

CONNECTICUT
HEALTHCARE
INNOVATION PLAN



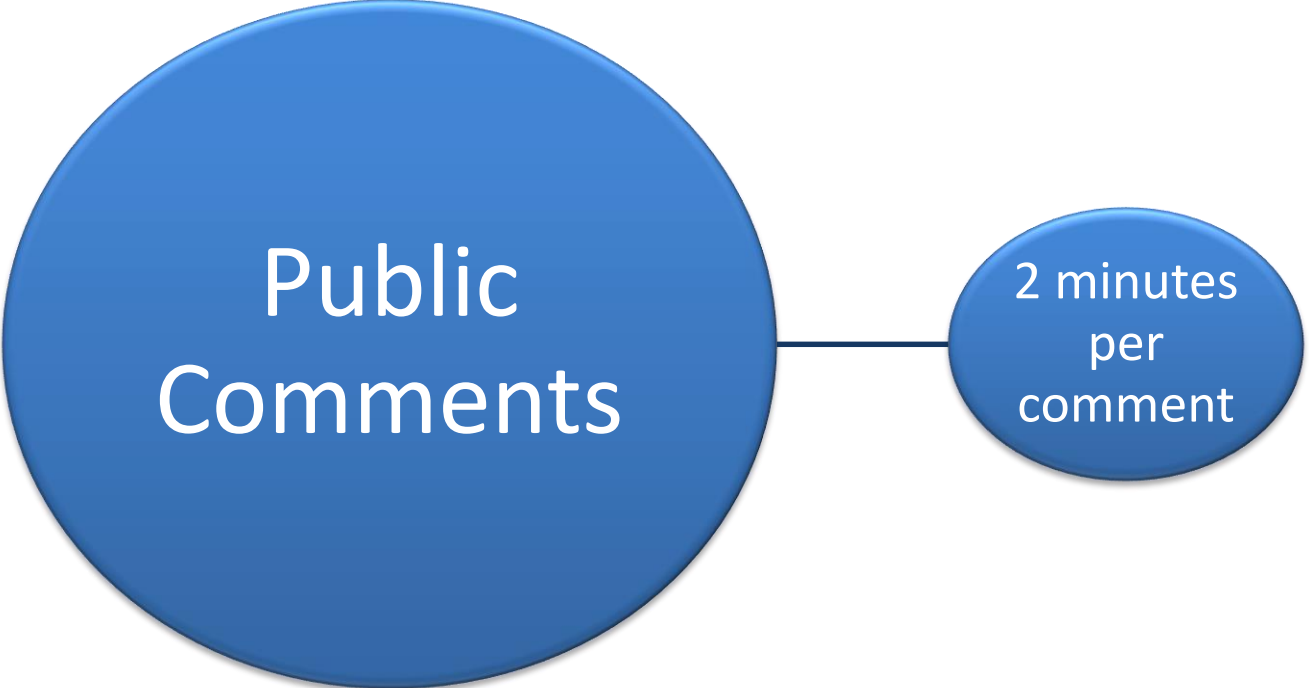
Community Health Worker Advisory Committee

August 30, 2016

Meeting Agenda

Item	Allotted Time
1. Call to order and Introductions	5 min
2. Public Comments	10 min
3. Approval of the Minutes	5 min
4. CHW Roles and Skills- Approval	5 min
5. CHW Symposium- Certification Review	10 min
6. Certification Discussion	60 min
7. Introduction to Sustainable Financing	10 min
8. Wrap Up and Next Steps	15 min
9. Adjourn	

Call to Order



CHW Roles and Skills- Approval

CHW Symposium- Certification Summary

CHW Symposium- Certification Discussion Summary

- General consensus in support of certification
- Grand-parenting process is vital
- Efforts need to focus on defining the grand-parenting process
- Certification process
- Concerns about exams, need for more performance-based assessment
- Tiered systems to address various levels of skill (e.g., basic, leadership, clinical, community)
- How do we ensure that funding supports those who have key CHW attributes?
- Legislative action- need to stop discussing and make a decision

Certification- Discussion

Potential Benefits of CHW Certification

1- Potential Benefits of Certification for CHWs:	%	N=17
Add clarity to the scope of practice boundaries	76%	13
Improve wages and working conditions	59%	10
Increase respect and acceptance in the health care system	94%	16
Increase respect for CHWs within the community	70%	12
Increase career opportunities	82%	14
Create sustainable, stable employment	65%	11
Other (Please write in comment box)	12%	2

2- Potential Benefits of Certification for Employers/Payers:	%	N=17
Clarify scope of practice boundaries	88%	15
Simplify recruitment and selection; fluid job market	65%	11
Reduce on-the-job training costs	47%	8
Clarify rationale for integration of CHWs into care teams	88%	15
Reduce dependence on short term funding	82%	14
Other (Please write in comment box)	12%	2

Certification Benefits- Comments Summary

- Adds clarity, standardizes requirements, fosters respect
- Creates sustainable and stable employment
- Increases chance for payer reimbursement
- Improves personal and professional value
- Legitimizing the profession improves salaries and could create more job opportunities
- Clarifies scope for employers
- Simplifies recruitment for employers and minimizes risk for hiring

Potential Problems with CHW Certification

3- Potential Problems of Certification for CHWs:	%	N=17
Create barriers to entry	59%	10
Create a “class” system among CHWs	47%	8
Further marginalize volunteers	23%	4
Make CHW practice more clinical/academic	41%	7
Other (Please write in comment box)	18%	3

4- Potential Problems for Certification for Employers/Payers:	%	N=17
Generate pressure to increase wages	65%	11
Impose new regulations and restrictions	65%	11
Increase overall training costs	29%	5
Disconnect CHWs from the community	23%	4
Other (Please write in comment box)	12%	2

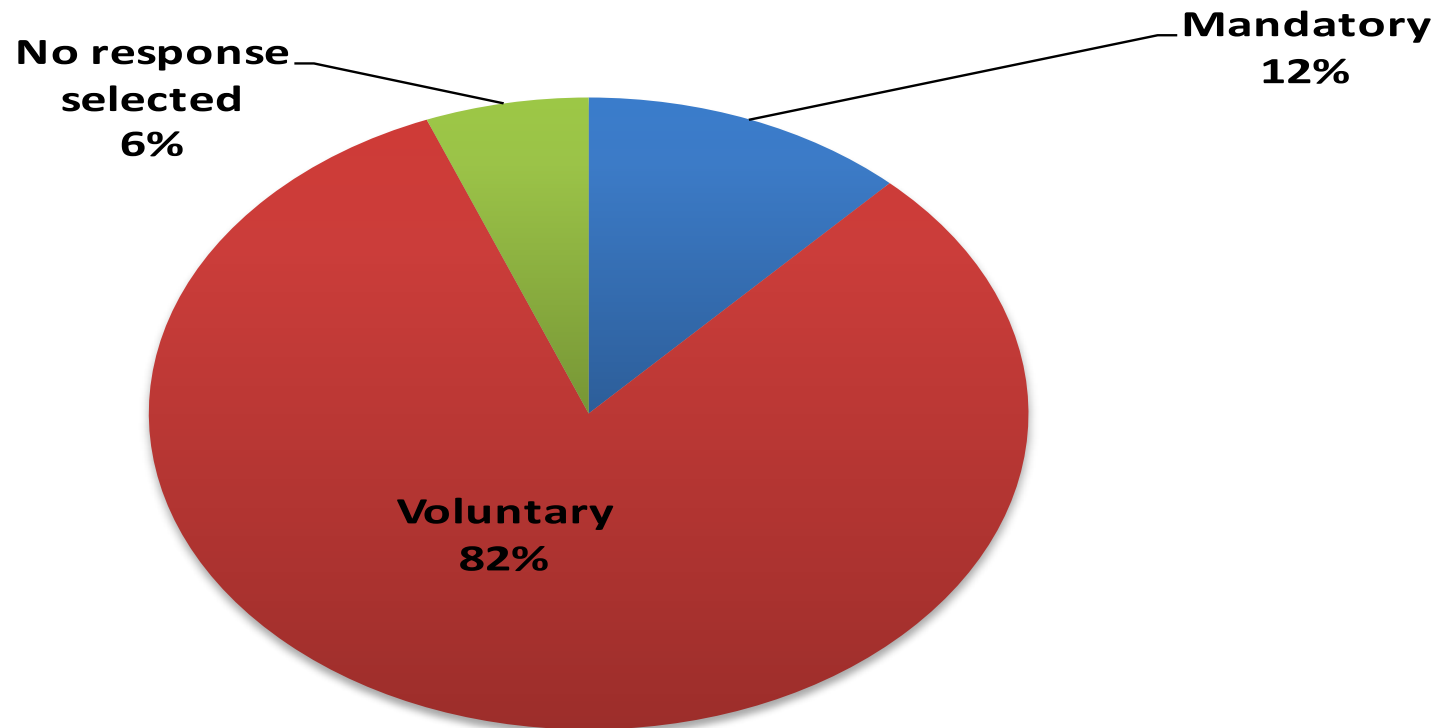
Certification Problems- Comments Summary

- Potentially creates a class system of CHWs
- Barriers to education due to cost, access
- May be difficult for seasoned CHWs to attain necessary credentials
- For employers, increasing salaries could be challenging
- Could create a shortage of qualified workers

Certification Considerations- Voluntary vs. Mandatory

1- Do you think certification should be mandatory or voluntary in CT?

■ Mandatory ■ Voluntary ■ No response selected



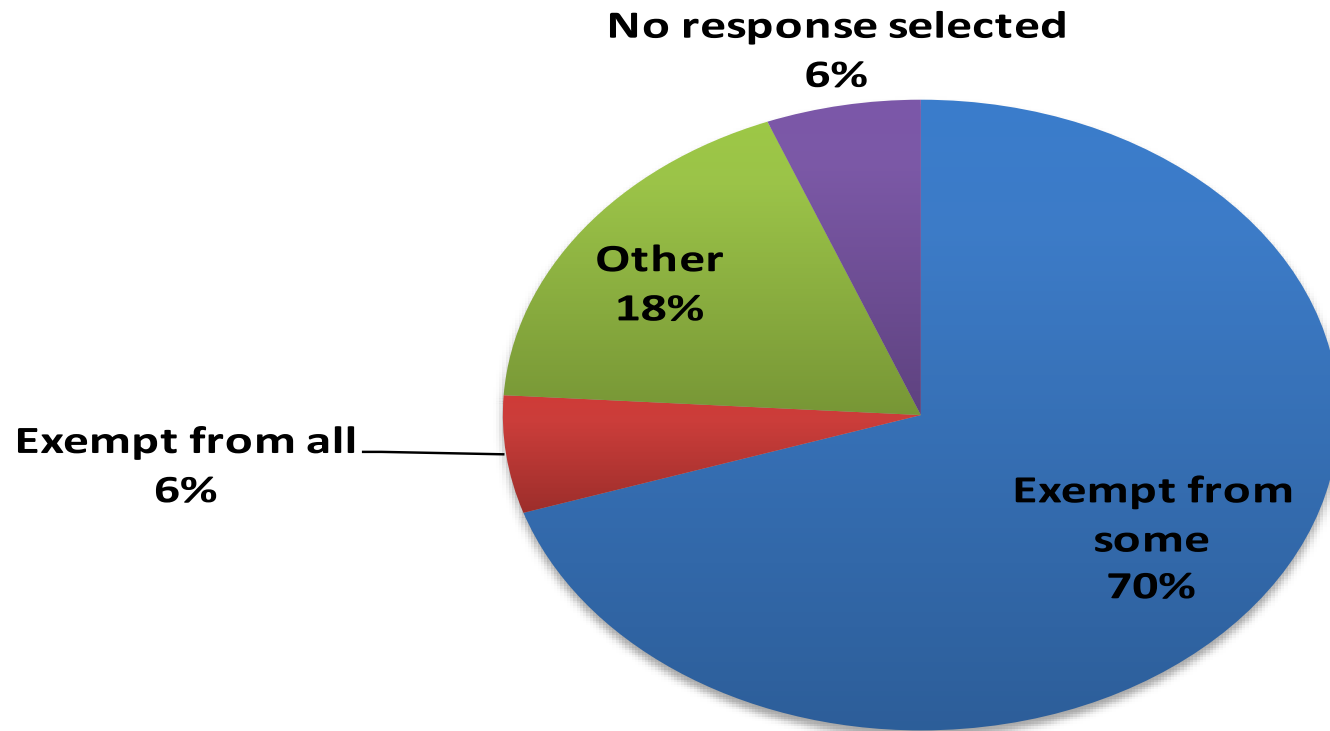
Voluntary vs. Mandatory Certification- Comments Summary

- Voluntary certification allows individuals to try out the career before committing to certification
- There are many different types of roles- certification may not be necessary for some, for example those in health education or community engagement
- Certification could negatively impact the connection CHWs have with the community
- Voluntary certification will give employers more choice of who to hire (or who to keep employed), especially if CT does not adopt a reimbursement model
- Voluntary certification will help alleviate marginalization of volunteers and lower barriers to entry

Certification Considerations- “Grandfathering”

2-Should experienced CHWs be exempt from some or all training requirements for certification? (e.g. “Grandfathering” or “Grandparenting”) Why or why not?

■ Exempt from some ■ Exempt from all ■ Other ■ No response selected



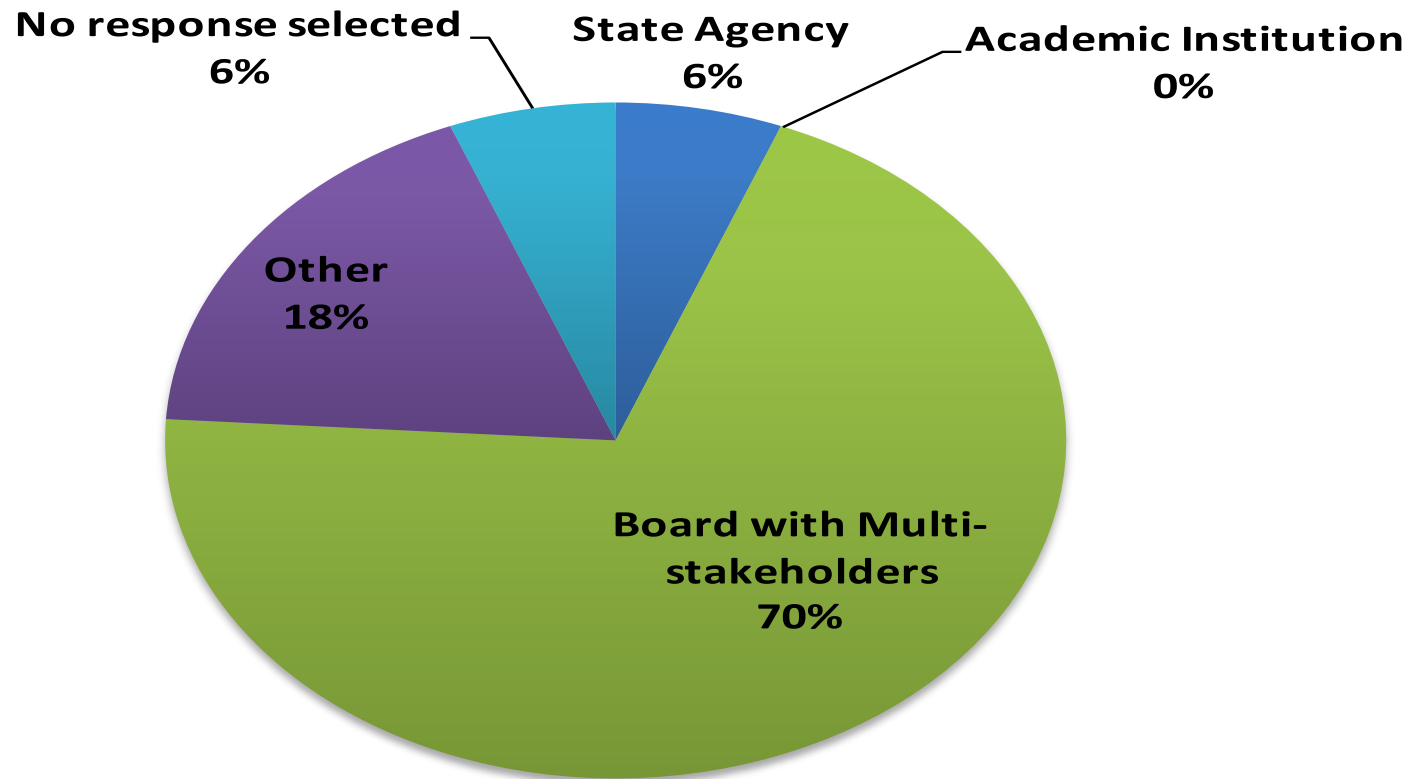
“Grandfathering”- Comments Summary

- After a vetting process, some individuals should be allowed to use previous experience in lieu of training
- Continued education is necessary, but experienced CHWs should be exempt from some certification requirements
- Grandfathering could help CHWs keep their jobs
- Experienced CHWs should be grandfathered for a given amount of time until they are able to demonstrate proficiency in core competencies via a standardized exam
- Competency assessment would need to be developed to receive waiver
- Grandfathering should be allowed similar to MA- certain # hours for a certain time period during initial certification period

Certification Considerations- Training Entity

3- Who/what entity should decide what skills, training, and experience are required for certification?

■ State Agency ■ Academic Institution ■ Board with Multi-stakeholders ■ Other ■ No response selected



Training Entity- Comments Summary

- Multi-stakeholder board including CHWs, providers, patients, hospital administration. If a small board is selected, there should still be representation from higher education, state agencies, employers, and academic institutions
- Expertise of seasoned CHW/professionals would assist in meeting the demands of recruitment, trainings and certifications- like the CHW Association
- Should be a governing entity of CHWs. if not, then a state agency
- Competencies should be standard but certification training programs could be delivered by a variety of organizations such as community colleges, AHECs, health departments, etc. Supplemental training programs could be offered for specific roles, such as chronic disease management using existing curricula or training programs.

CHW Training- Considerations for establishing requirements

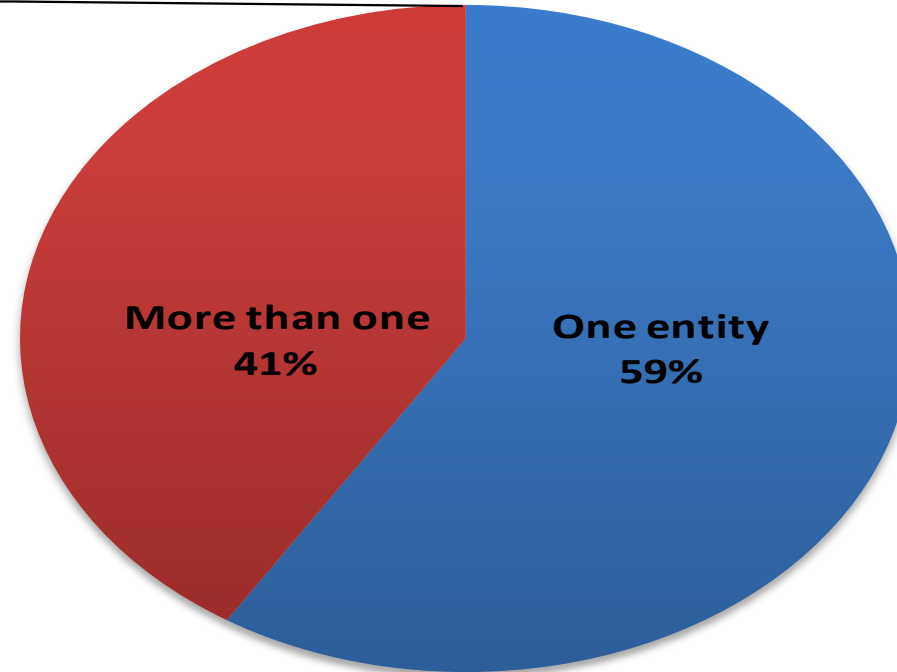
- Skills and Competencies (C3, CHW Advisory Committee recommendations)
- Necessary coursework
- Hours of experience
- Type of experience- clinical, community, managerial
- Certifying exam

Certification Considerations- Certifying Entities

4- Should there be one certifying entity in the state or could there be more than one?

■ One entity ■ More than one ■ No response selected

No response selected
0%



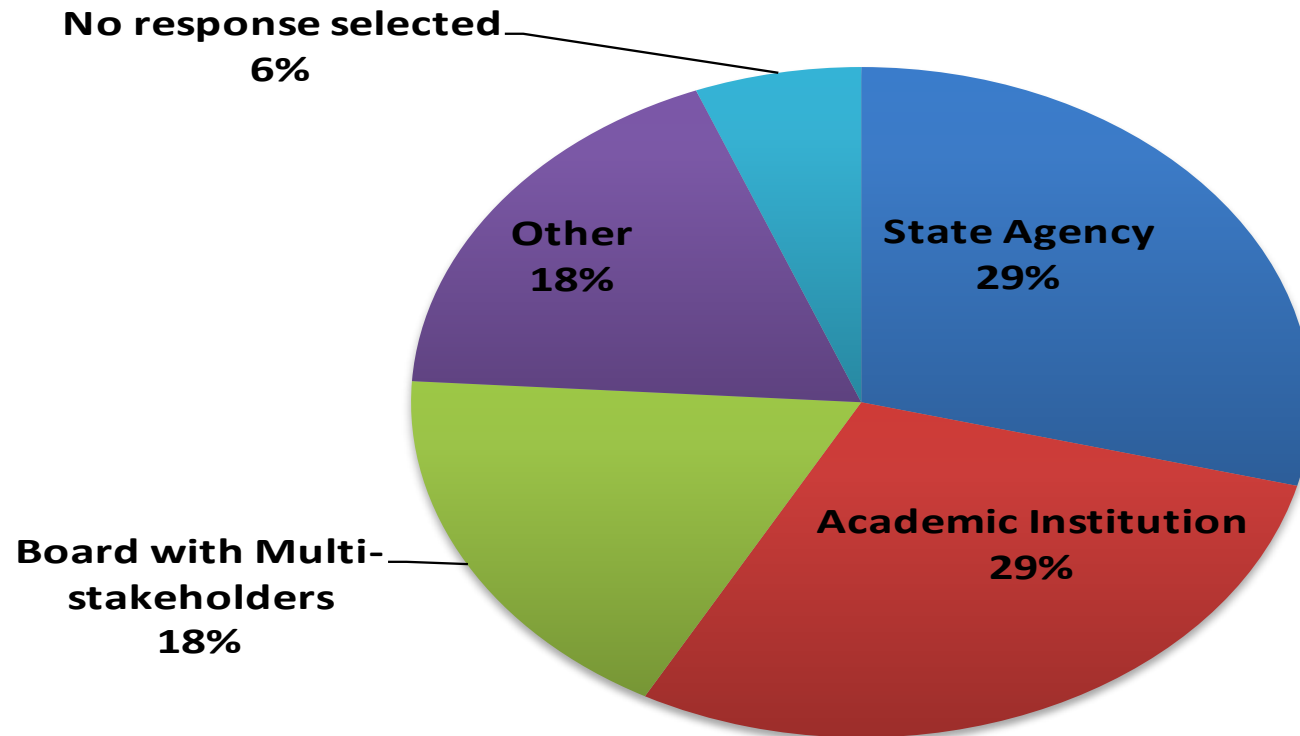
Certifying Entities- Comments Summary

- One entity would establish a uniform process
- Clinical and non-clinical CHWs could benefit from two separate entities
- One standardized exam would ensure all CHWs have certain competencies. Employers could offer additional training for more specific roles
- While quality control is essential, if the demand for the role expands, it may be unreasonable for one entity to manage the process
- There could be a general certifying entity, and other specialty certifying entities as needed
- A state agency should endorse one certifying entity

Certification Considerations- Certifying Entities

5- Who/what entity should administer a certification program (e.g. determine whether an individual has met all requirements for certification)?

■ State Agency ■ Academic Institution ■ Board with Multi-stakeholders ■ Other ■ No response selected



Certifying Entities- Comments Summary

- Academic Institution- could have more of a reach and attract a larger pool of candidates
- There may be multiple levels- the state could manage the minimum certification, other groups could monitor specialties
- Academic institutions could administer training and exam, and the state could maintain a list of certified CHWs
- The CHW Association could serve as the certifying entity
- State agency should manage, as it does for other professions

How would you define success?

“Success would be defined by CHW employment numbers, salary levels, retention rates, and outcome measures like lower health care costs, lower health disparity, improved disease management, and improved preventive health measures, especially for targeted health conditions and targeted community populations.”

“Success would be creating a system in which CHWs are clearly identified and recognized as key members of the care team, or community health care system, are well-trained and equipped to serve the community, and are fairly compensated for the important work they do.”

“Development of a process that caters to new incoming CHWs and is still within reach to experienced CHWs.”

“Utilization of the role by multiple private payers and state payer, along with data that justifies the quality and cost-effectiveness of the role.”

How would you ensure that certification is successful in CT?

“Governing agency has to be able to monitor and manage certified CHW’s. Certification has to be verified regularly by governing agency...CHW committee (similar to this one) convening regularly to review tasks and ensure that certification process is working based on a set metric that is measured periodically.”

“Uniform process for all CHWs – to avoid disparity in reimbursement”

“Success of the certification process can be determined by several things. 1. # of individuals that apply

2. # of individuals that pass the certification process

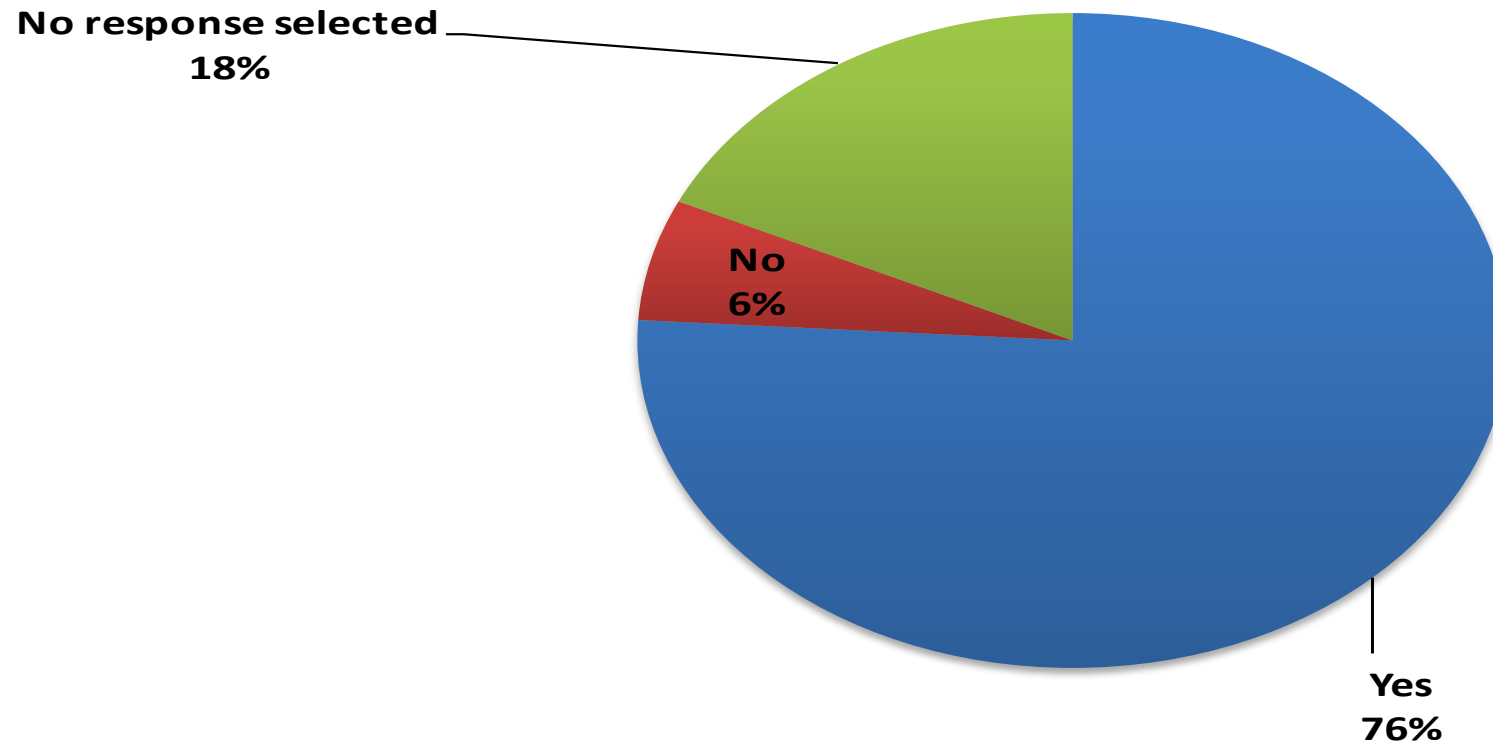
3. # of individuals that seek recertification

4. Ability for reimbursement in the healthcare setting with certified CHW’s”

CHW Certification in Connecticut?

8- Given what you know, and assuming this group reaches consensus on the questions above, do you believe Connecticut should pursue Certification for CHWs?

■ Yes ■ No ■ No response selected



Should CT Pursue Certification- Comments Summary

- Certification could be a barrier, but for the purposes of reimbursement, it may be critical
- Certification acknowledges CHWs as a profession
- From an employer and payer perspective, certification would be beneficial to formalize profession and make it easier to fund
- Certification has added credibility and greatly benefitted other professions like Medical Assistants

How can we leverage other states' work?

- Training and Certifying Entities- PA, TX
- Training Requirements
- Grandfathering Requirements- MA

Introduction to Sustainable Financing

- What efforts are currently underway in CT to provide sustainable financing for CHWs?
- What national efforts can CT build on?
- What steps can key stakeholders (e.g. Medicaid, commercial insurers, providers, CBOs, CHWs themselves) take to promote sustainable financing for CHWs?

Next Steps

Next Steps

- Definition Design Group
- Next Meeting- Sustainable Financing- Tuesday, September 27

Adjourn