



The value of Community Health Workers improving the health of individuals and communities throughout Idaho

What is a CHW?

A Community Health Worker is a frontline public health worker who is a trusted member of and/or has an unusually close understanding of the community served. This trusting relationship enables the worker to serve as a liaison/link/intermediary between health/social services and the community to facilitate access to services and improve the quality and cultural competence of service delivery.

What is the value?

CHWs significantly reduce avoidable hospitalization and readmissions.¹

CHWs improve the patient experience, enhance care coordination, improve clinical outcomes and control healthcare costs.²

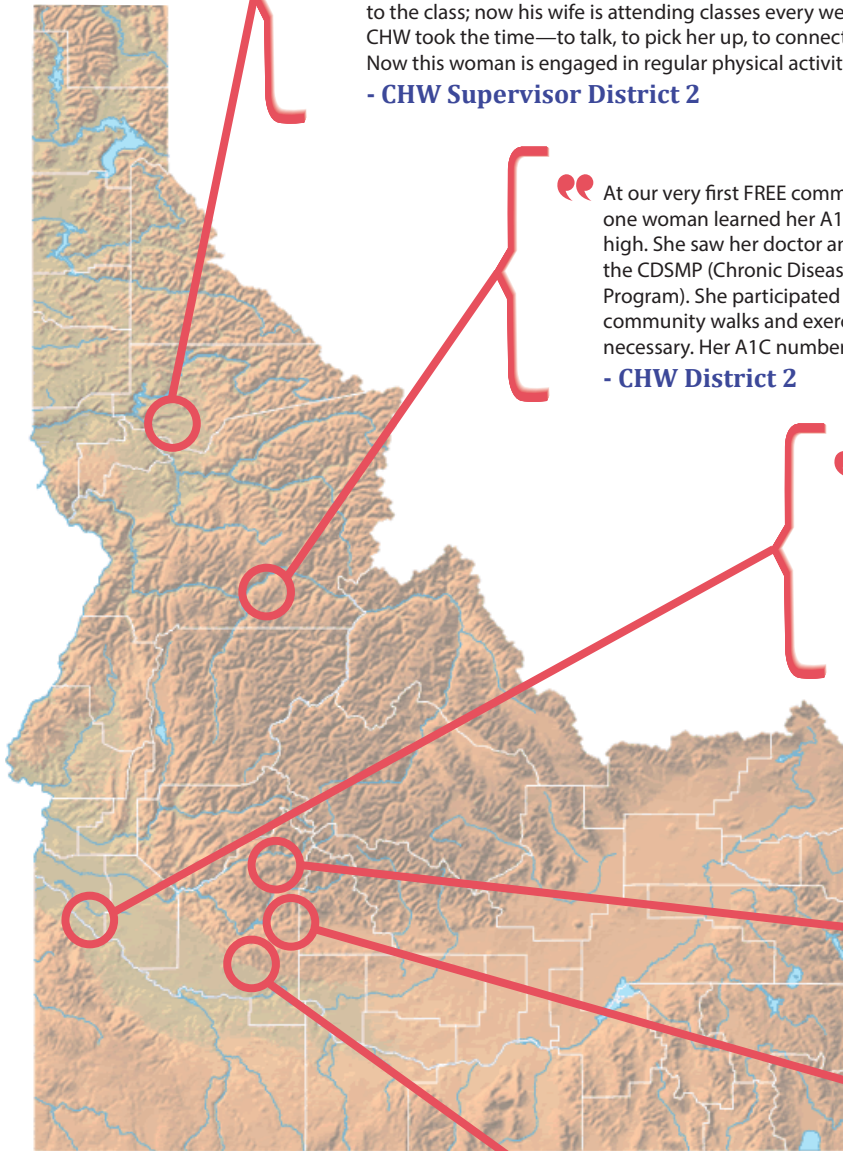
For more information on CHWs visit:

<http://ship.idaho.gov/WorkGroups/CommunityHealthWorkers/tabid/3054/Default.aspx>

¹ Trinity Health. (n.d.). Community Health Workers: Supporting a People-Centered Workforce. Retrieved from Lead the Way

² London, K., Love, K., & Tikkanen, R. (2017). Community Health Workers: A Positive Return on Investment for Connecticut. Connecticut: Connecticut Health Foundation.

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“ One older man approached the CHW in the grocery store. He asked for help getting his aging wife to exercise. ‘She won’t listen to me.’ When the right time came, the CHW suggested Fit & Fall classes to his wife. They drove together to the class; now his wife is attending classes every week. CHW took the time—to talk, to pick her up, to connect her. Now this woman is engaged in regular physical activity. ”

- CHW Supervisor District 2

“ At our very first FREE community health screening one woman learned her A1C numbers were very high. She saw her doctor and we connected her to the CDSMP (Chronic Disease Self-Management Program). She participated in our Walk the Prairie community walks and exercised independently when necessary. Her A1C numbers are again normal! ”

- CHW District 2

“ One woman was non-compliant in her diabetes management. She finally agreed to go to diabetes classes. We’ve gone to all appointments and diabetes education classes together. A medication review revealed she was doubling up on medications; nobody would have ever caught that. I don’t want to coddle patients – they just need extra support. ”

- CHW District 3

“ We moved forward with this to better address our patients holistically... to better address the determinants of health outside the clinic. ”

- CHW Supervisor District 4

“ Until I started working with this patient, the nurse did not know the reason she was non-compliant with her diabetes management was because she was too busy taking care of her active great grandson. I brought in someone to do a medication check with her; I helped her develop strategies to remember to check her blood sugar and take medication; I connected her to early Headstart; I got her set up with a counselor; I’m going with her next week to meet her PCP. She is now compliant and her health has improved greatly. ”

- CHW District 4

“ CHWs address things providers care about, but don’t have time to address in a normal clinical setting. ”

- CHW Supervisor District 4



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