Winona Community HUB

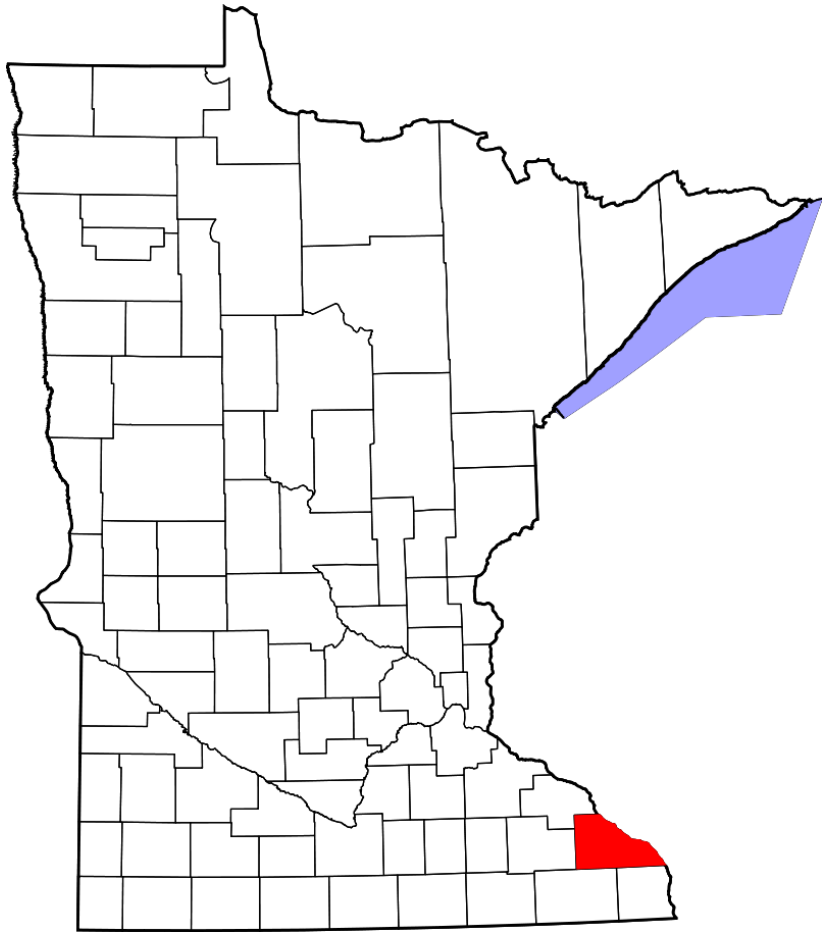
Pathways to wellbeing

AN EVIDENCE BASED APPROACH TO COMMUNITY-BASED CARE COORDINATION:

PATHWAYS COMMUNITY HUB INSTITUTE (PCHI) MODEL IMPLEMENTATION IN WINONA COUNTY, MN

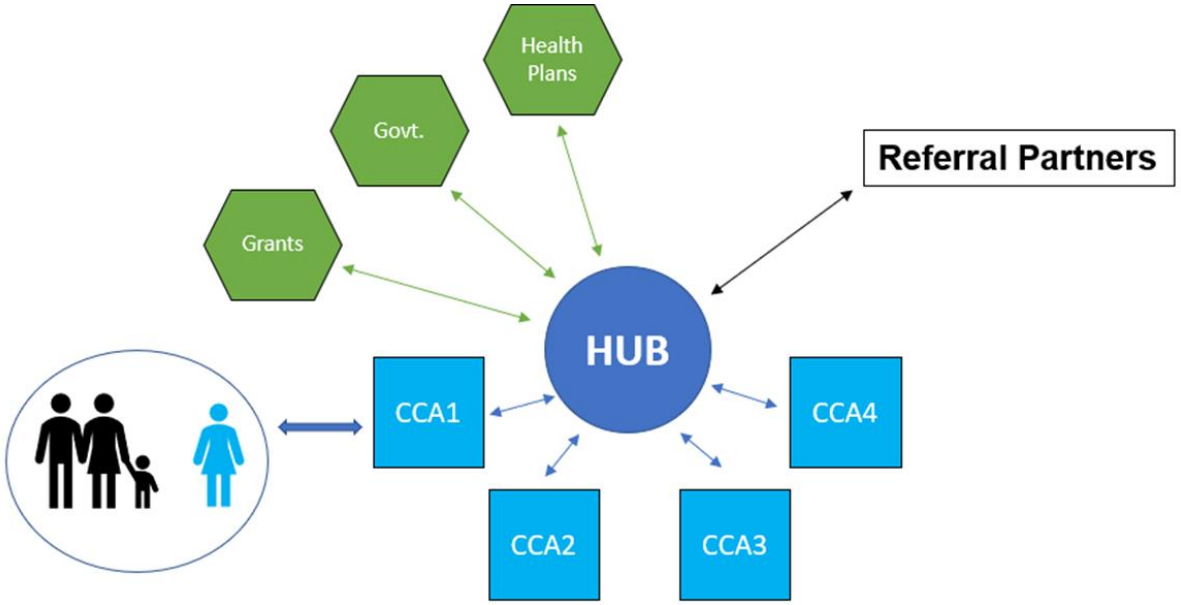
SESSION OBJECTIVES

- Participants will enhance knowledge and skills to:
  - Define the Pathways Community HUB Institute (PCHI) Model of care coordination
  - Describe examples of PCHI Model implementation and progress in rural Winona County, Minnesota
  - Explain what has been learned through the implementation process
  - Understand how to explore implementation of the PCHI Model in your community



PCHI MODEL OVERVIEW

- A centralized community resource that utilizes community health workers to link individuals to health and social services
- Uses existing community resources more efficiently and effectively
- Uses shared metrics to identify and track risks
- Provides holistic care coordination = one worker for the whole family
- A sustainable structure of payments for outcomes
- Is owned by the community, directed by the community



Outcome Based Contracts:

- Payors & HUB
- HUB & CCAs (care coordination agencies)

PATHWAYS COMMUNITY HUB PRINCIPLES

FIND

Identify individuals/families at greatest risk and provide a comprehensive assessment of health, social, and behavioral health risk factors.

TREAT

Ensure each identified risk factor is assigned to a specific pathway ensuring that risk factors are addressed with an evidence-based or best practice intervention (e.g., parenting education, housing, food, clothing)

MEASURE

Completion of each pathway confirms that risk factors have been successfully addressed. Measurement includes other outcomes that involve multiple risk factors (e.g., improvement in chronic disease, reduction in emergency department visits, stable housing, and employment).

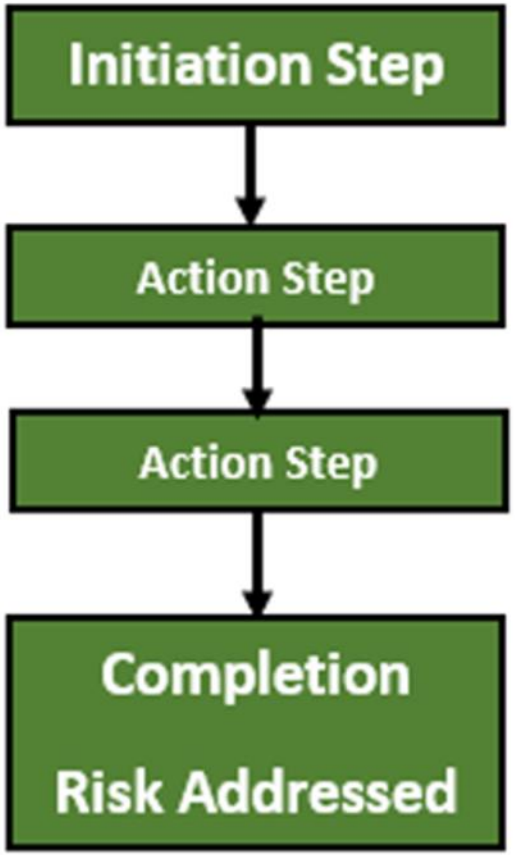
FIND: EVOLUTION OF REFERRAL CRITERIA

- **At inception:** Food insecurity
- **In response to COVID:**
  - Food insecurity
  - and/or Housing insecurity
  - and/or Mental health concerns
- **Current:**
  - Food insecurity
  - and/or Housing insecurity
  - and/or Mental health concerns
  - and/or 5+ emergency department visits in the past 12 months
- Criteria will continue to evolve

REFERRAL PARTNERS

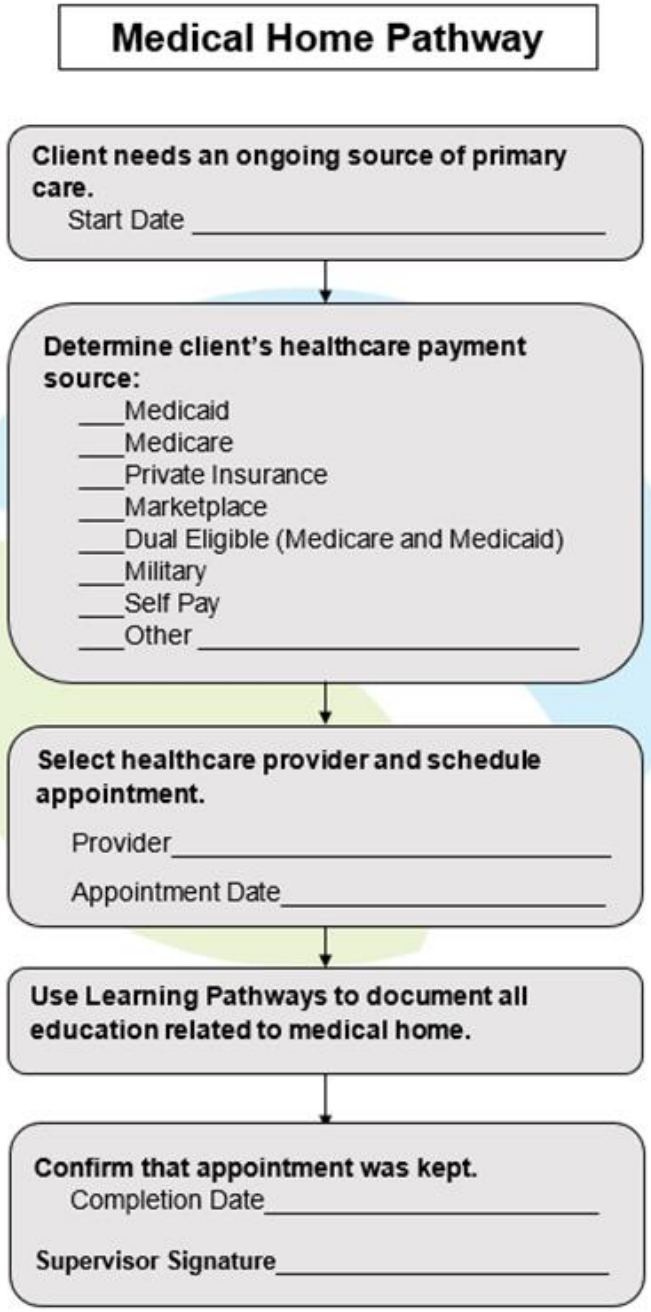
TREAT: 21 EVIDENCE-BASED PATHWAYS

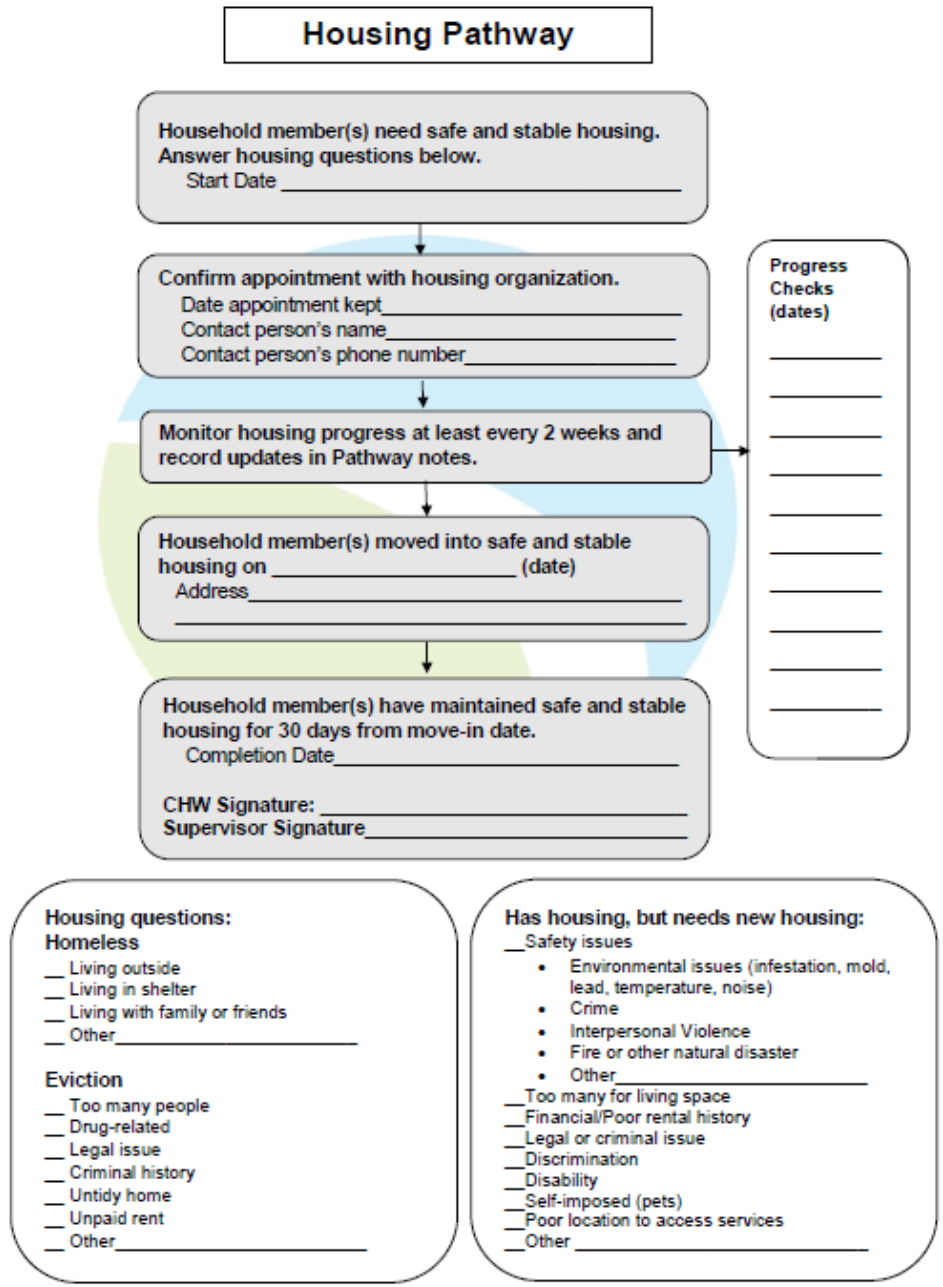
- Adult Education
- Developmental Referral
- Employment
- Family Planning
- Food Security
- Healthcare Coverage
- Housing
- Immunization Referral
- Learning
- Medical Home
- Medical Referral
- Medication Screening
- Medication Reconciliation
- Medication Adherence
- Mental Health
- Oral Health
- Postpartum
- Pregnancy
- Social Service Referral
- Substance Use
- Transportation



PATHWAYS

- One risk factor at a time
- Completion = Payment
- Finished Incomplete Pathway = Gaps





MEASURE: TRACK PROGRESS WITH PATHWAYS

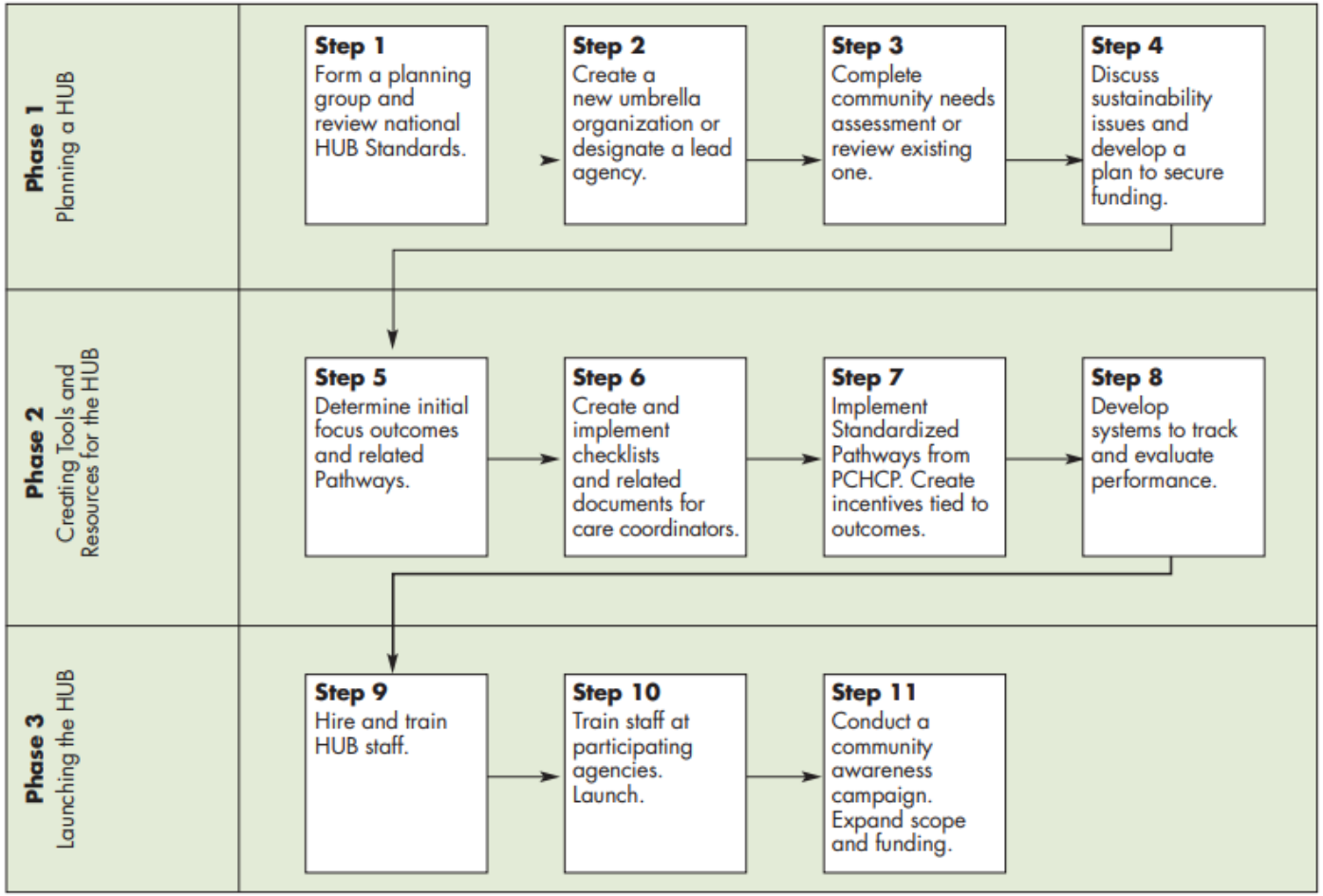
- Database with real-time participant data
- Track which pathways are completed well in our community and which are not
- See outcomes within each agency
- Share performance data with community partners to guide further action

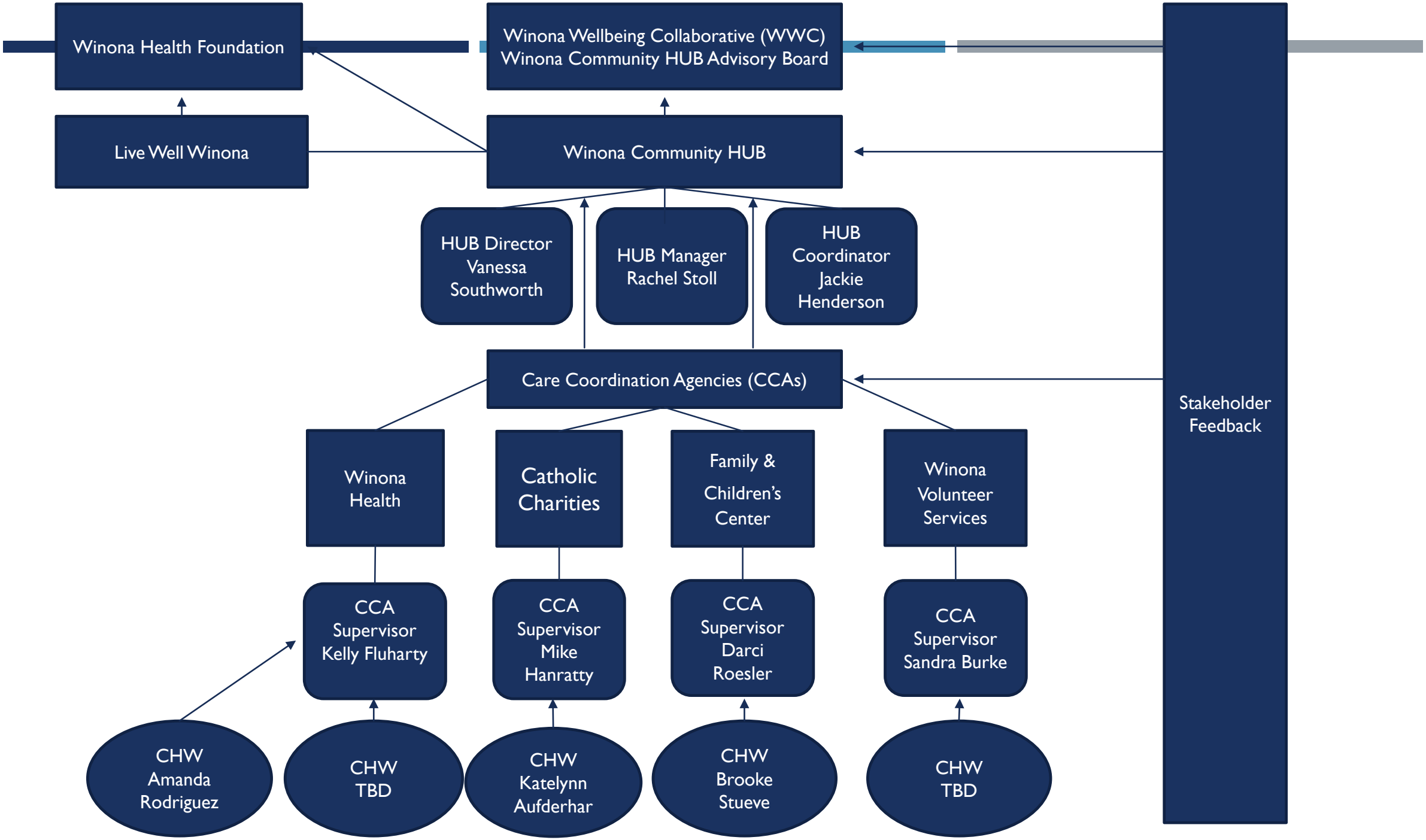
HUB PATHWAYS TRACKING: ALL PATHWAYS IN 2022

Pathway	Initiated	Finished Incomplete	Completed	Median Duration Days	# Clients with PW	% Clients with PW	Percentage Completed
P2-Social Service Referral	400	109	195	11	110	26	64
P2-Medical Referral	330	61	201	10	88	20.8	77
P2-Learning	187	2	182	1	60	14.18	99
P2-Housing	86	33	17	96	82	19.39	34
P2-Mental Health	81	29	21	64	78	18.44	42
P2-Employment	66	27	15	70	61	14.42	36
P2-Substance Use	59	17	10	19	55	13	37
P2-Transportation	55	13	14	47	50	11.82	52
P2-Oral Health	54	15	9	47	53	12.53	38
P2-Medical Home	45	14	11	59	43	10.17	44
P2-Food Security	35	9	13	65	31	7.33	59
P2-Adult Education	28	14	1	247	27	6.38	7
P2-Medication Screening	19	7	7	1	19	4.49	50
P2-Health Coverage	11	4	3	7	11	2.6	43
P2-Immunization Referral	4	3	1	22	4	0.95	25
P2-Medication Adherence	3	3	0	-	2	0.47	0
P2-Family Planning	2	0	1	40	2	0.47	100
P2-Postpartum	1	0	1	30	1	0.24	100
P2-Pregnancy	1	0	0	-	1	0.24	0

PHASES AND STEPS OF BUILDING A PATHWAYS COMMUNITY HUB

- **Started our Journey in 2016**
- **Hired first CHW in 2019**
- **Currently three CHWs in three Community Care Agencies**




Winona Health Foundation
Winona Wellbeing Collaborative (WWC)
Winona Community HUB Advisory Board
Live Well Winona
Winona Community HUB
HUB Director Vanessa Southworth
HUB Manager Rachel Stoll
HUB Coordinator Jackie Henderson
Care Coordination Agencies (CCAs)
Stakeholder Feedback
Winona Health
Catholic Charities
Family & Children's Center
Winona Volunteer Services
CCA Supervisor Kelly Fluharty
CCA Supervisor Mike Hanratty
CCA Supervisor Darci Roesler
CCA Supervisor Sandra Burke
CHW Amanda Rodriguez
CHW TBD
CHW Katelynn Aufderhar
CHW Brooke Stueve
CHW TBD

EXCITING PROGRESS

- First certified Pathways Community HUB in Minnesota
- First Pathways Community HUB to contract with two payers in Minnesota
- Awarded first round Regional Health Equity Networks Grant by MDH to serve the immigrant and refugee communities in Winona County
- An AmeriCorps site in collaboration with Winona County Department of Public Health with a project focused on participant engagement in program evaluation and improvement
- Awarded second round Regional Health Equity Networks Grant by MDH to serve the immigrant and refugee communities in Winona County and establish a participant advisory committee

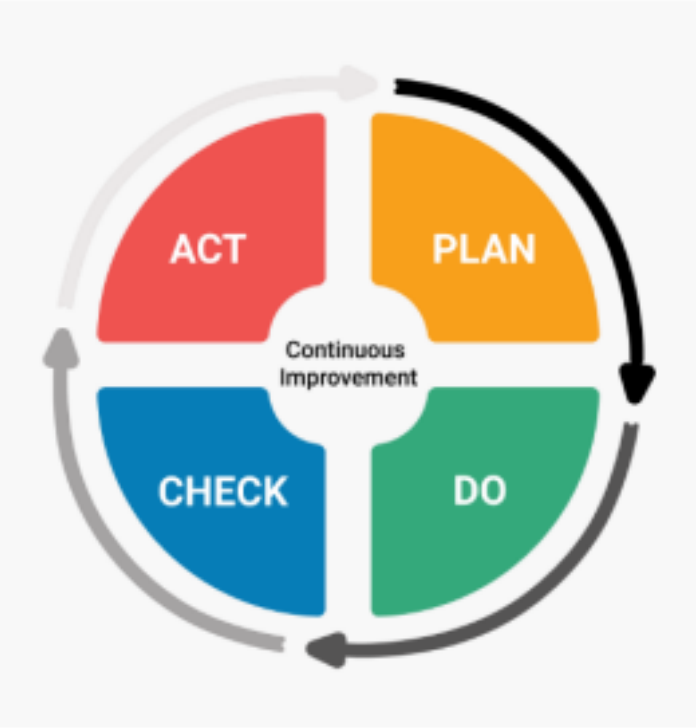
AmeriCorps

SUSTAINABILITY

- Community Support
- Workforce
- Financial
  - Ability to bill for all services, including Systems Navigation
  - Ability to bill for innovative models such as the Pathways Community HUB Model, which bills for outcomes versus fee for service
  - Sustainable rates

WHAT WE ARE WORKING ON: QUALITY IMPROVEMENT

- Quality Improvement efforts launched in 2022
- Continuous Systems Improvement Training from Winona Health CSI team
- Addition of .5 FTE due to Stratis Health Building Healthier Communities grant



Building Healthier Communities

Funding by Stratis Health, supporting efforts to build a culture of quality in health care.

WHAT WE ARE WORKING ON: PARTICIPANT FEEDBACK

- AmeriCorps position shared with Winona County Department of Public Health to focus on stakeholder feedback
- Participation at community events
- Participant surveys
- Participant advisory committee

WHAT WE ARE WORKING ON: HEALTH EQUITY

- Regional Health Equity Networks Grant
  - Collaboration with Project FINE
  - Collaboration with Engage Winona
- Participation in Community Health Improvement Plan (CHIP) workgroup focused on health equity
- Increasing our ability to gather feedback from HUB participants

Project FINE
Focus on Integrating Newcomers through Education

ENGAGEWINONA

LEGISLATIVE ADVOCACY

- MN CHW Alliance Legislative Action Committee
- MDH Cultural and Ethnic Communities Leadership Council Legislative Workgroup
- Agenda
  - Systems Navigation vs. Care Coordination
  - Removal of Eligible Provider Requirement

QUESTIONS?

THANK YOU!

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Community Wellbeing Director

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Rachel Stoll, CHW

Winona Community HUB Manager

Winona Health - Live Well Winona

rstoll@winonahealth.org