Hennepin Healthcare

Healthy Communities Program

Home Visiting Community Health Workers

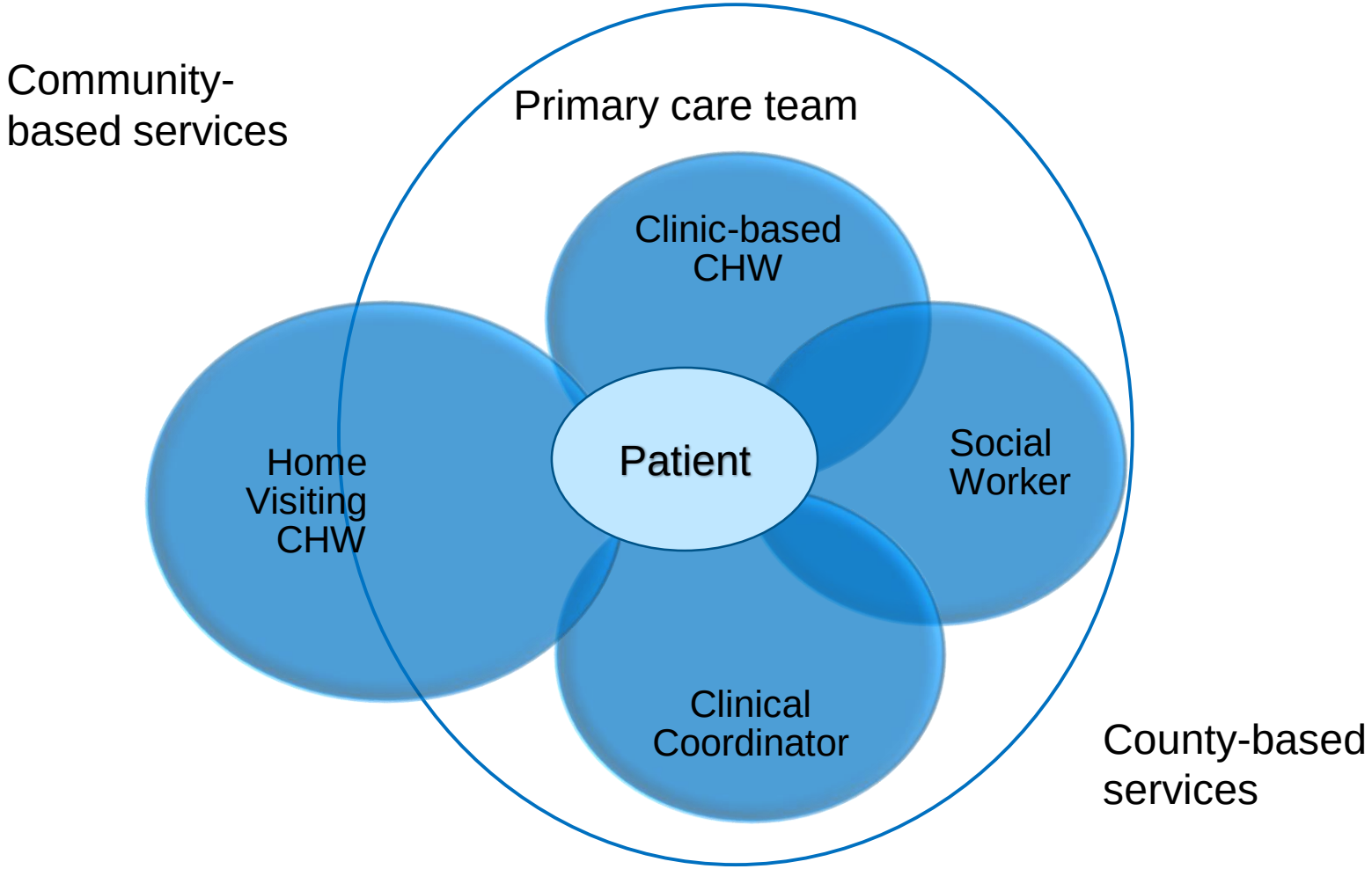
Community Health Workers

- 24 Community Health Workers across Hennepin Healthcare System
  - 16 Primary care
  - 1 Emergency Department
  - 1 Inpatient
  - 6 Home visiting

Home Visiting Program Background

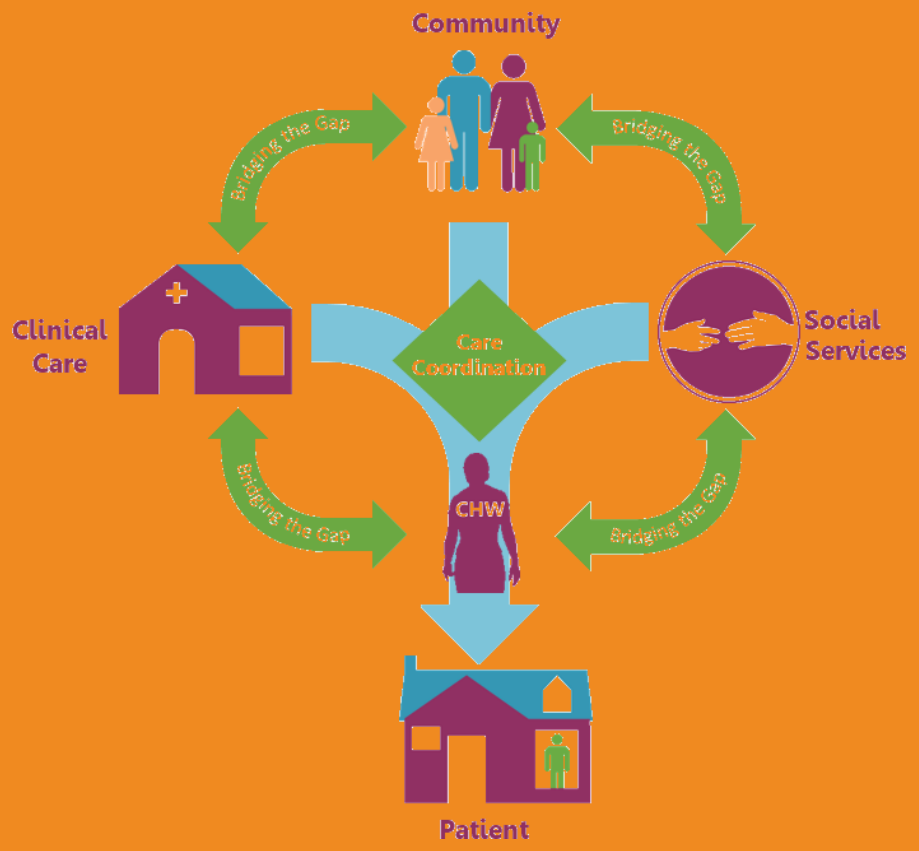
- Funded by Medtronic Foundation and Greater Twin Cities United Way
  - MVNA initial recipient of funding→ merged with HCMC in 2016
- Short-term, intensive intervention for adult patients with:
  - Diabetes
  - Cardiovascular disease
- Program has used a continuous improvement approach to pilot new models
  - Hotspotting
  - MVNA home health nurses
  - Inpatient cardiology
  - Primary care clinic integration

Home Visiting Program Model



Program Goals

1. Connect patients to community resources for basic needs
2. Help patients connect to and navigate the health system
3. Providing self-management education and support for chronic conditions



Scope of Services

Services provided include:

- Connection to material resources
  - Phone
  - Food
  - Clothing
  - Medical transportation
- Setting up medical appointments
- Providing self-management education and support
- Reading important mail with the patient to identify follow-up steps
- Following-up on services/applications
- Calling pharmacy to coordinate medication delivery

CHW Skills & Tools Used

CHW skills/competencies:

- Disease-specific education/teaching
- Knowledge of a wide range of resources/services
- Motivational interviewing/health coaching
- Cultural awareness

Tools used:

- Electronic health record
- Huddle system
- Lifestyle Overview
- NowPow

Results

- Served 220 patients in 2017
  - Majority of patients served are African-American, 56-65, and Male
  - 35% of patients were covered by Medicare and 31% covered by Medicaid
  - 24% speak a language other English
- From preliminary 2017 evaluation, program participants have:
  - ↑ Complete outpatient visits
  - ↓ ED visits
  - ↓ Inpatient admissions
  - ↑ No show rates for schedule outpatient visits

Measurement

- Electronic health record reporting is the primary source of data for evaluation
- Ongoing challenges in measuring indicators including:
  - Quality of life
  - Connection to resources
  - Improvements in disease self-management behavior
- Considerations for future measurement include:
  - Documentation burden for staff
  - Accuracy and quality of data collection

What leads to success?

- Organizational and provider support and buy-in for CHWs
  - Direct supervisor for program
- Clarity about and respect for scope and role of CHWs
  - Availability of other team members to meet needs outside of scope
- CHWs familiar with communities and resources available
- Having and following standard work and tools
- EHR connected to the health system→ facilitates communication
- Patients receptive to the service→ service well matched to need

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Questions?

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