DEPARTMENT OF HEALTH

Community Health Worker's Recipe for Collaboration

ship
statewide health improvement partnership

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Community Health Division

Presentation Objectives

- Learn about interdisciplinary health care teams
- Identify 1 strategy for integrating CHWs into clinical settings
- Demonstrate 2 approaches for CHWs to adapt to health care settings

Statewide Health Improvement Partnership

BETTER HEALTH TOGETHER

- *Across Minnesota, communities are working together to create more opportunities for active living, healthy eating and tobacco-free living.*
- *When we make healthy choices easier and available for everyone, we support better health for all.*

About SHIP

SHIP builds the capacity of communities to create better health for all by increasing access to healthier foods and opportunities for physical activity, and reducing commercial tobacco use and secondhand smoke exposure.

SHIP Strategy Overview

Schools

Comprehensive Healthy Eating & Active Living

Workplaces

Comprehensive Tobacco Cessation, Healthy Eating, Active Living and Breastfeeding Support

Community

- Tobacco-Free Living
- Child Care
- Healthy Eating
- Active Living

Health Care

- Population Health: Screen, Counsel, Refer and Follow-up
- Establishing Community Evidence-based Programs
- Breastfeeding Support

Tribal Grants Overview

Tribal SHIP

Schools, Communities and Workplaces

- Food Sovereignty and Traditional Indigenous Lifeways

Health Care

- Link Community Members to Clinic Services

Tribal Tobacco

Schools, Communities and Workplaces

- Commercial Tobacco-Free Living
- Traditional Tobacco Education and Access

Health Care

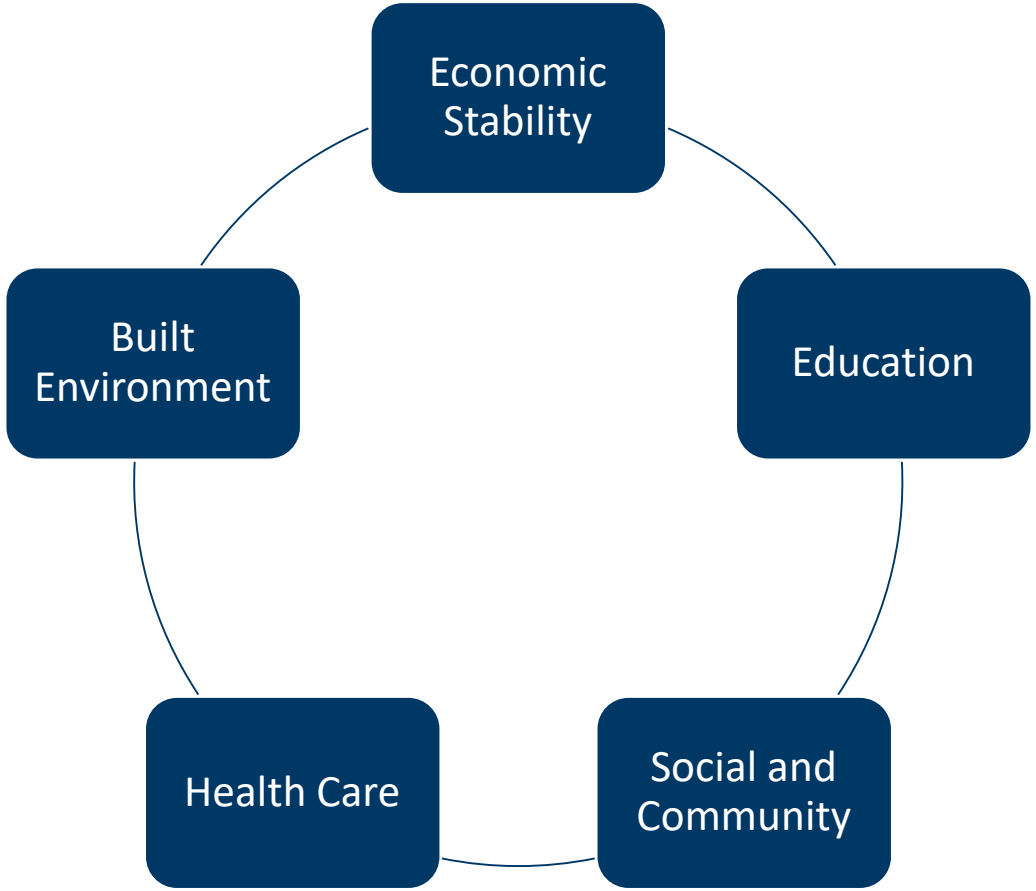
- Link Community Members to Clinic Services

What are Conditions For Good Health?

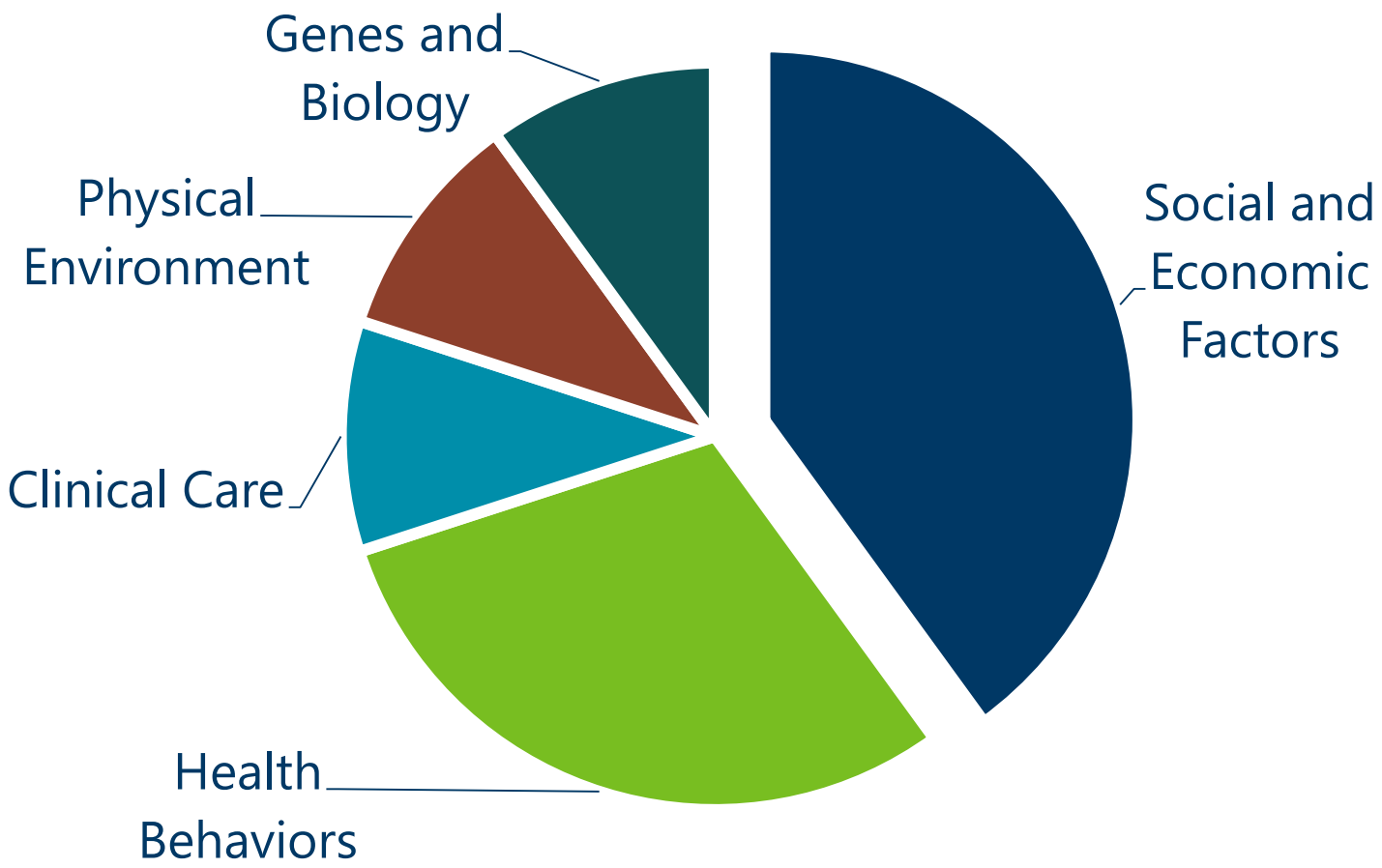
Conditions where people are born, live, learn, work, play, worship and age.

Affects:

- Health
- Daily Functioning
- Quality of Life



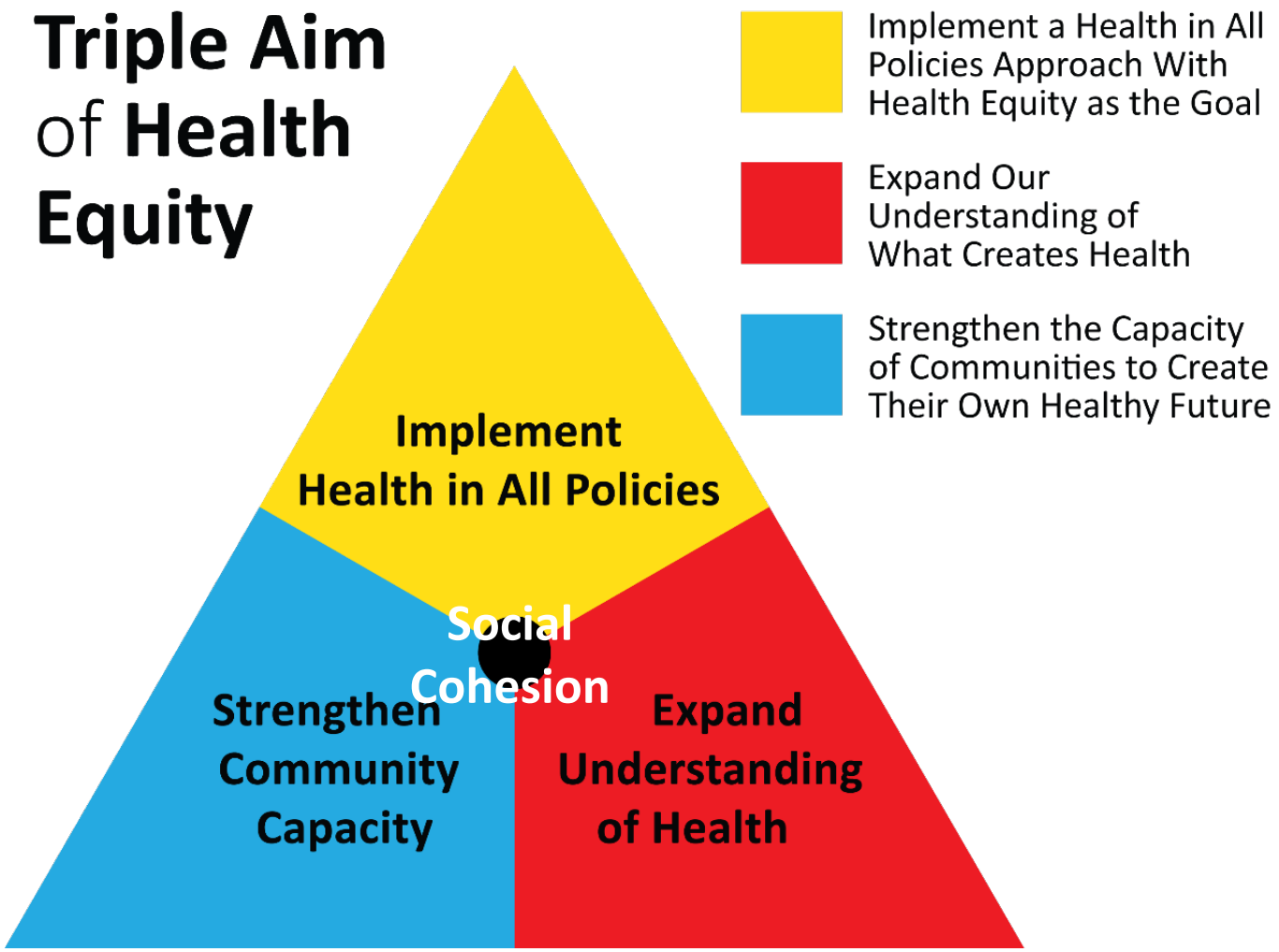
What Determines Health?



Determinants of Health Model based on frameworks developed by: Tarlov AR. *Ann N Y Acad Sci* 1999; 896: 281-93; and Kindig D, Asada Y, Booske B. *JAMA* 2008; 299(17): 2081-2083.

World Health Organization. Ottawa charter for health promotion. International Conference on Health Promotion: The Move Towards a New Public Health, November 17-21, 1986 Ottawa, Ontario, Canada, 1986. Accessed July 12, 2002 at http://www.who.int/hpr/archive/docs/ottawa.html.

Advancing Health Equity and Optimal Health for All

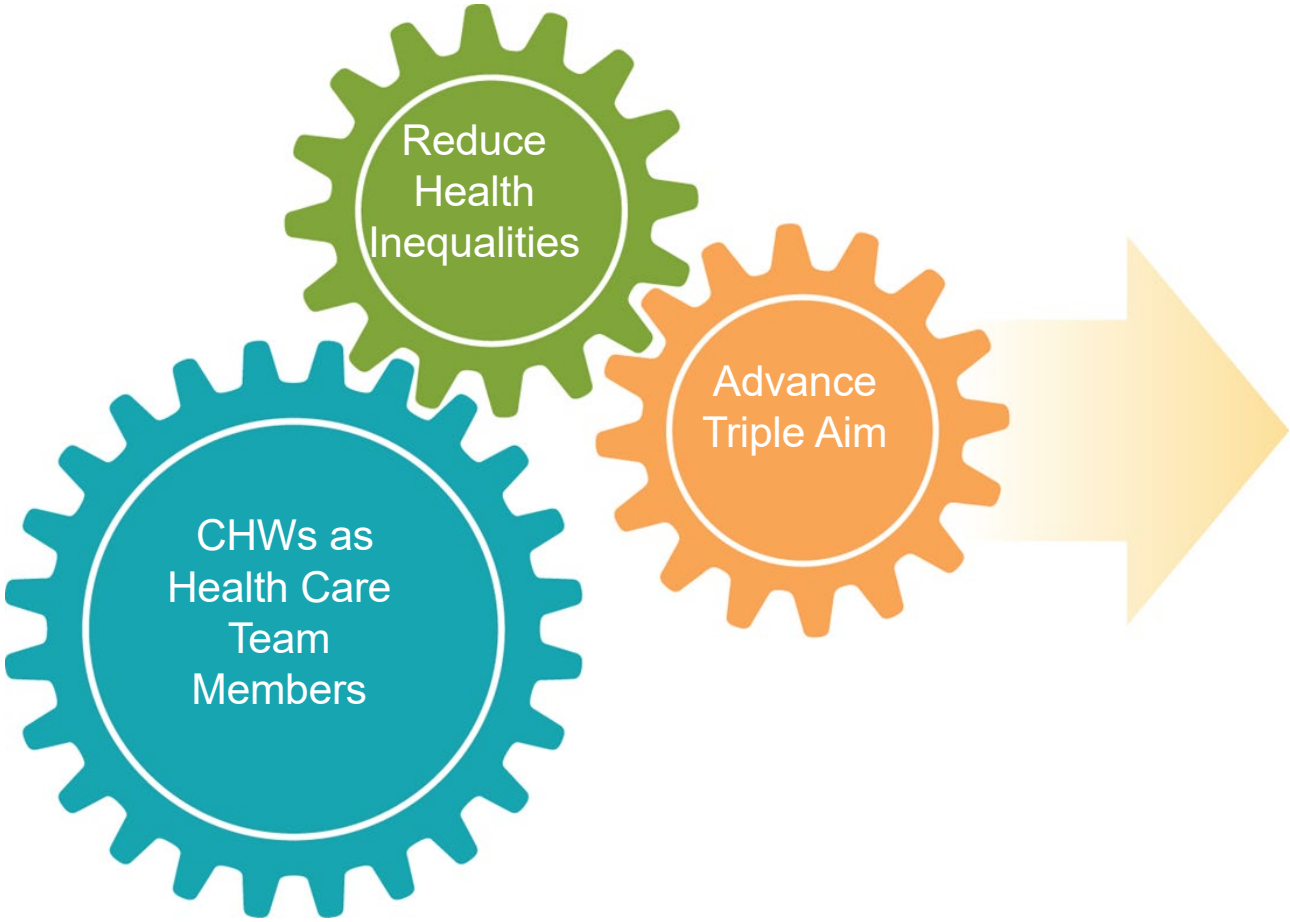


Population: Identify populations likely to experience health inequities

Challenges and Opportunities

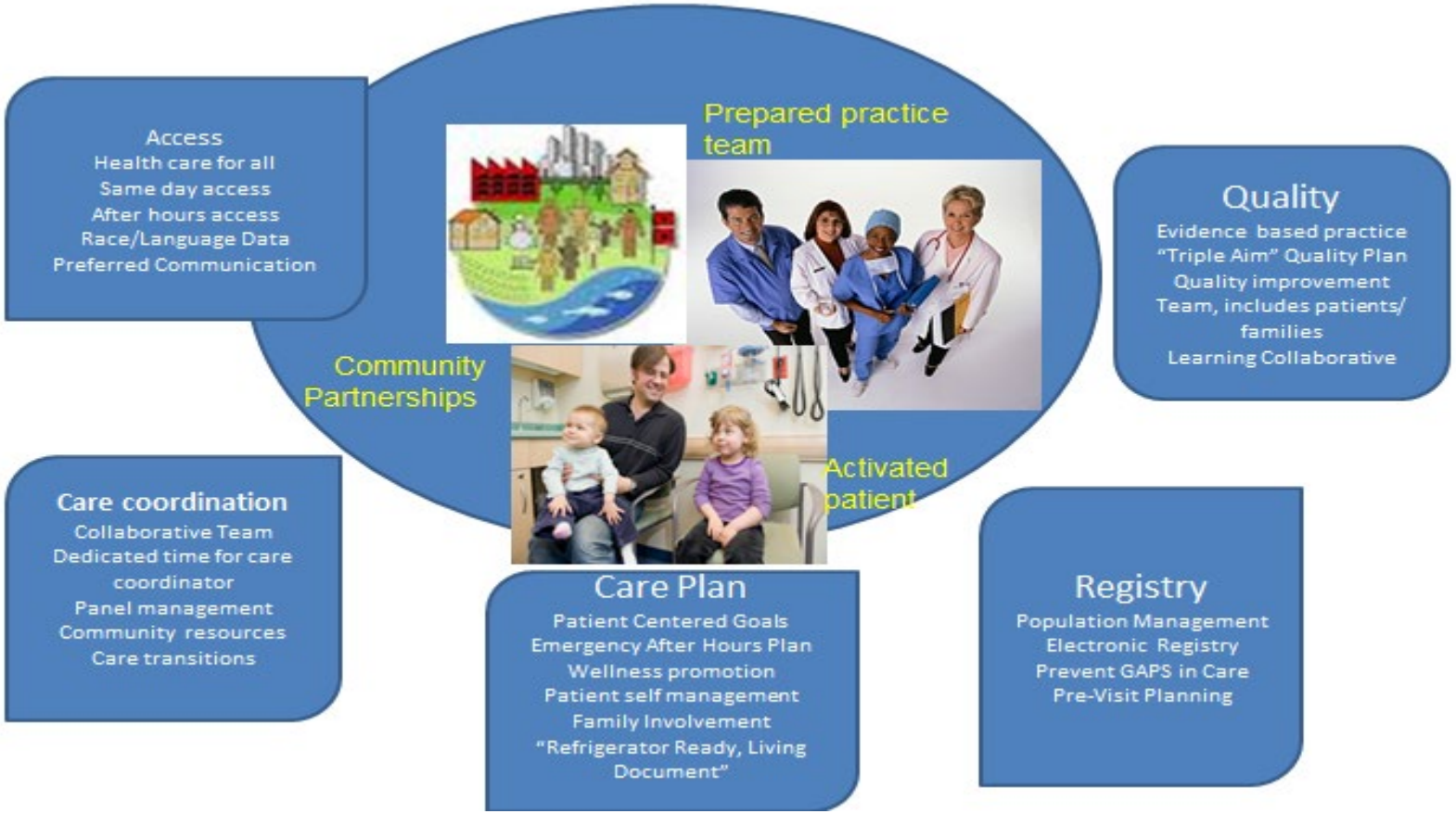
- Increasingly diverse and rapidly aging population
- ACA increasing access to thousands of previously uninsured with projected primary care shortage
- Focus on Triple Aim and team-based care
- Greater emphasis on performance measurement and reporting by race, ethnicity, preferred language and country of origin, statewide and by region
- Health equity growing in priority
- Recognition of the impact of social determinants of health

Overall Goal



Adapted from NM Department of Public Health presentation

Health Care Homes Standards



It takes a team

Interdisciplinary Team

Primary Team

- Physician/Nurse Practitioner/ Physician Assistant
- Medical Assistant
- Nurse
- Lab Assistant
- Front Desk
- Patient/client

Additional Team Members

- Pharmacist
- Behavioral Health Specialist
- Registered Dietician
- Certified Diabetes Educator
- Health Coach/Educator
- Community Health Worker

Care Coordination

- Patient/client engagement and activation
- Assessing individual strengths and needs
- Addressing barriers and connecting to services to meet basic needs
- Promoting health literacy and self care
- Coaching and motivational interviewing
- Helping patients/clients develop goals and supporting their action plans
- Coordinating medical, insurance and community referrals and follow-up
- Sharing feedback and cultural expertise/community knowledge with health team
- Helping patients/clients navigate complicated health and social systems

Health Literacy Matters!

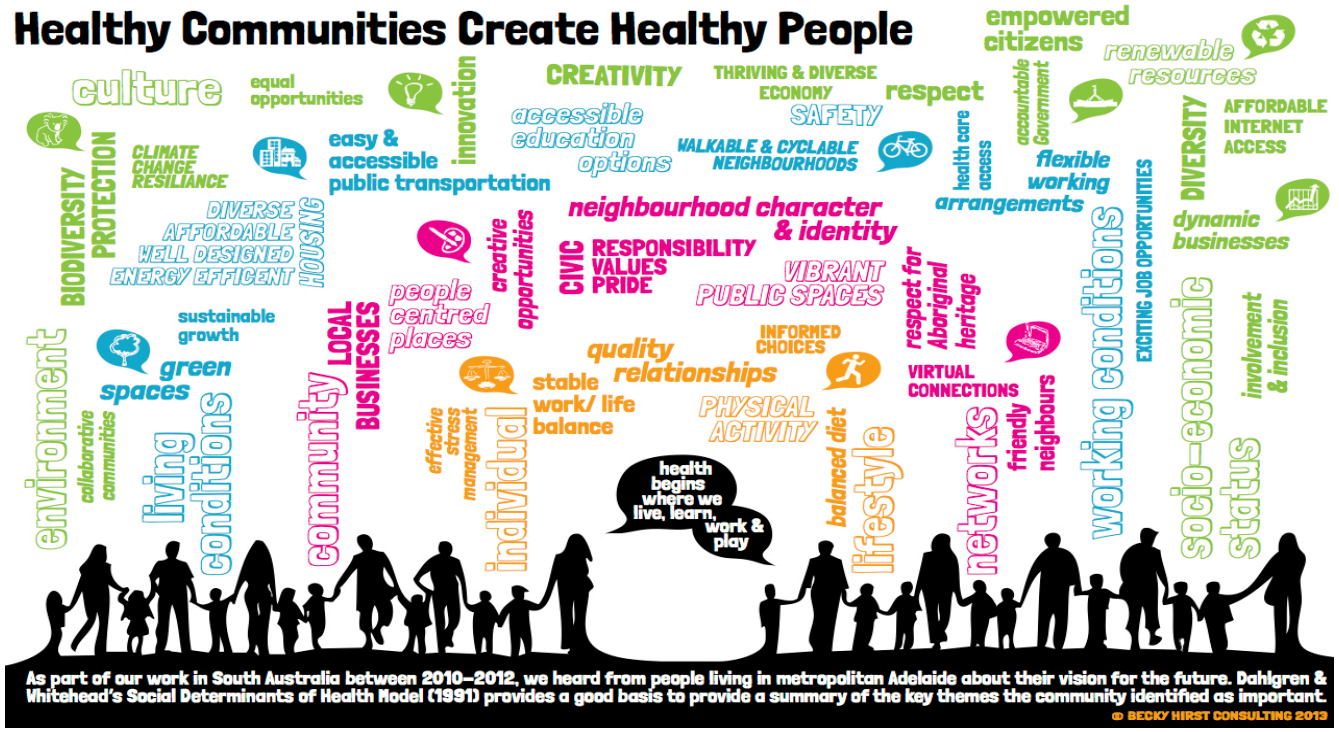
- Basic skills needed to hold a job and get through the day—the ability to read, write, listen, speak and perform basic mathematical calculations.
- These skills can quickly become inadequate when a person enters the complex world of health care.
- **In fact, only 12% of literate Americans are proficient in understanding health information.**
- Even many highly educated people have difficulty understanding health information.

Literacy affects:

- **Access**
- **Safety**
- **Quality**
- **Outcomes**

https://healthliteracymn.org/health-literacy/why-health-literacy-matters

Connections: Expand your understanding of the multiple determinants of health



Determine Relationships

APHA Definition

The Community Health Worker (CHW) is a frontline public health worker who is a trusted member of or has an unusually close understanding of the community served. This trusting relationship enables the CHW to:

- Serve as a liaison/link/intermediary between health/social services and the community
- Facilitate access to services
- Improve the quality and cultural competence of services delivered.

An Emerging Workforce

- Tribal CHRs
- Lay Health Advisors
- Promotores(as)
- Patient Navigators
- Community Health Advocates

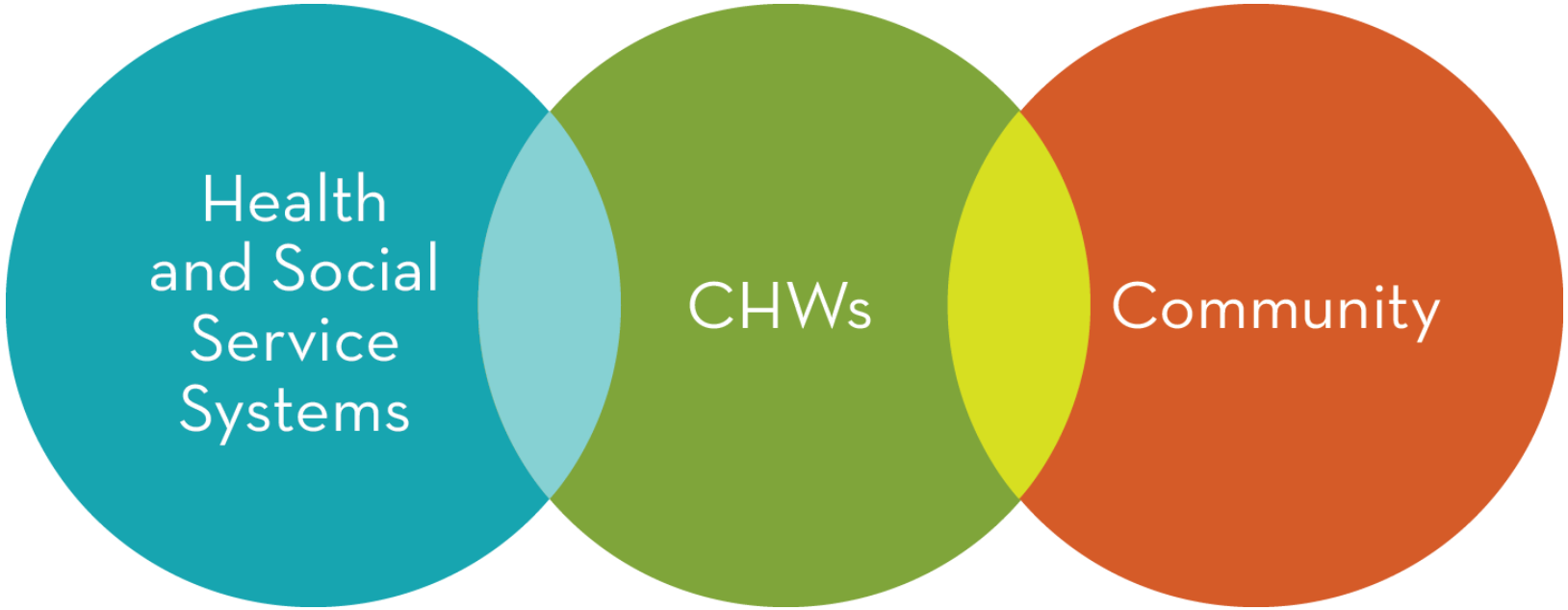
Distinctions between CHWs and other health professions

- Do not provide clinical services
- Generally do not hold a license in another health discipline
- Expertise found in shared life experience and/or culture with the populations served
- Many spend significant part of their jobs working in home and community settings
- Focus on the social determinants of health, upstream and downstream

CHW Setting Continuum

CHWs are uniquely equipped to advance health equity and the Triple Aim

CHWs typically reside in the communities they serve, and share the same language; ethnic, cultural and educational background; and/or life experience.



Adapted from NM Department of Public Health presentation

Role

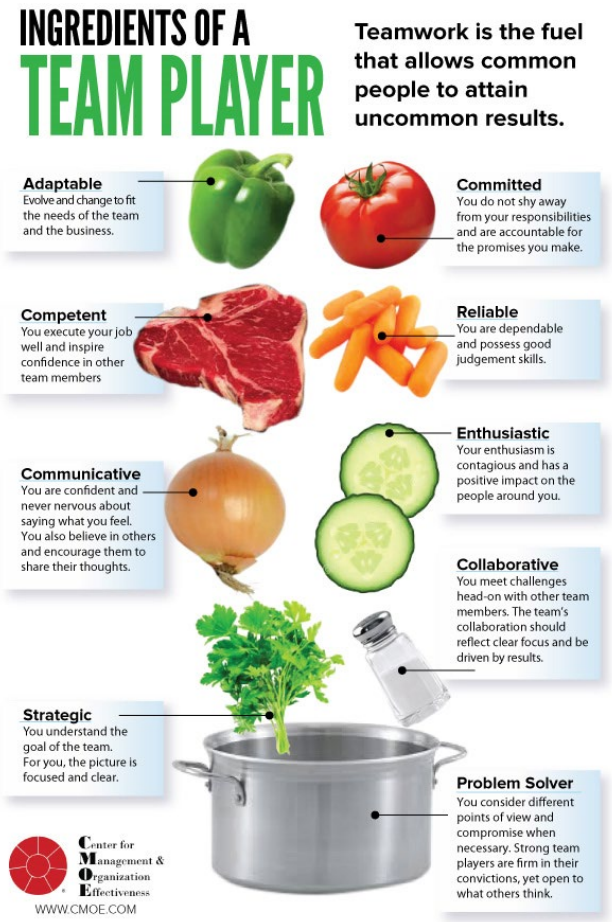
Functions that CHWs serve in communities and the health care system

Scope of Practice

An all inclusive list of roles and tasks which an occupation includes in its scope of work. The exact mix of these roles and tasks for any one individual will vary based on the needs of those served and host organizations

Teams Matter: Ingredients for Success

Ingredients of a Team Player



- Adaptable
- Committed
- Competent
- Reliable
- Communicative
- Enthusiastic
- Collaborative
- Strategic
- Problem Solver

Health Education

- Providing culturally- and linguistically-appropriate information
- Teaching health promotion, prevention and disease management
- Coaching and motivational interviewing
- Modeling behavior change
- Promoting health literacy and self care
- Promoting treatment adherence
- Leading patient education and support groups (e.g. NDPP, parenting, chronic disease self-management)

Self-Management Support

Role	Primary Care Provider	RN	MA	Care Coordinator	Resource/ Educator/ CHW	Clerical
Introduce Self-Management and Patient Role						
Set visit agenda						
Collaboratively Set Goals						
Provide information and training to patients						
Create an Action Plan						
Link Patients with system and community resources						
Proactive follow up						

Outreach and Referral

- Case-finding and recruitment
- Home visiting
- Promoting health literacy and self care
- Health screenings
- Connecting to primary care, mental health and other services
- Preparation and dissemination of materials/communications
- Advocacy and community engagement
- Community needs assessment
- Community organizing

Community Organizing/Capacity-Building

- Community needs assessment
- Interviewing community members and identifying concerns, barriers, opportunities and priorities
- Advocacy and community engagement
- Mobilizing communities to improve health
- Working with local stakeholders to effect positive changes in the local environment

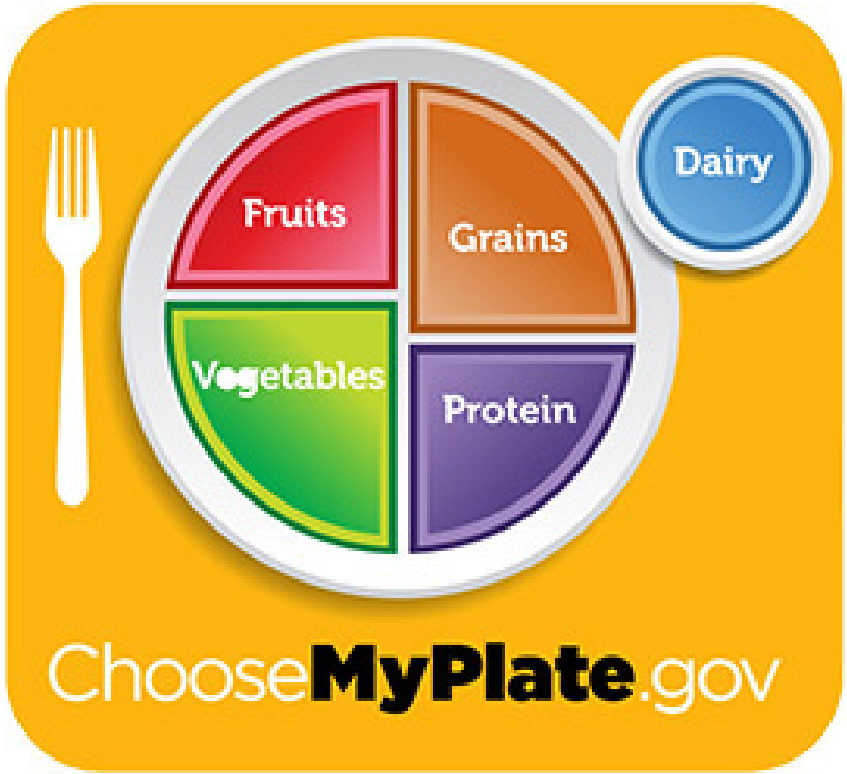
Prediabetes: CHW Role

- Screen/Identify
- Counsel
- Refer
- Follow-up

Healthy Eating

Resources – Weight Management

- National Diabetes Prevention Program
- Weight Watchers
- TOPS (Taking Off Pounds Sensibly)
- ChooseMyPlate.gov
- Dietitian
- DASH Diet



Physical Activity

Resources – Access to

Healthy Foods

- Local food shelf
- Sign-up for SNAP/WIC if eligible
- Farmer's Markets
- Grocery store tours

Physical Activity

- Curves
- Local trails
- Walking groups in the community
- Community center fitness classes

Tobacco and Alcohol

Resources – Tobacco/Smoking Cessation

- Call it Quits referral program
- 1-800-QUIT-NOW free telephone counseling & support

Resources – Management of Other Conditions

- National Diabetes Prevention Programs
- Diabetes Self Management Program
- Chronic Disease Self-Management Program
- Follow-up visits with doctor, diabetes educator, dietitian

Resources – Stress Management

- American Heart Association
- Doctor or nurse practitioner
- Contact a local library or recreation center for classes

Identifying and Connecting Other Services

Money
Income
Cash Savings
Debt Management

Education/Job
Employment
Adult Education

Basic Needs
Housing
Food Security
Transportation
Child Care

Health
Physical Health
Mental Health
Chemical Health
Health Coverage

Children
Child Education
Physical Health (Child)
Mental Health (Child)
Child Developmental Milestones

Relationships
Parenting Skills
Family Relationships
Social Support
Living Environment

Other
Dependent Care
Legal
Disabilities
Life Skills

Culture
Cultural Stress
Cultural Identity

Causes: Identify and describe the causes of the differences in living and working conditions between population groups

Systems

NORMS AND NETWORKS

DISCRIMINATION

Recommended strategies for a health system in closing the healthcare disparity gap

Collection of self-reported REAL (Race, Ethnicity and Language), gender, age, etc., and monitoring of data on health disparities

Awareness of the existence of health and health care disparities,

Provision of culturally competent care and services,

Effective communication to build trust and improve connections between patients and health care providers,

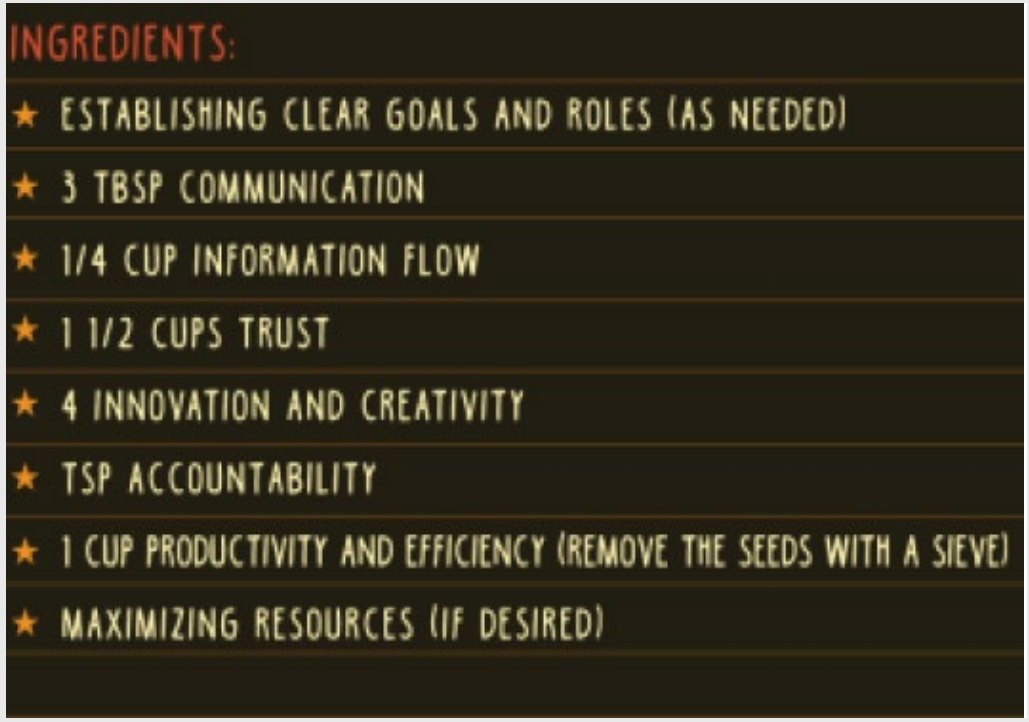
Creation of a more diverse health care work force,

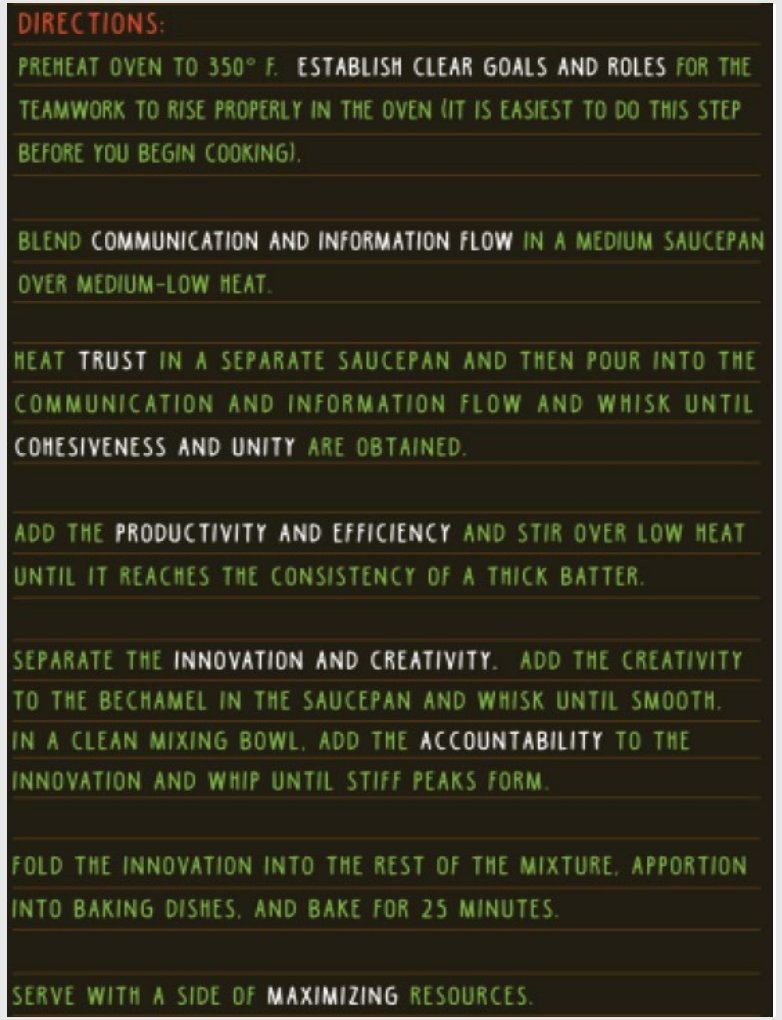
Multidisciplinary teams and evidence-based guidelines,

Conducting research activities to evaluate strategies to address disparities in health care

ASHP Statement on the Health System Pharmacist's Role in the National Health Care Quality Initiatives. Am J Health-Syst Pharm. 2010; 67-578-9

Recipe for a Successful Team





Your Recipe for Success

- Think about your situation
- Use Yellow Recipe cards to list ingredients
- Write out an action plan using your ingredients

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Thank you!