

Maryland AHEC's Pathway to a Statewide CHW Training Curriculum: Response to Workgroup Recommendations

Lisa Widmaier, M.Ed

Michelle Clark, MSW, MPH

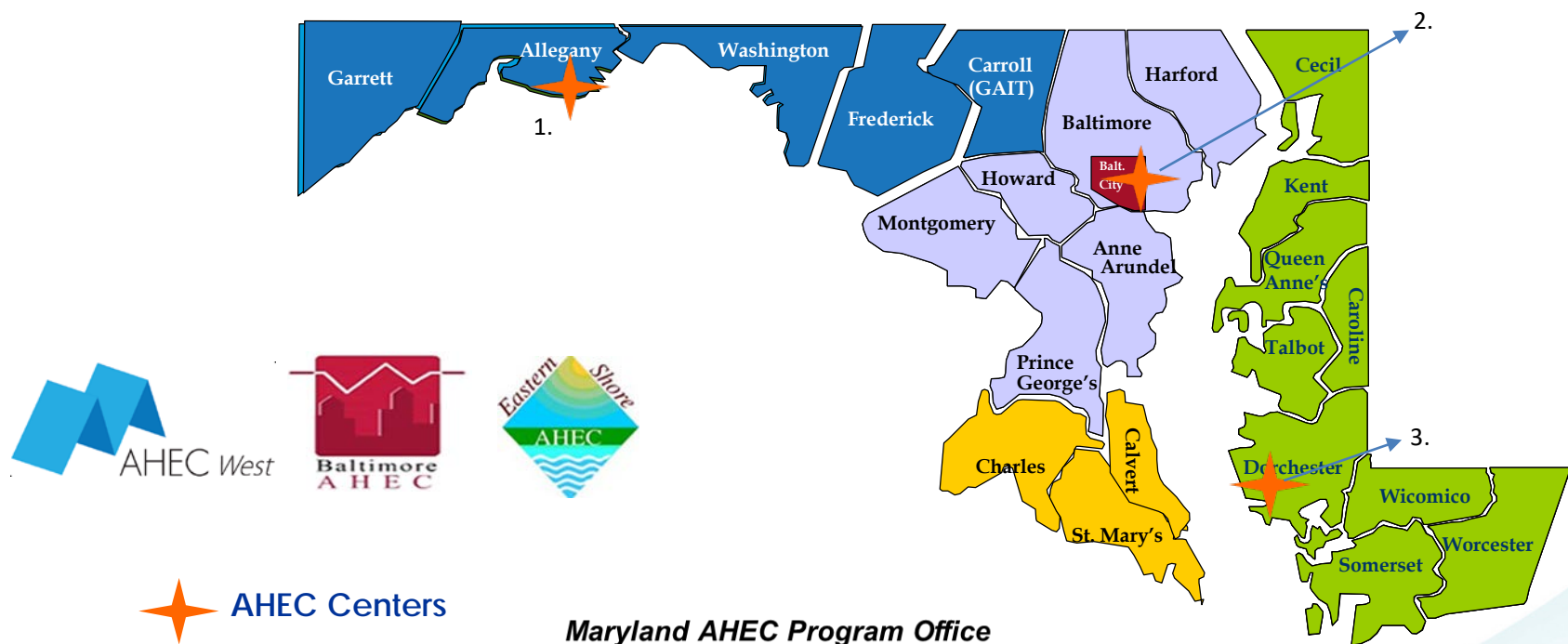
Susan Stewart, BS

Maryland Rural Health Conference
Conference 2017



Community Health Worker Curriculum
A Maryland Area Health Education Center Program

Maryland Area Health Education Center (MAHEC) Program



Maryland AHEC Mission

The Mission of the Maryland AHEC is to improve the health status of Marylanders through community educational partnerships that foster a commitment to enhancing healthcare access in the rural and urban underserved areas of the state.



AHEC-CHW History

- Lengthy history nationally
- Maryland
 - 2008
 - Continual assessment
 - 2011/2013
 - Curricula vetted
 - Curricula secured
 - 2013
 - DHMH/MDH
 - First trainings



2014 HB 856/SB 592

- Staffed by Maryland Department of Health and Maryland Insurance Administration (MIA)
- Established Workgroup on Workforce Development for Community Health Workers
- Make recommendations regarding:
 - Training and credentialing as nonclinical health care providers
 - Reimbursement and payment policies



Workgroup Achievements

- Standard CHW Definition
- 10 Core Roles
- 11 Core Competencies
- Training Recommendations for certification



CHW Definition

A Community Health Worker (CHW) is defined as:

- 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 CHW to serve as a liaison/link/intermediary between health/social services and the community to facilitate
- Builds individual and community capacity by increasing health knowledge and self-sufficiency through a range of activities such as outreach, community education, informal counseling, social support and advocacy.



Roles

1. Serving as a liaison between communities, individuals and coordinated health care organizations.
2. Provide evidence based health guidance and social assistance to community residents.
3. Enhancing community residents' ability to effectively communicate with health care providers.
4. Providing culturally and linguistically appropriate health education.
5. Advocating for individual and community health equity.
6. Providing care, support, follow up, and education in community settings such as homes and neighborhoods.
7. Identifying and addressing issues that create barriers to care for specific individuals.
8. Providing referral and follow-up services or otherwise coordination of human services options.
9. Proactively identifying and referring individuals in federal, state, private or nonprofit health and human services programs.
10. Integrating with patient's care team to support progress in care plan and overall patient wellness.



Competencies

1. Effective oral and written communication skills
2. Cultural competency
3. Knowledge of local resources and system navigation
4. Advocacy and community capacity building skills
5. Care coordination skills
6. Teaching skills to promote healthy behavior change
7. Outreach methods and strategies
8. Ability to bridge needs and identify resources
9. Understanding of public health concepts and health literacy
10. Understanding of ethics and confidentiality issues
11. Ability to use and understand health information technology



Certification

Two-tiered Certification to meet professional validation

- Tier I Training:
 - 80 hours of training curriculum
 - lay the framework for providing CHW services in the community
 - paid or unpaid
 - leads to Tier II Training
- Tier II Training:
 - 160 hour training curriculum
 - flexible combination of classroom and practicum (experience)



CHW Certifying Body

Certifying body provides oversight for:

- CHW curriculum,
- Two-Tiered CHW Training programs, &
- Boards of certification



Grandfathering

Requires:

- 80 hours of training &
- 4,000 hours of CHW experience



Workgroup Tasks

Make recommendations regarding:



Training and credentialing required for CHWs to be certified as nonclinical health care providers



Reimbursement and payment policies for CHWs through the Maryland Medicaid Assistance Program and private insurers



Maryland Area Health Education Center Community Health Worker Training Institute

- MAHEC has a Community Health Worker Training Curriculum
- 160 Hours as recommended by CHW State Workgroup and aligned with the 11 state mandated competency areas
- Field Practicum Guide to Training CHWs with employers
- AHECs have trained CHWs working across the state in hospitals, health departments, and within other AHEC centers



MAHEC & MDH Collaboration Specific CHW Training

- Partner on Center for Disease Control (CDC) State and Local Public Health Action to Prevent Obesity, Heart Disease, and Stroke (1422 Grant) with Center for Chronic Disease Prevention and Control (CCDPC)
- Increase engagement of CHWs to promote linkages between health system and community resources for adults living with hypertension and pre diabetes



Caroline-Dorchester HEZ

Competent Care Connections



- 10 funded community partners
- Focus on 4 areas:
 - Primary Care
 - Peer Recovery
 - Community Health
 - Behavioral Health
- 7 zip code region
- Goals
 - Improve outcomes and reduce risk factors related to diabetes, hypertension, asthma, and behavioral health issues
 - Expand the primary care workforce
 - Increase the community health workforce
 - Increase community resources for health
 - Reduce preventable emergency department visits and hospitalizations
 - Reduce unnecessary costs in healthcare



Client Testimonial

ABC CHW Team – Melody



"She's my angel. Several times I've thought about suicide because I'm tired of being sick. Without Ms. Joyce, I don't know what I would have done. She's helped me in so many ways...moral support, gone to the doctor with me, taken me to the grocery store because I don't have anybody."



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Accomplishments of ESAHEC

- Only CHW training entity on Eastern Shore
- 53 CHWs have completed the CHW Training Program
- Lending Library of educational models for use by trained CHWs



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AHEC West Accomplishments

- Training
 - Total Trained-45 full and 20 CE-6 currently in training
 - Frederick, Washington, Allegany, Garrett counties
 - All employed prior to training
- Other
 - AHEC West Employs four CHWs
 - First Oral Health Specific CHW in Maryland
 - Behavioral Health CHW
 - AASTDD best promising practice
 - 2017 Compendium of Rural Oral Health Best Practices



AHEC West Collaborations

- Hospitals-CBOs-FQHCs-Private Practices-LHDs-ADA
- Community College
 - Shared Vision
 - Trusted, Mutually beneficial relationship
 - Support via IT/LMS
- Behavioral health 1 year feedback
 - 71 referrals, 48 engaged, 1 inpatient readmission medication adjustment
- Client Feedback





Baltimore Population Health Workforce Collaborative



- 9 Baltimore City Hospitals
- Recruit new employees in economically distressed neighborhoods
- Focus on 3 Positions:
 - Peer Recovery Specialist
 - CHW
 - CNA
- Baltimore Alliance Career Healthcare (BACH) Umbrella/Training
 - CBOs (Turnaround Tuesday, CFUF, Penn North)
 - Training Partners (**BAHEC**, CCBC, MPRT)



Accomplishments of BAHEC

- In partnership with other AHEC centers developed training module
- Jan – October 2017 Trained 74 CHWs face to face as part of Population Health Workforce Collaborative
- June 2017 Partnered with Baltimore City Local Health Department on Chronic Disease
 - 2017 Community Health Workers Conference June 21st
 - 114 attendees



Outcomes of Current Training

Training Classes	Number of Students Trained	Number of Students Employed (September 2017)
Cohort 1 (January 9 th thru February 17, 2017)	16	12
Cohort 2 (March 8 th thru April 28 th , 2017)	11	8
Cohort 3 (May 8 th thru June 2 nd , 2017)	13	9
Cohort 4 (June 5 th thru June thru, 2017)	12	8
Cohort 5 (September 18 th – October 13 th , 2017)	16	
Total Students Completed Trained	52	37

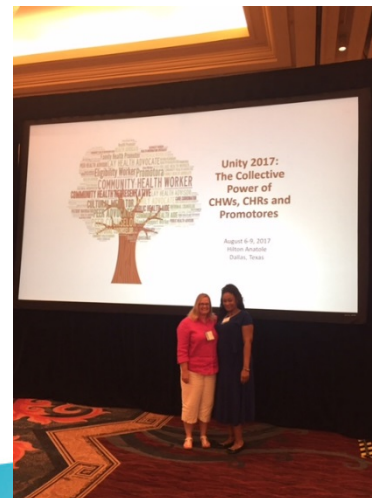
89% Students Complete Class

71% Hire Rate Currently if Completed Training



Accomplishments of MAHEC Statewide

- Only known Maryland training program implementing unified curriculum and training statewide
 - Assessments of Core Competencies
 - Field Practicum Guidance
- Trained over 170 CHWs to date across the state
- Goal to Integrate CHWs into new AHEC Scholar Program with other health professional students
 - Interdisciplinary training program
 - Didactic and clinical training



Challenges

- Educating other health care professionals to understand the roles of a CHW
- Limited knowledge on future employment type
- Different education levels and past experiences of trainees within the program
- Future Certification of CHWs in the State of Maryland



Sustainability/Future Opportunities

- Baltimore Population Health Workforce Collaborative
 - Exploring other grant funding
 - Make case for long term part of All Payer Model in Maryland
- Specialized CHWs in Chronic Disease
 - More Specific training on specific populations
- Start to train for other partners (LHDs, FQHCs)
- ROI pilot on CHWs we have trained
- Continue to Partner on Annual Baltimore City Community Health Workers Conference/Take Statewide



Community Health Worker Act 2017

- Based on CHW Workgroup Recommendations for Certification from 2015
- Would have created a Board of CHWs
- Ultimately would have created a process for certifying CHWs in Maryland
- Strong Support From Multiple Stakeholders (Baltimore City Health Department, Employers, Training Organizations, CHWs)
- Great showing of CHWs Advocacy!



Community Health Worker Act 2017

- Original legislation passed Both Senate (45-0) and House (139-0)
- Multiple amendments added by stakeholders/sponsors
 - Mandatory vs Voluntary Certification
 - Number of training hours needed
 - Implementation date
 - Specific roles CHW do not provide
 - Limit costs to CHWs for Certification
- Ultimately strongest opposition from hospitals statewide after “cross over”
- Same version never passed both chambers



MAHEC Next Steps

- Working with Legislative Leadership
 - convened stakeholder meeting August 22nd discuss 2018 potential legislation
- Exploring potential certification in partnership with other academic partners
- Partnering with CHW Member Association
 - Advocacy & Membership growing
- Partner with MDPHA
 - Potential priority legislation 2018
- Partner with MRHA
 - Changes to make priority legislation for membership
- Work with Maryland Department of Health/Minority Health & Health Disparities



Contacts

Lisa Widmaier, M.Ed
Eastern Shore AHEC
Phone: 410-221-2600
Email: esahecgait@esahec.org

Michelle Clark
Baltimore AHEC
Phone: 410-856-3636
Email: michelleclark@umm.edu

Susan Stewart
AHEC West
Phone: 301-777-9150
Email: susan.stewart@ahecwest.org



This project is supported by the Health Resources and Services Administration (HRSA) of the U.S. Department of Health and Human Services (HHS) under grant number U77HP03056, AHEC Point of Service Maintenance and Enhancement Program. This information or content and conclusions are those of the author and should not be construed as the official position or policy of, nor should any endorsements be inferred by HRSA, HHS or the U.S. Government.

