-6104
Cell: 218-235-9112

- ▶ Well Being Development is an umbrella non-profit that promotes mental wellbeing
- ▶ Mission: To foster activities that enhance the mental well being of residents in and around Babbitt, Ely, Embarrass, Soudan, Tower, and Winton, Minnesota
- ▶ **Our Vision:** All people achieve their potential and are respected as friends, family members, neighbors, and coworkers
- ▶ Northern Lights Clubhouse is a community of people who are working toward a common goal of supporting persons living with mental illness
- ▶ I attend clubhouse meetings with clients and do outreach within the community

Well Being Development Care Facilitator



Young Adults to Seniors



Northern Lights Club House



Home Visits, Community



Referred from Hub Director, other care facilitators, Free Clinic, and word of mouth/outreach



Help people with resources,
supports, and needs

Insurance
Counseling/Therapy
Transportation
Housing & Food

St. Anthony's Catholic Church



Heidi Vanderbeek
Heidi.Vanderbeek@duluthcatholic.org
218-365-4017

- ▶ St. Anthony's Catholic Church is a thriving parish wanting to contribute to the community. To walk with people just as Jesus did. To help those in need and to develop a trust building relationship with all who we encounter.
- ▶ We are here for all in the community to show love and light to anyone who needs guidance, resources, or acceptance.

St. Anthony's Catholic Church Care Facilitator



Birth-Death, Individuals, and Families



Home Visits, Rectory visits, Community Visits



Referred from priest, deacons, clinic professionals, community members, friends, etc.



Help facilitate and connect people to resources:

Friendly visitor, caregiver support
Accessing social services
Transportation
Errands assistance



Relationship building- with the vision of continued care coordination, volunteer program

Essentia Health - Ely Clinic



Mataya Barrett
mataya.barrett@essentiahealth.org
218-365-7943



Shelby Swanson
shelby.swanson@essentiahealth.org
218-365-7935

Mission: We are called to make a healthy difference in people's lives. Our core values are Quality, Hospitality, Respect, Joy, Justice, Stewardship, and Teamwork.

Essentia Health Care Facilitators



Birth-Death, Individuals, and Families



Essentia Health-Ely Clinic



Home Visits, Clinic, Schools, Community



Referred from doctors, professionals, community members, friends, neighbors, etc.



Help people with resources, supports, and needs

Insurance

Counseling/Therapy

Transportation

Housing & Food

Affording medications

Role of the Hub

Pathways to Wellness Hub Director

Heidi Favet, CHW



- ▶ Hub is part of Essentia Health Ely Clinic
- ▶ Community Networks provide direction
- ▶ Hub is not an independent entity

Heidi Favet, CHW
heidi.favet@essentiahealth.org
218-365-7980

Hub Role

- ▶ Guide Model Development
- ▶ Provide Initial Assessment/Manage Referrals
- ▶ Develop and implement Training
- ▶ Lead Learning Collaborative
- ▶ Act as Super User of Resources and Services
- ▶ Advocate for clients, community needs, staff, and hub
- ▶ Provide support for challenging cases
- ▶ Administrate Marketing Plan
- ▶ Facilitate Connection to CCT
- ▶ Serve as Resources to Supervisors
- ▶ Disseminate Evaluation and Model
- ▶ Manage Electronic Case Management System
- ▶ Coordinate data collection and evaluation

Community Network

The evidence-based component that works

CCT Vision

- ▶ Adequate resources are available to citizens when needed to help them with their physical health, mental health and psychosocial challenges.
- ▶ Professionals in health, education, and public service are trained in recognizing when someone is confronted with such challenges and are prepared to provide an appropriate response in giving assistance.
- ▶ Patients and their supporters have the tools and resources to help them be a partner in meeting their wellness, treatment and recovery goals.



Partners

Health Care

Behavioral Health Care

Education

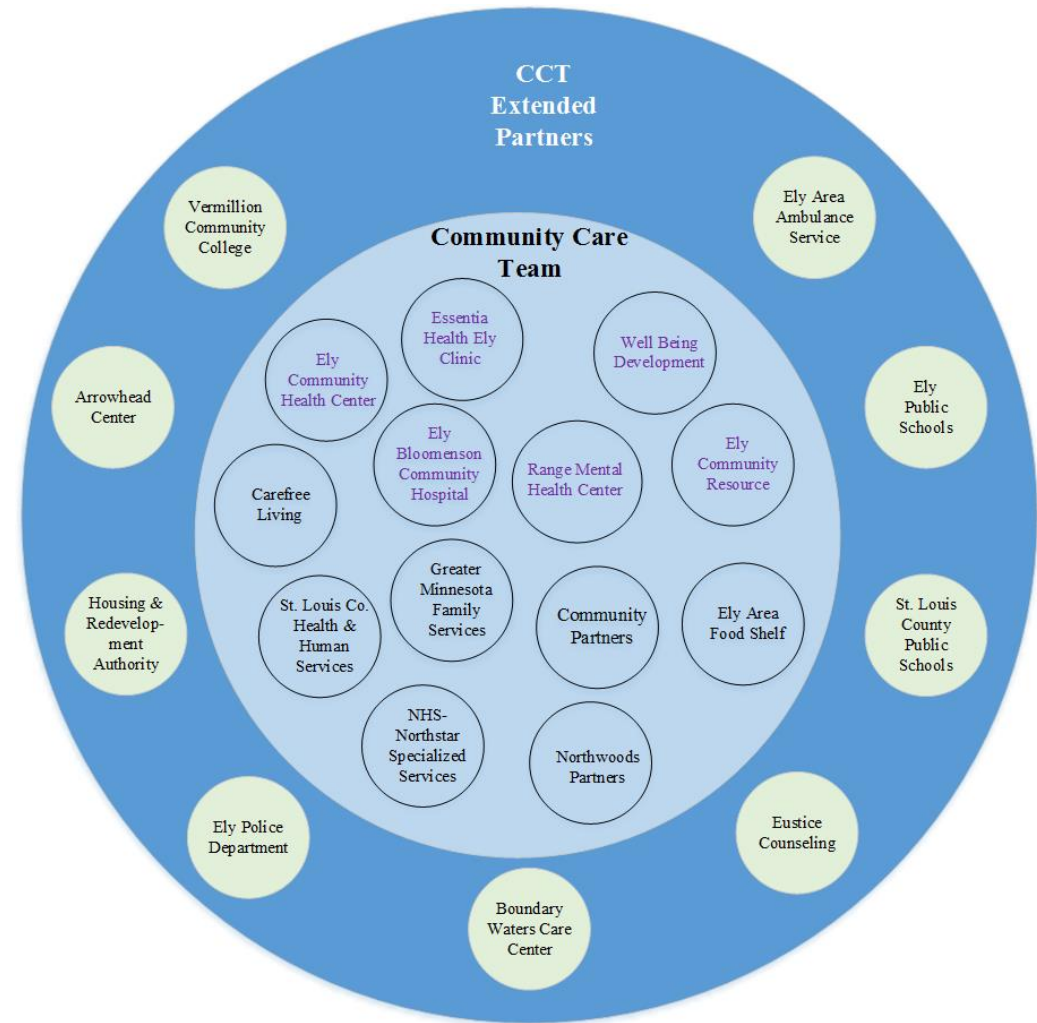
Government Social Services

Non-Government Social Services

Community Members

CCT: the evidence-based component missing in many care coordination models.

- ▶ Meeting Community Needs
 - ▶ Create community Network first
 - ▶ Then build care coordination service within the network
- ▶ Imbedding projects and programs within a CCT enables sustainability



Network to Care Coordination:

- ▶ Broader identification of individual needs
- ▶ Full Spectrum Care
 - ▶ Social Determinants
- ▶ Successful Referrals
- ▶ Warm Handoffs
- ▶ Cross-disciplinary team care



Thank you!
Questions



PATHWAYS
TO WELLNESS

Acknowledgements

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