



# Community Health Workers in Chronic Disease: Current Developments

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# What's your definition of CHW?





## Community Health Worker Definition American Public Health Association (1)

- The CHW 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 CHW 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.

## Community Health Worker Definition - APHA (2)

- The CHW also **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.

APHA Policy Statement 2009-1, November 2009

# CHW Roles And Functions (1)

National Community Health Advisor Study (1998):

- ❑ Cultural mediation between communities and health and human services system
- ❑ Providing culturally appropriate health education and information
- ❑ Assuring people get the services they need
- ❑ Informal counseling and social support



# CHW Roles And Functions (2)

- ❑ Advocating for individual and community needs
- ❑ Providing direct services, mainly in remote areas, and meeting basic needs
- ❑ Building individual and community capacity  
(<http://crh.arizona.edu/sites/crh.arizona.edu/files/pdf/publications/CAHsummaryALL.pdf>)

# What Is Distinctive About CHWs? (1)

- ❑ Do not provide clinical care
- ❑ Generally do not hold another professional license
- ❑ Expertise is based on *shared culture and life experience* with people served

## What Is Distinctive About CHWs? (2)

- ❑ Rely on *relationships and trust* more than on clinical expertise
- ❑ Relate to community members *as peers rather than purely as clients*
- ❑ Can achieve certain results that other professionals can't (or won't)



# Professionalization of CHWs

- ❑ Language is changing from “the CHW model” and “CHW programs” to “CHWs as part of the system”
- ❑ CHWs as front-line public health workers and members of clinical care teams
- ❑ Requires recognizing and valuing their unique expertise – they are not clinicians

# Current payer interest in CHWs

- ❑ “Hot-spotters” – high utilizers
- ❑ Chronic disease management
- ❑ MCH
- ❑ Cancer screening and navigation
- ❑ Patient-centered medical homes
- ❑ Care transitions

# CHWs and Chronic Disease

- ❑ Stanford CDSMP, DEEP, Project Dulce
- ❑ Salud Para Su Corazón
- ❑ CDC CHW Sourcebook (heart)
- ❑ CDC Road to Health Toolkit (diabetes)
- ❑ REACH Su Comunidad



## CHW roles in chronic disease

- ❑ Community prevention efforts
- ❑ Self-management support
- ❑ Motivational interviewing
- ❑ Dealing with non-medical issues

## Evidence of CHW effectiveness

- ❑ Hard to present simple answers, but impact is evident
- ❑ Diversity of CHW activities and health issues
- ❑ Increasing evidence of cost-effectiveness or “return on investment” from cost savings

# Recent CHW ROI studies

All show about 3:1 net return or better

- **Molina Health Care:** Medicaid HMO reducing cost of high utilizers
- **Arkansas “Community Connectors”** keeping elderly and disabled out of long-term care facilities
- **Community Health Access Program** (Ohio) “Pathways” reducing low birth weight and premature deliveries
- **Texas hospitals** redirecting uninsured from Emergency Dept. to primary care
- **Langdale Industries:** self-insured industrial company working with employees who cost benefits program the most



# National milestones

- ❑ National Community Health Advisor Study (1998)
- ❑ State CHW credentialing in Texas and Ohio (2002-3)
- ❑ Massachusetts health care reform bill (2006)
- ❑ HRSA CHW National Workforce Study (2007)
- ❑ NUCC Provider Taxonomy code for CHWs (2007)
- ❑ Minnesota Medicaid State Plan Amendment (2008)
- ❑ OMB creates SOC code for CHWs (2009)



## Support of CHWs under the ACA (1)

- ❑ National Health Care Workforce Commission ( § 5101) – includes CHWs as primary care professionals
- ❑ Grants to Promote the Community Health Workforce ( § 5313) – CDC to award grants to employ CHWs
- ❑ Health Insurance Exchanges – Navigators ( § 1311(i)) – demonstrated CHW success in MA

## Support of CHWs Under the ACA (2)

- ❑ Area Health Education Centers ( § 5403) — CHWs added to mandate for training
- ❑ Hospital Readmission Reduction ( § 3025) — high potential for CHW role in meeting standards
- ❑ Patient-Centered Medical Homes ( § 3502) — natural role for CHWs as part of “Community Health Teams”
- ❑ Hospital Community Benefits ( § 9007) – community assessments; improvement plans



## Support of CHWs Under the ACA (3)

- ❑ Patient Navigator Program ( § 3509) — HRSA favors employing CHWs (grants awarded August 2010).
- ❑ Maternal, Infant, and Early Childhood Home Visiting Programs ( § 2951) — grants to States. CHWs not mentioned; case will have to be made
- ❑ Center for Medicare and Medicaid Innovation ( § 3021) –not mentioned in law but interested!

## Other Opportunities in Reform Policy to Promote Employment of CHWs

- ❑ New models for global payment, P4P, and Accountable Care Organizations
- ❑ Standards for preventive care benefits
- ❑ Rules for Medical Loss Ratios

# Other national CHW initiatives

- ❑ CDC CHW policy e-learning series
- ❑ OWH CHW leadership training
- ❑ DOL “apprenticeable trade”
- ❑ OMH Promotora/CHW initiative

(cont’d)



- ❑ HHS working group on CHWs
- ❑ HUD CHW Initiatives
- ❑ CMS Innovation Challenge
- ❑ Rockefeller Foundation study 2013

# Link to CDC E-learning

[http://www.cdc.gov/dh dsp/pu bs/chw\\_elearning.htm](http://www.cdc.gov/dh dsp/pu bs/chw_elearning.htm)

[include complete URL in browser]

# Surge in state-level interest

- ❑ In addition to established initiatives in MA, MN, FL, NY, RI, IN, MI -
- ❑ New movements in AZ, IL, MS, NM, SC
- ❑ Recent State investigations in DE, MO, NE, ND, UT
- ❑ DE “Health Ambassadors”
- ❑ CHW Network of Buffalo (NY)
- ❑ Seattle-King County



# Other useful links

<http://links.chwsurvey.com>

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