New Frontiers: Opportunities and Settings for CHW Impact

People Incorporated Mental Health Services
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People Incorporated Mental Health Services

- Serves over 15,000 consumers per year through the Twin cities and surrounding regions
- Over 60 programs and services areas
  - Children’s and family programs, crisis residence, MI/CD Treatment, residential services, programs to help the homeless, case management services, and more!
“Supporting Mental Health and wellness in our community through collaboration and Integration of care.”
People Incorporated Organizational Restructure

Launched Integrated Services Division (2016/2017): expanding on our organizational commitment to whole person health

- Foundational Health Services
  - Nursing Services

- Foundational Wellness Services
  - Community Health Worker Services – first CHW (Angela) joined the team in October, 2016
  - Tobacco Treatment Services
  - Contract Wellness Services (yoga, tai chi, massage, acupuncture)
Needs

- Intervention and Services: People with serious mental illness (SMI) dies 20-25 years earlier than the general population
- Treatment and Access to Care: High Incidence of co-morbidity (chronic disease) and co-occurring mental health and addiction disorders
Challenges

- Complexities that come with the population we service; Behavioral or cognitive challenges
- Mistrust of the system
- Lack of knowledge and resources
- Provider Burdened and declines additional providers
- Lack of treatment services
- Funding sources
PI’s CHW Model

- Ohio Pathways Model
  - Improves health and social outcomes through the completion of individual pathways
  - The Pathways model developed as a strategy to track and improve accountability for positive, measurable changes
  - Pathways Model guiding principles:
    1. Find: identify those at greatest risk
    2. Treat: ensure treatment through evidence-based interventions and evaluate their impact

- We currently utilize 21 different pathways. A few examples:
  - Education Pathway
  - Social Service Referral Pathway
  - Medication Assessment Pathway
Incorporation of the Pathways Model

- Building the model into our existing electronic medical record system – Evolv
  - CHW referrals
  - CHW initial screening and completion of the World Health Organization Quality of Life screening
  - CHW Standing Order – Population Based
  - CHW Progress Notes (billable)
  - CHW Treatment Plan (mechanism to track Pathway/goal progress and completion)

- Utilization of Best Practice Guidelines and identified health and wellbeing curriculum and resources to create person centered care plans which lead to the successful completion of pathways
Results – What Are We Finding?

- **Q4 – 2017**
  - Enrolled 47 new consumers
  - Provided 54 individual CHW sessions where one or more pathways were opened per session
  - Conducted 16 group health education classes on nutrition, physical activity, mindfulness, sleep, and chronic disease education, prevention, and management
    - Group attendance: 31 unduplicated and 65 duplicated

- **Q1 – 2018**
  - Enrolled 40 new consumers
  - Provided 44 individual CHW sessions where one or more pathways were opened per session
  - Conducted 1 billable/21 non-billable group health education classes on nutrition, physical activity, mindfulness, sleep, and chronic disease education, prevention, and management
  - During this time period, 105 units ($1,911.00) were billed and at this point, $86.20 has been paid.
What are the Lessons Learned as a New Frontier utilizing CHW in Behavioral Health Settings?

- CHW Impact: Further supports our organizational Mission and allows a streamlined systems of care for our consumers.
- Change Takes Time but change is possible
- Much is given much is regarded
- *There is still lots of work to be Done*…………………………
Challenges and Opportunities

- Difficulties of team integration
  - Additional training tools and opportunities
  - Inclusion if team meetings and communications
  - Growth and presence in the broader health care community
- Lack of understanding of the CHW role and how it fits in with the consumers care team
  - See above
- Sustainability - Billing: low reimbursement and the lack of reimbursement
  - Working with internal and external to trouble shoot claim denials
  - Continue collecting data showing the benefits of CHW services and the shortfalls of current reimbursement rates
  - Supplementing with grant funding
Challenges and Opportunities

- Maintaining clients with fluctuating acuity of needs
  - Learning about the population being served and determining, in advance, if a client may not be an appropriate fit for CHW services
  - Additional support from the consumer’s care team – warm hand-offs

- Producing significant, quantitative results to show ROI
  - Compile data and results collected throughout the broader community (larger sample sizes and more impactful data to influence positive opportunities for CHW services)