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

Primary care team

Clinic-based CHW

Social Worker

Clinical Coordinator

Home Visiting CHW

Community-based services

County-based services
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

5/29/2018
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
Questions?

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