

CA4Health: Community Health Worker Advisory Committee Meeting
April 23, 2014
Meeting Notes

CURRENT CHW EFFORTS: What's going on now that we know about	
National Efforts	<ul style="list-style-type: none"> • National steering committee of Promotores de Salud • APHA Research efforts (APHA CHW Section) • APHA Policy to Support CHW
Statewide Efforts	<ul style="list-style-type: none"> • CalSIM workforce workgroup on CHW/P <ul style="list-style-type: none"> ○ Limited to maternity care, palliative care, ACC's, health homes for complex patients. • HHS Interagency working group on CHW's • Community Health Work Hub Project (CJA-Kreske)
Regional/Local Efforts	<ul style="list-style-type: none"> • ACTIVATE program Central Valley (PHI) <ul style="list-style-type: none"> ○ Pending funding from CMMI • CA- Regional Team Conservation Meetings (3) • SRJC Alumni and Friends CHW Chapter • CHW initiative of Sonoma County • Sonoma – CHOW Group • Health Action – Sonoma County
Advocacy Efforts	<ul style="list-style-type: none"> • Advocating for CA to implement CMS rule on reimbursement. RAMP, CPEHN, First 5, and others. • AB 361 medical homes. Exploring role for CHW's in new service delivery model and funding. • California Association of CHW (CACHW) Advocacy website <ul style="list-style-type: none"> ○ Sonomahealthaction.org
Training and Curriculum	<ul style="list-style-type: none"> • Vision y Compromiso <ul style="list-style-type: none"> ○ Regional Network Trainings ○ Provider Survey – Statewide ○ Common Curricula Development – Statewide ○ Annual Conference 12/14 ○ Curriculum development – common capacity ○ Trainer survey • Community College curricula development to expand CHW programs (including new materials at CCSF and other community colleges) www.ccsf.edu/chw • Promotora Academy (San Diego) • Development of CHW skills through AmeriCorps
Tools	<ul style="list-style-type: none"> • Humboldt had developed an ROI Calculator <ul style="list-style-type: none"> ○ Humboldt patient partner focus groups with health care providers and hospitals • Humboldt – Community Advisory Group on Surgical Rates (cardio related)
Funding	<ul style="list-style-type: none"> • Health philanthropy funding • Hospital used community benefit funds to stabilize promotora funding

RESOURCES	
Description	Contact or website
Videos of providers and triple aim (benefit of CHW's)	Almost ready; contact either Pamela Keach (Pamela.keach@ucsf.edu) or Kevin Barnett (kevinpb@pacbell.net)
CRMP 1074 Report on CHW's	
Urban Institute 2014 studies for Rockefeller Foundation	www.urban.org/careworks
"Foundations for CHWs", textbook from City College of San Francisco and Jossey-Bass (we are working on a 2 nd edition and supporting training materials)	www.ccsf.edu/chw
Community College Developed Curricula (available programs offered for CHW)	
Hesperian Health Guides	www.hesperian.org
Sonoma State University - Patient Navigator Program	http://www.sonoma.edu/exed/patient-navigator/
Meta-Salud	
Patient engagement program: Humboldt Rural Based	
Vision y Compromiso: curricula on various topics, such as personal/professional development, organizational institution of CHW, policy and advocacy, and convening small/large	http://www.visionycompromiso.org/
CHW Credential, Boston, MA	http://chwinitiative.bostonabcd.org/
Promotora Academy	Contact: Margarita Holquin Margarita.holquin@cvesd.org www.chulavistacc.org

UPCOMING OPPORTUNITIES	
National	<ul style="list-style-type: none"> • CMS reimbursement, will DHCS promulgate requirements? <ul style="list-style-type: none"> ○ Advocating for CA to implement CMS rule on reimbursement RAMP, CPEHN, First 5, and others. • Other funding opportunities – CMMI? PCORI? • HRSA grant – training CHW/P to work with 18-25 year olds
California - Legislative	<ul style="list-style-type: none"> • Interest from state legislators to do legislation • AB 361 Medical Homes – Exploring role for CHW's in med home model and fed reimbursements.
Statewide	<ul style="list-style-type: none"> • Health Plans – bundled payments • CA Association of Community Health Workers
Local/Regional	<ul style="list-style-type: none"> • Medical Preventative Services • Public health funding cuts <ul style="list-style-type: none"> ○ Fewer resources • October 1st Prevention and Wellness Showcase (Sonoma) • Vision y Compromiso – Local training and capacity building, support for counties

KEY STAKEHOLDERS

- Health/economic justice philanthropy
- Labor organizations (SEIU)
- HHS/CDPH
- Local and statewide CWIB's
- Area Health Education Council (AHEC)
- Covered California
- PHI
- CHWs/Promotores
- Chambers of Commerce
- Community members
- Lay Leaders
- Community Colleges
- Community Action to Fight Asthma (CAFA)
- Local Health Departments (LHD)
- Federally Qualified Health Centers (FQHC)
- California Primary Care Association (CPCA)
- Community Action Partners (CAP)
- Head Start
- Centers for Disease Control and Prevention (CDC)
- California Community College Chancellor's Office (CCCCO)
- Napa County Promotora Coalition (NPCP)
- MPI (*not sure what this acronym references*)
- Hospital Community Benefit Programs
- First 5
- Health Plans
- Academic Institutions
- CHAUSA (Catholic Health Association, USA)
- Family Resource Centers
- Community Resource Centers
- Independent Practice Association (IPA)
- Department of Health and Human Services Agency (DHHS)
- Promotora Network (in CA and out of state can share best practices)
- State of California
- American Hospital Association (AHA)
- Association of Community Health Improvement (ACHI)
- OMH (Office of Multi-cultural Health)
- APHA (American Public Health Association)
- Community organizations (local California Pan Ethnic Health Network)
- United Way
- CMS (Medi-Cal)
- Key State Legislative Staff
- Vision y Compromiso – Regional Conferences
- Vision y Compromiso – Statewide Network

- Promotor Academy in Chula Vista, CA
- Health Workforce Initiative Curricula and Job DACUMS(ie, job analyses) – CHW
- San Diego County Promotores Education Committee
- California Endowment Website
- Poder Popular
- Personal care aide – PCA curricula – Mission College
- Vision y Compromiso - Promotores Trainings
- Fresno State CHW Curriculum
- Migrant Health Promotion
- APHA CHW Section and Annual Conference
- Community Health Worker Learning Network (CHWLN) partnership
- Unity Conference May 20-23, 2014 in Baltimore, Maryland
- National Center for Farmworker Health (NCFH)
- Managed care plans that already reimburse CHW/P
 - Alameda Alliance for Health
 - Inland Empire Health Plan

WHAT DO WE NEED TO KNOW? – Detailed list	
Infrastructure	<ul style="list-style-type: none"> • Do we want standardization, state certification, licensing? A complementary question is what will it take to get reimbursement of services via CMS rule? • Standardizing training and certifications • Where are CHW/P? Do we need a registry? • Is there a repository of job titles, job descriptions, continuum of training/courses/On-the-job? • What are core training requirements? • Defining roles- CHW, patient navigators, promotores, etc. • How to reach CHWs who have other job titles or are unpaid workers in different community organizations schools, churches, etc. • Response from provider community, such as nurses and doctors. • How do we include voice of those who do not speak the same language?
Training	<ul style="list-style-type: none"> • Maintaining the “core” of promoter as the path evolves to community engagement and workforce opportunities. • How CHW’s inform/interact in primary care/prevention teams to transform delivery and finance. Methods to train at scale. (The docs!) • Can we use knowledge gained from existing college-based programs to facilitate new program and coalitions in the 12 counties? • How do we ensure CHW/P supervisors are prepared for their role? • How do we train clinician supervisors to work with CHW/P? • Specific modalities content areas, metrics to objectively assess existing training programs.

	<ul style="list-style-type: none"> • How do we make sure that new CHW/P programs prepare the existing team for the role the CHW will play in their specific work environment?
Integration	<ul style="list-style-type: none"> • New skills/scope of practice areas for nurses/PCP's to optimize engagement of CHW/Ps • How do we ensure that CHW/Ps supervisor and employers recognize the full role and scope of practice of CHW/P?
Outcomes	<ul style="list-style-type: none"> • Evidence based outcome research • How can we best capture improvements in health status, outcomes, cost savings, resulting from CHW services? • How do you get buy-in from clinics and CBOs to work with CHWs • Population health (place based) metrics • How do you take a place-based program, create statewide metrics and not "bleed the heart" out of it? Where is the balance?
Sustainability	<ul style="list-style-type: none"> • How do we get sustainable pay for CHW/P? • Interest from state agencies and health providers • Range of structures/mobile tech needed to move primary care/prevention outside of office settings. • How do we make CHW programs sustainable?

DISCUSSION SUMMARY OF WHAT WE NEED TO KNOW?	
Definitions	<ul style="list-style-type: none"> • Roles and relationships to others in team 1) within health care settings, 2) in non-health care settings (CBO s), and independent CHW/P • Scope of Practice • Titles • Training Requirements • Enumeration/registry • Standardization
Clinical/Agency/Program	<ul style="list-style-type: none"> • Readiness/preparation- sequence staging • Training/skills of providers • Buy-in to work with CHW/P (commitment) • Integration into teams • Leadership
Evaluation	<ul style="list-style-type: none"> • Training (modalities, metrics, content areas) with validity-evaluation what is going on • Population health metrics
Miscellaneous	<ul style="list-style-type: none"> • Language inclusion • Guidelines for supervising CHW staff who work in and out of the office • Sustainability/pay • Showing cost-savings
Define the Field	<ul style="list-style-type: none"> • Define the Field – over 160 different job titles • Alcohol and other drug/Mental Health Employment development

	<ul style="list-style-type: none"> • Skills: outreach, presentation, communication (listen), confidentiality, two-way learning, flexibility • Categories of skills: entry level, journey, expert • Content knowledge: topic, i.e. asthma, healthcare system, advocacy • Role: skills, content and process, individual • The need to educate Re: Promoter role • Outcome • Quality: spirit, health, commitment, ability to leave agenda at door. • Quality: skills, traits • Outcome: health, individual's health priority
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ORGANIZATIONAL REQUIREMENTS	
Operating framework	<ul style="list-style-type: none"> • Clear protocols for CHWs to inform care delivery process • Social determinants of health frame • Acceptance that CHW are agents of change, including systems of change • Link CHW/P to mission of org/agency • Protect integrity of the model
Role Definition/Team based care needs	<ul style="list-style-type: none"> • Extenders • Clarity on unique role of CHW, reimburse for unique role/i.e. outreach, community mobilizing • View CHW/P as experts in the field, understand model <ul style="list-style-type: none"> ○ Appropriate match of skill → task • Integrate CHW/P into care team (work and team) <ul style="list-style-type: none"> ○ Prerequisites- basic supervisor skills ○ Resources • Consider evolving role of primary care team
Workforce Development	<ul style="list-style-type: none"> • Ongoing training • Commitment to train others in primary care team • Supervisor skill: coach, mentor, advocate, recruit, select
Quality Assurance	<ul style="list-style-type: none"> • Process for quality assurance for work CHW/P do
Financing	<ul style="list-style-type: none"> • Flexible revenue stream, operating budget • Stop waiting to be paid (ROI on internal investment) (Use another work other than reimbursement)
Functional workplace considerations	<ul style="list-style-type: none"> • Space, phone logistics • Mobile data capacity

Next Steps

- Type and distribute draft list for annotation, redistribution and use by counties.
- Space for educators to meet and share
- Survey (endorsement or additions), meeting input, partner agency qualities/skills to AG → comment → Pam → counties

- Request for grassroots multi-cultural CHW/P organization