

HOW ARE MEDICAID MANAGED CARE ORGANIZATIONS SUPPORTING CHWS? RESULTS FROM A NATIONAL STUDY

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WHY THIS PROJECT IS IMPORTANT FOR CHWS



Medicaid
Managed Care



MCO contracts

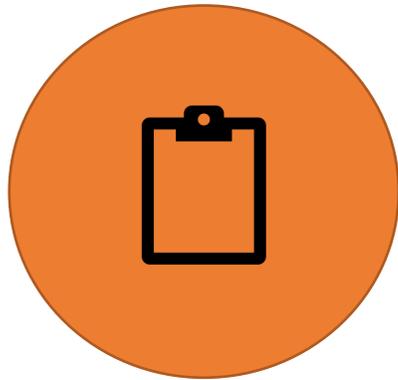


Little known about
CHW roles within MCOs

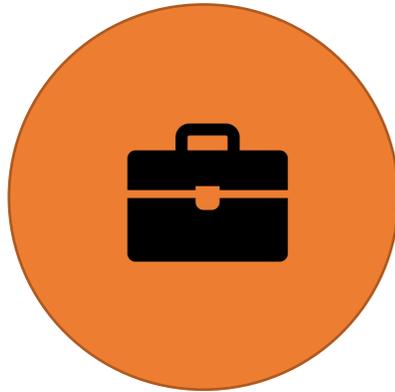
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What are demographics, roles, and responsibilities of CHWs supported by Medicaid managed care?

Are there differences between CHWs who work at MCOs and those who are contracted at other organizations?

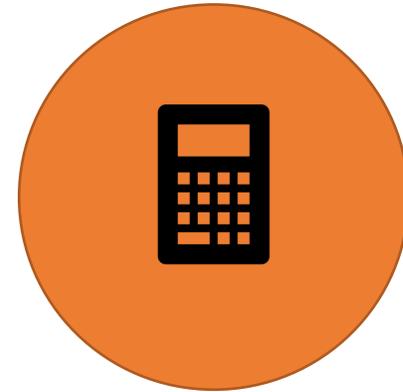
METHODS



National survey



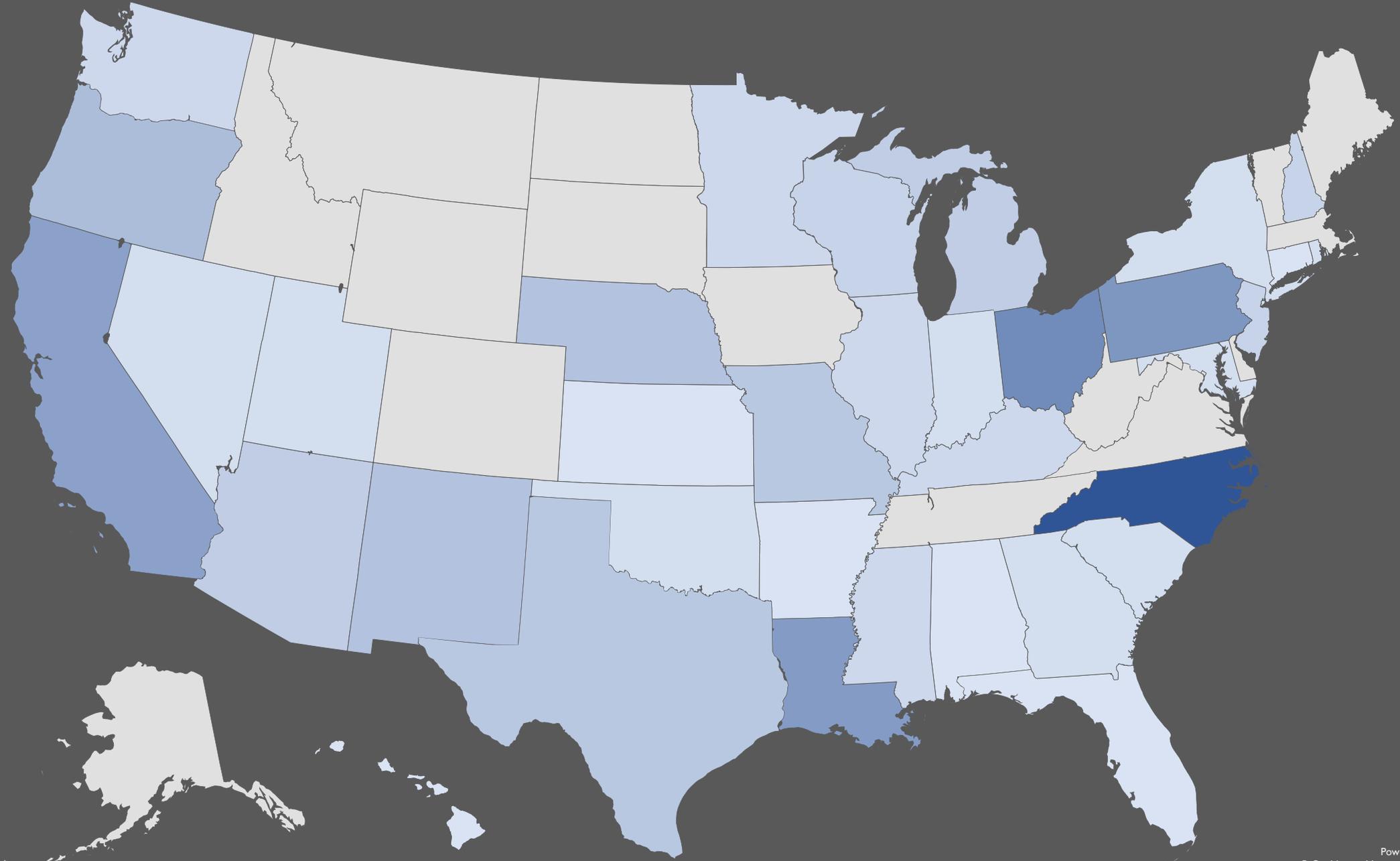
CHW &
Supervisors at
MCO or contracted
by MCO



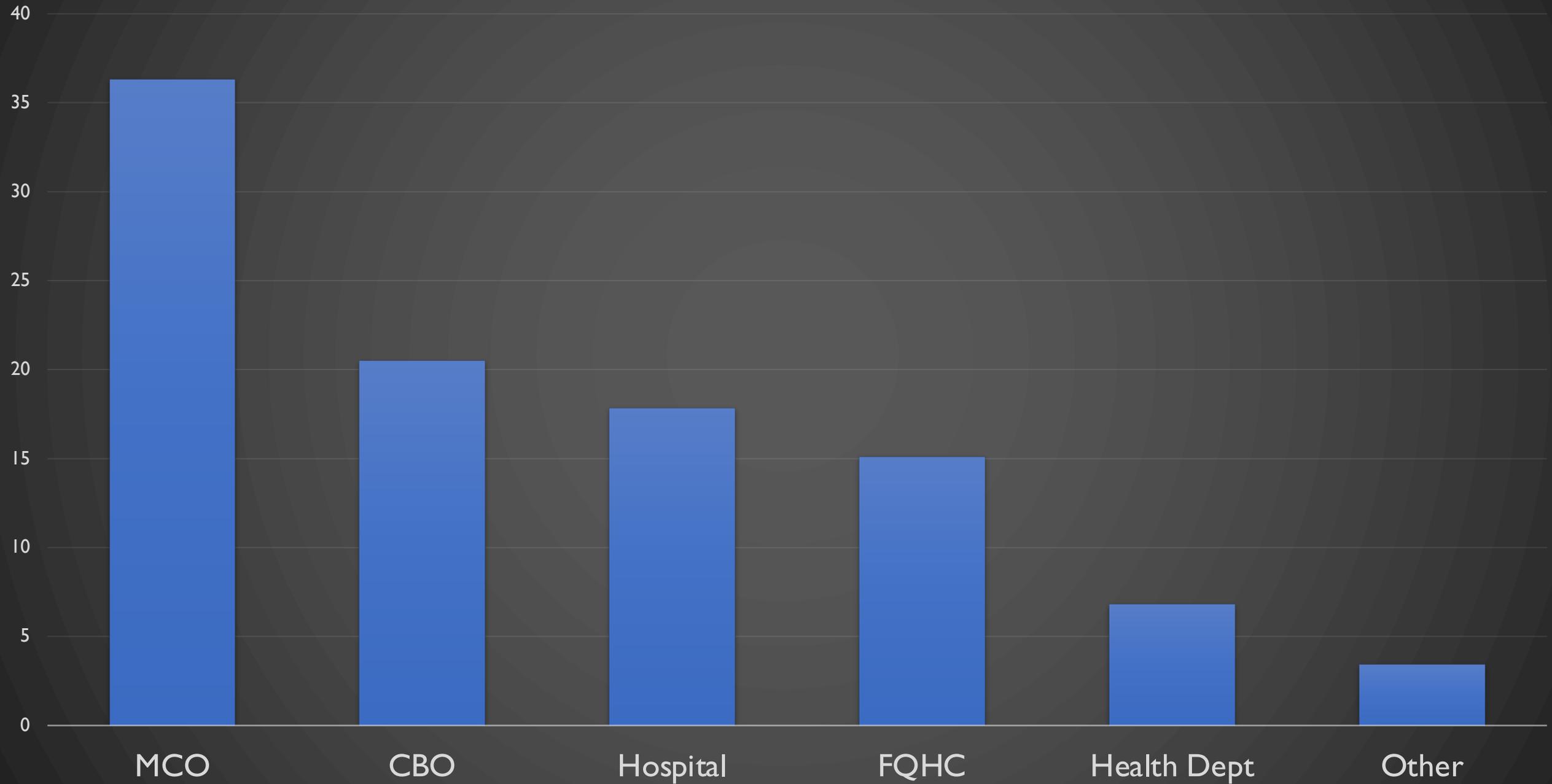
Analysis

RESULTS

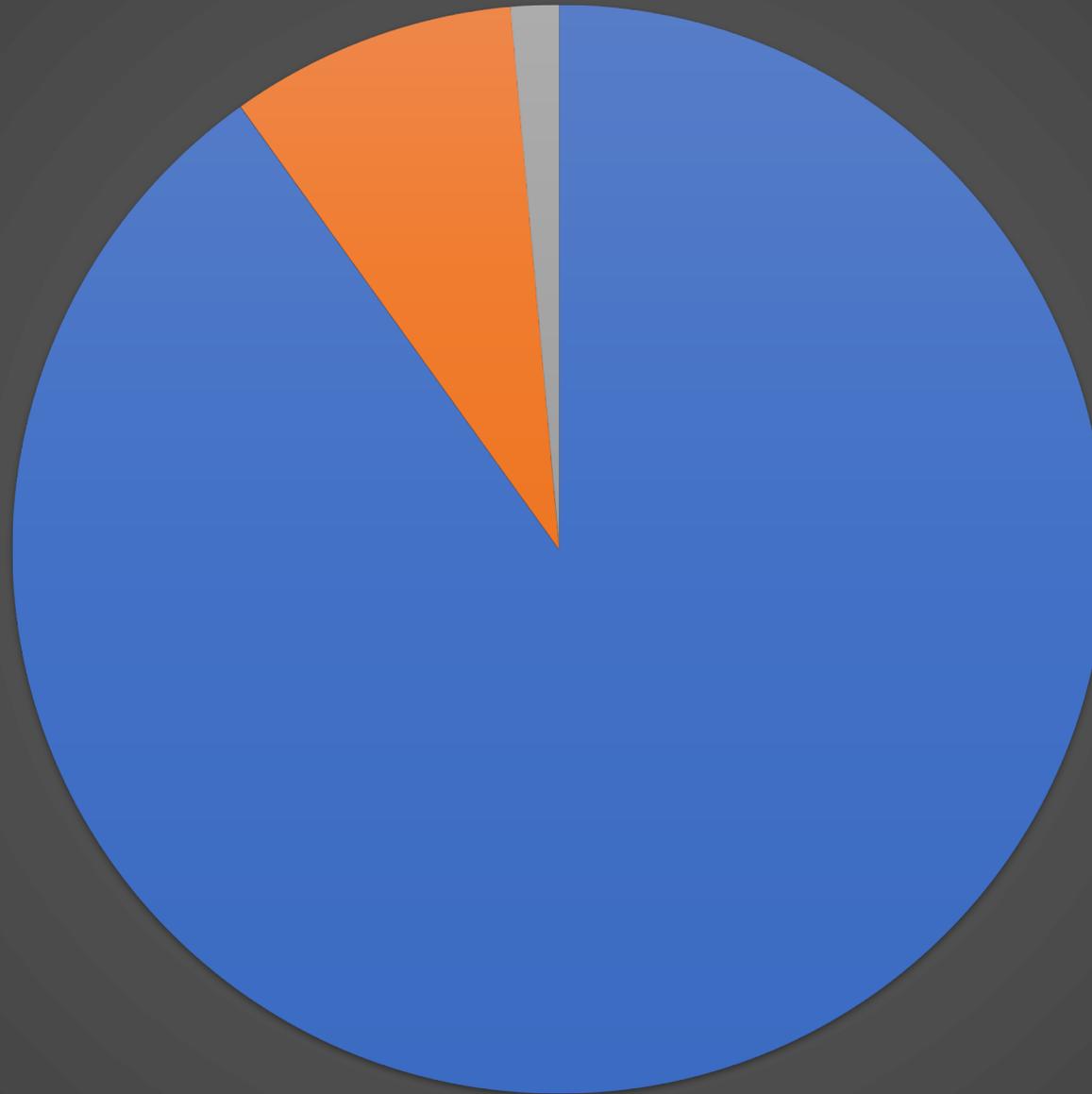
CHW Representation from 29 States



CHW Workplace

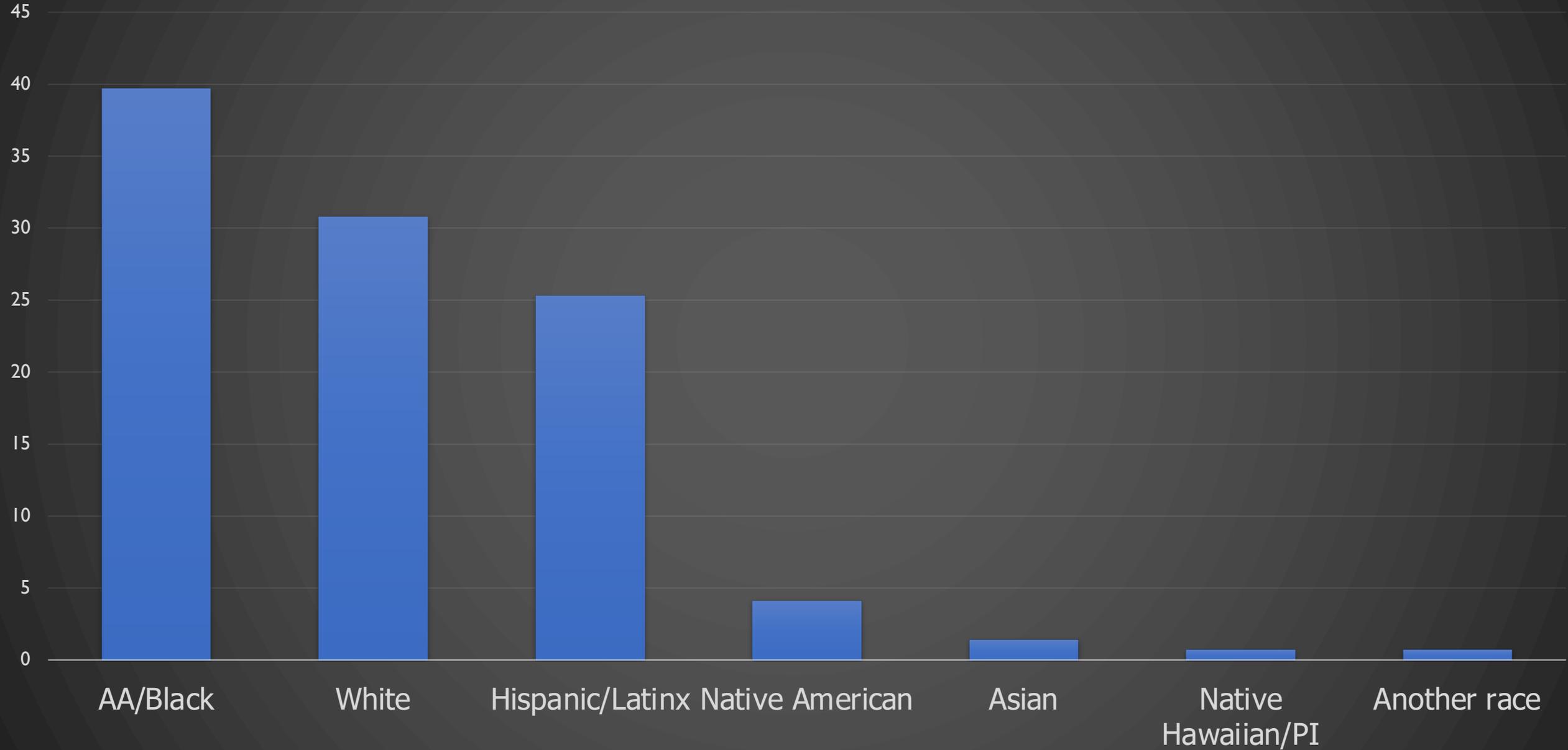


CHW Gender

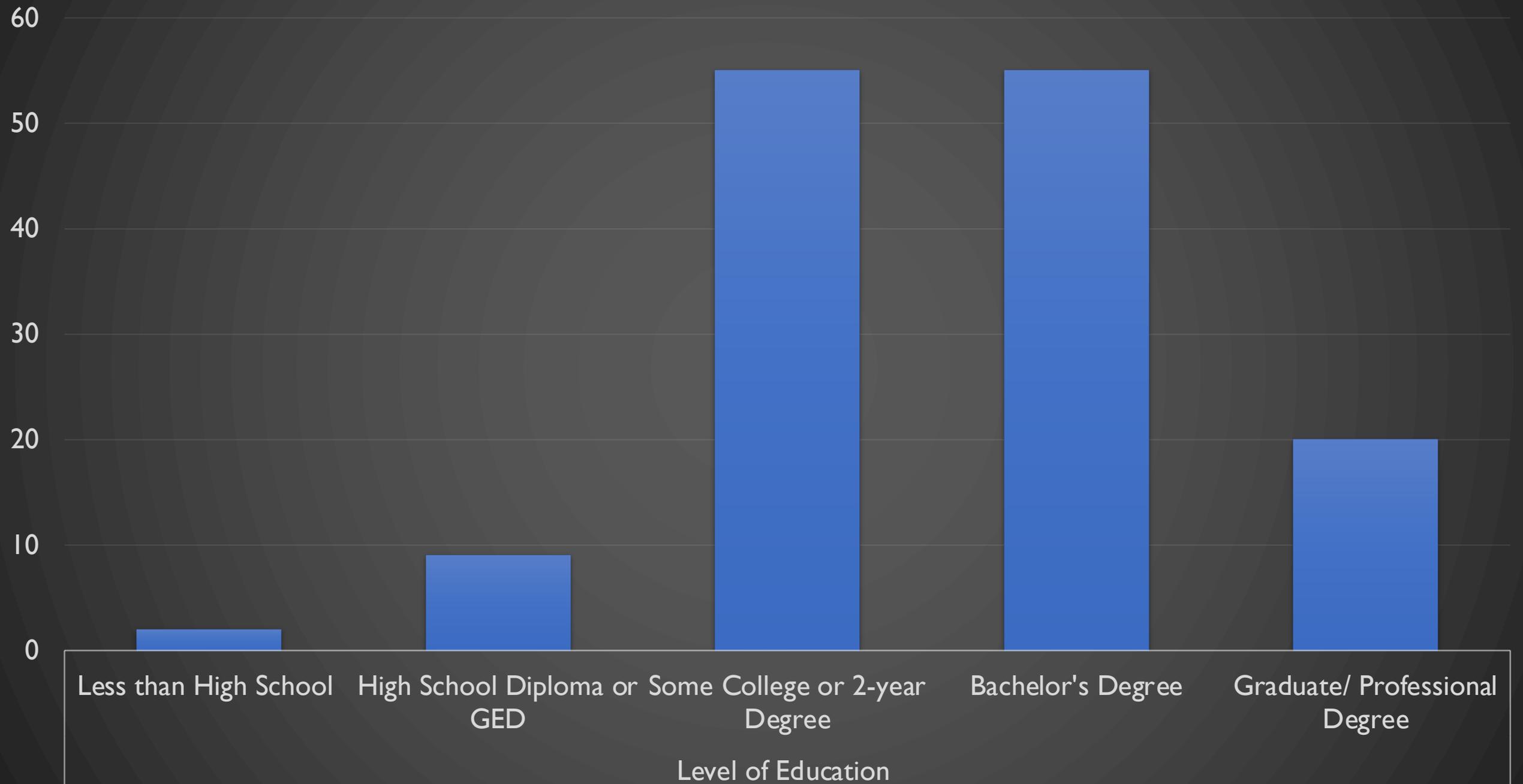


■ Woman ■ Man ■ Prefer not to identify

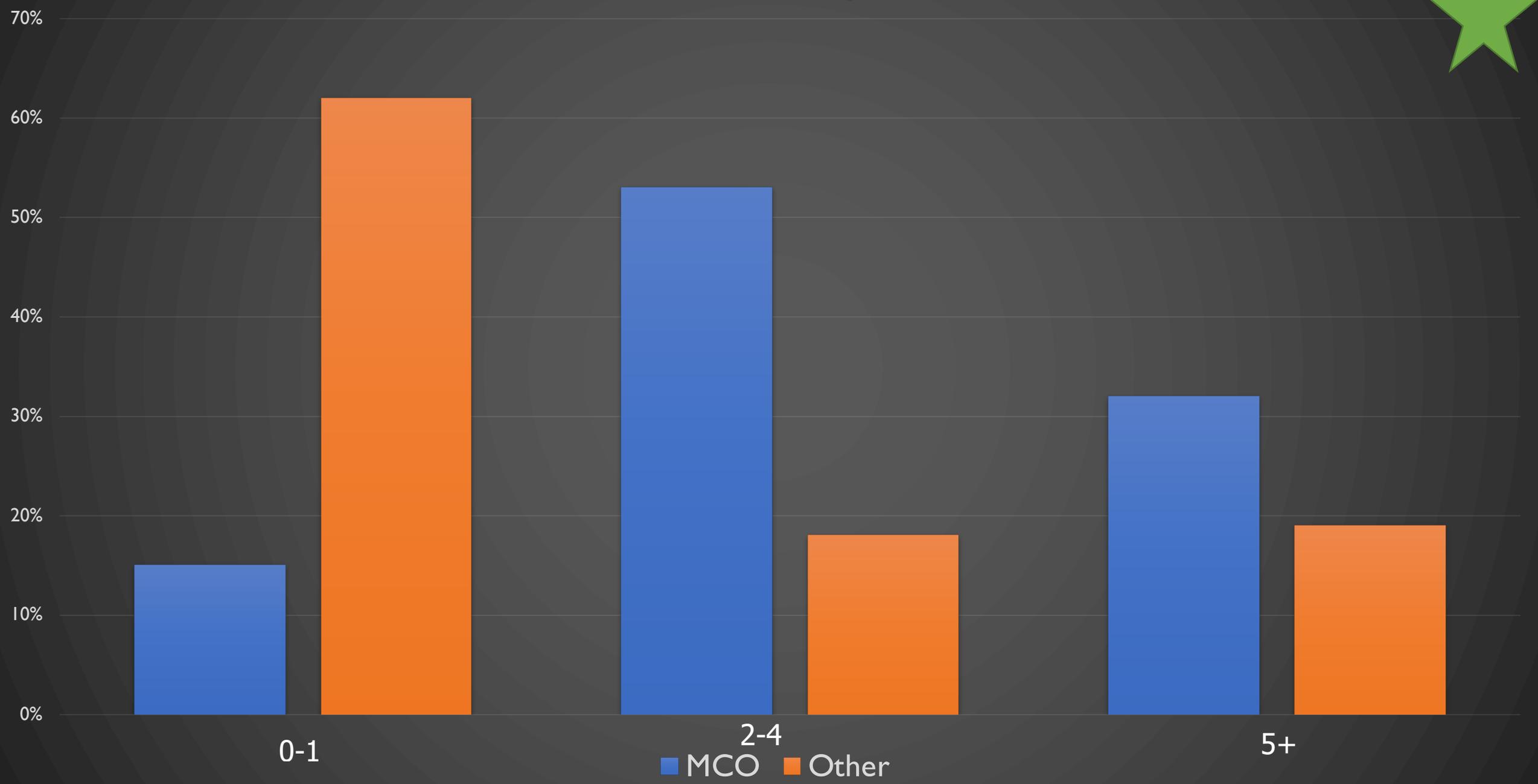
Race/Ethnicity



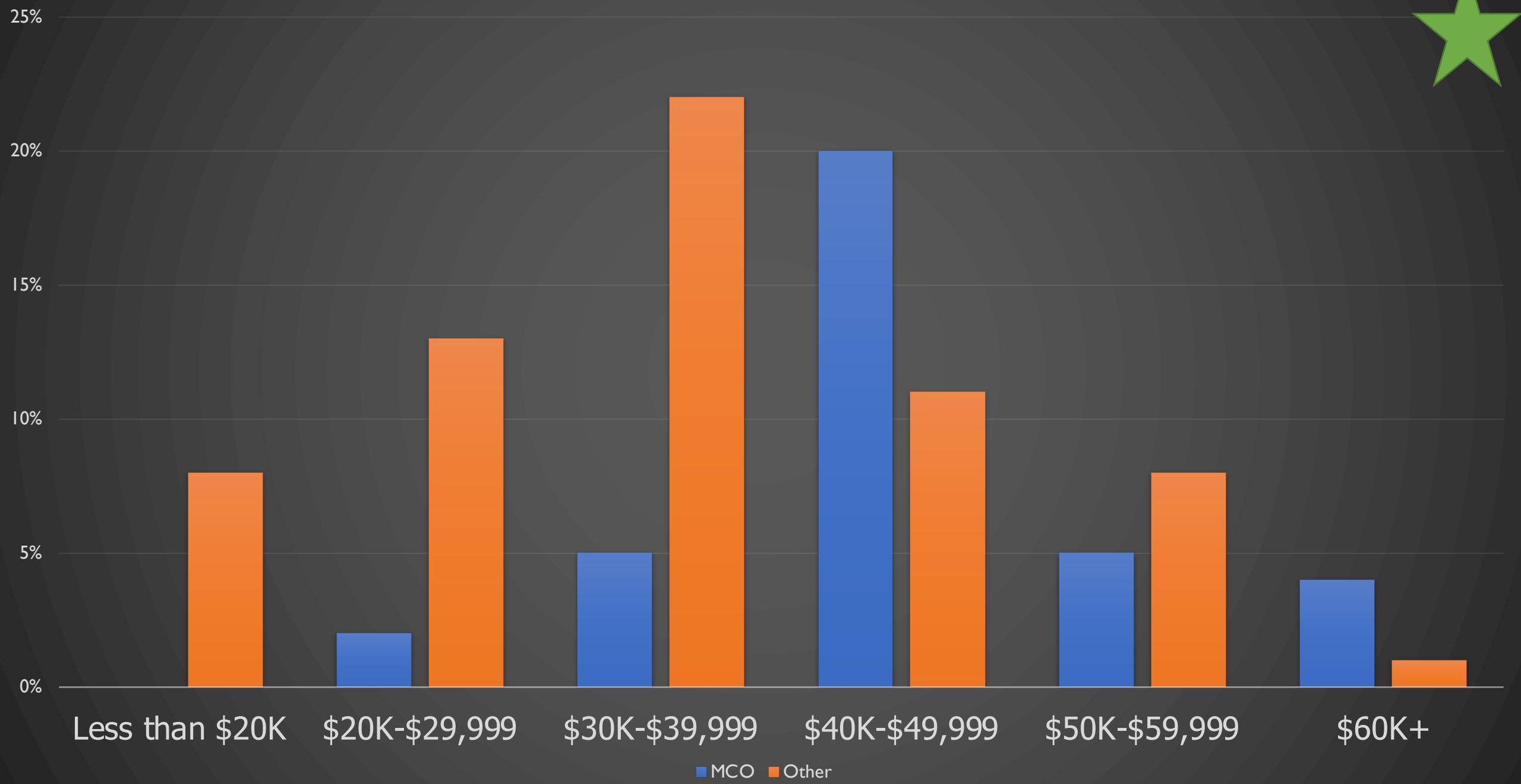
CHW Education Level



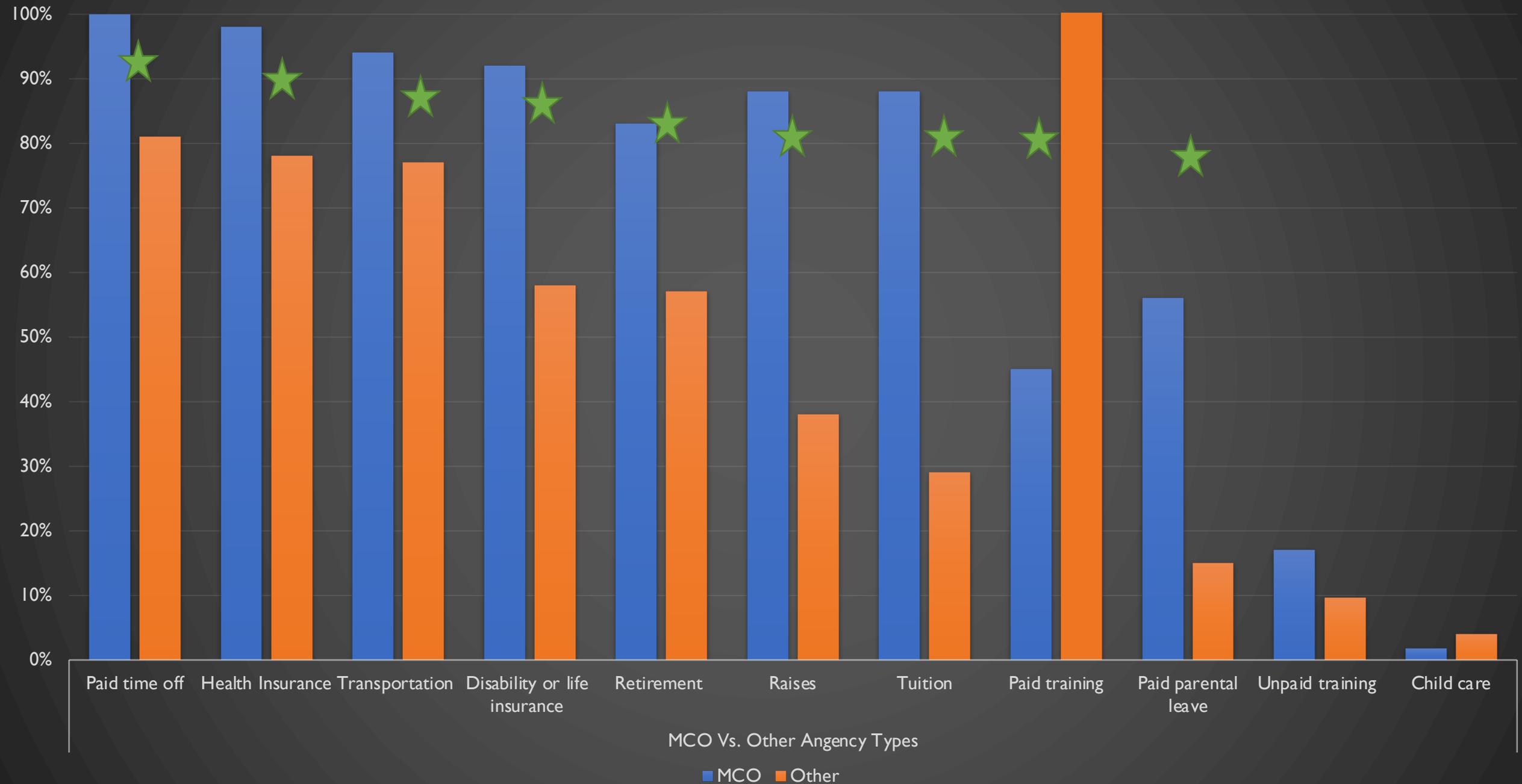
Years of CHW Experience



CHW Income



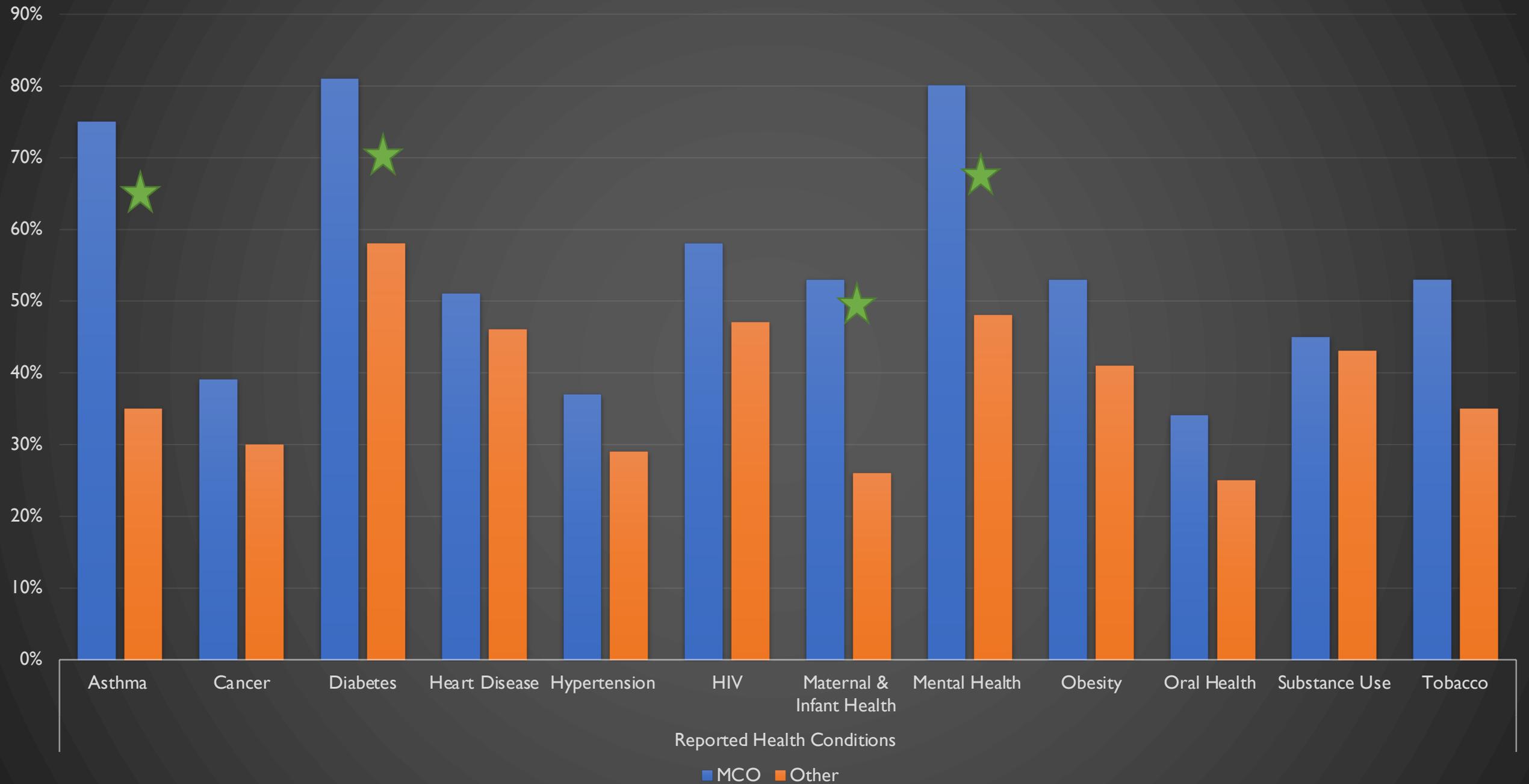
Benefits Offered by MCO vs. Other Agency Types



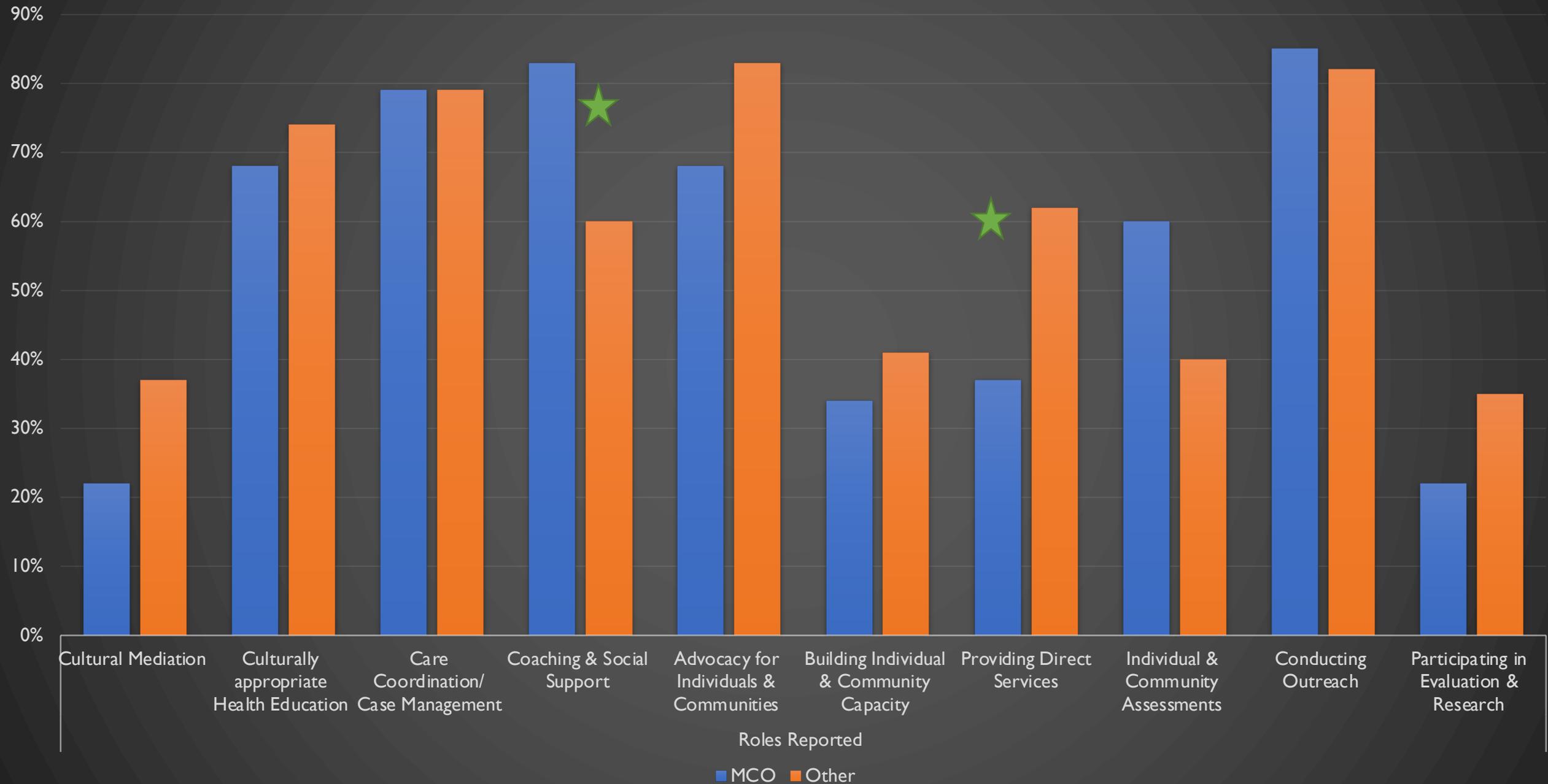
CHW Training Offered by Employer



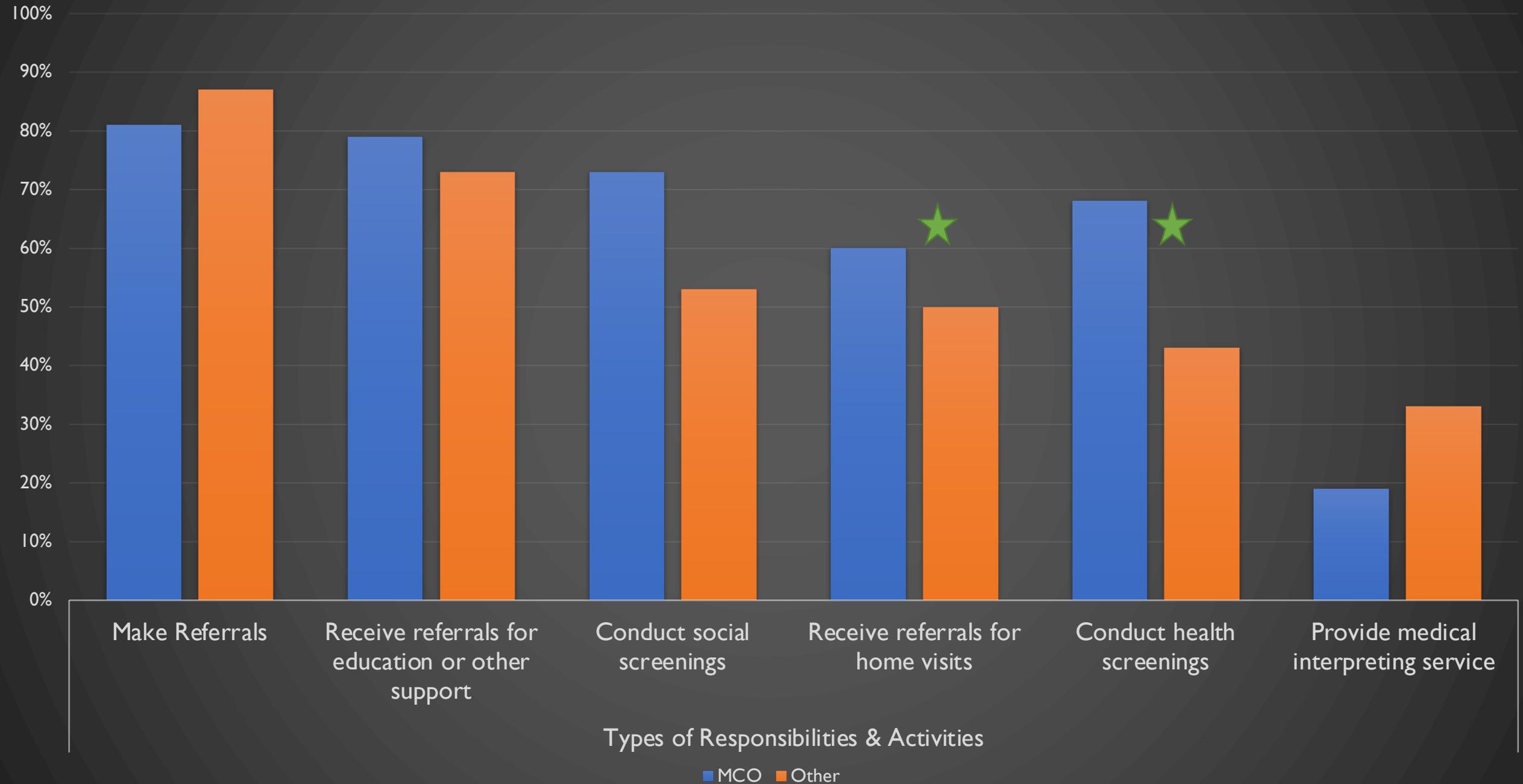
Health Conditions Addressed



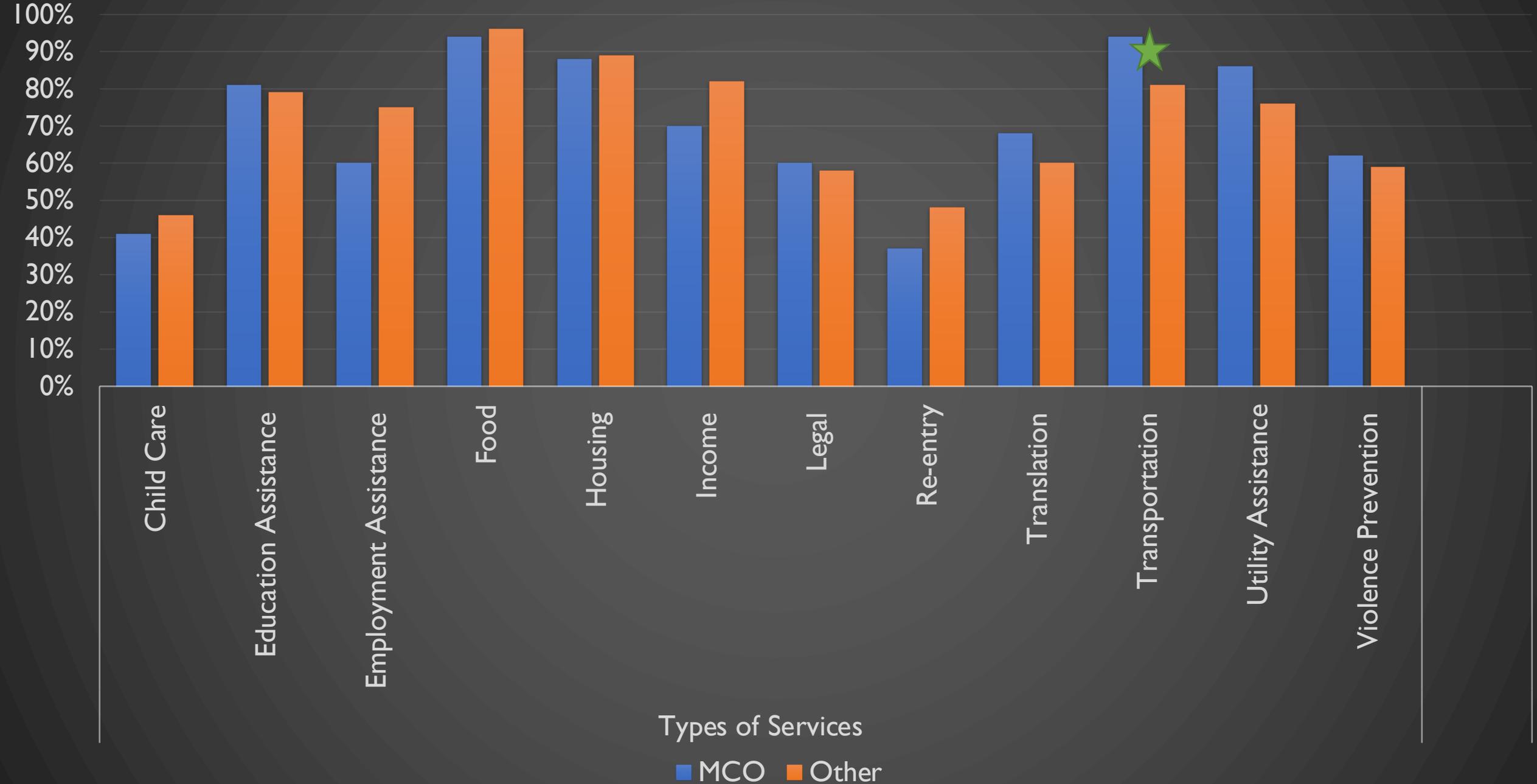
C3 Roles



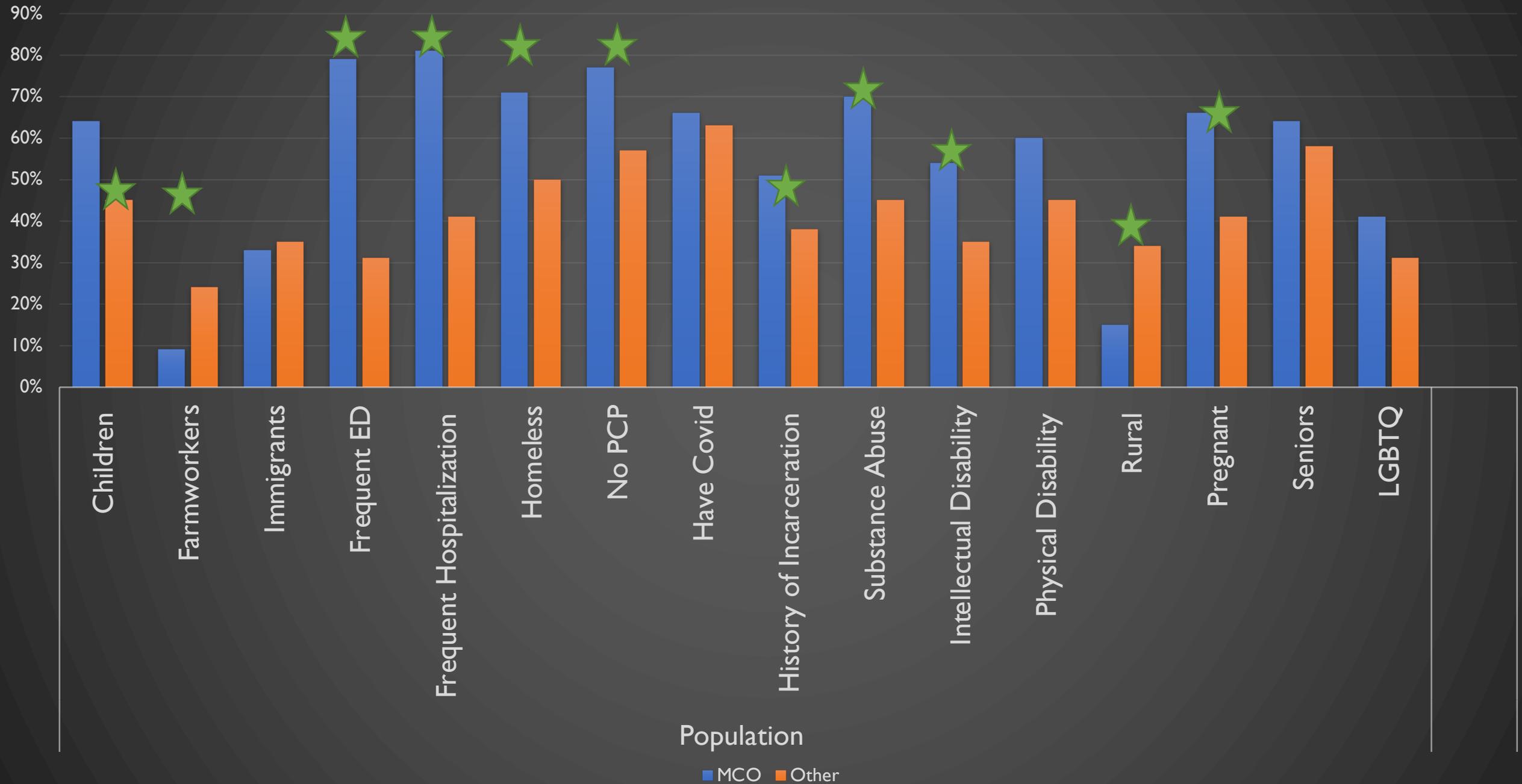
CHW Responsibilities & Activities



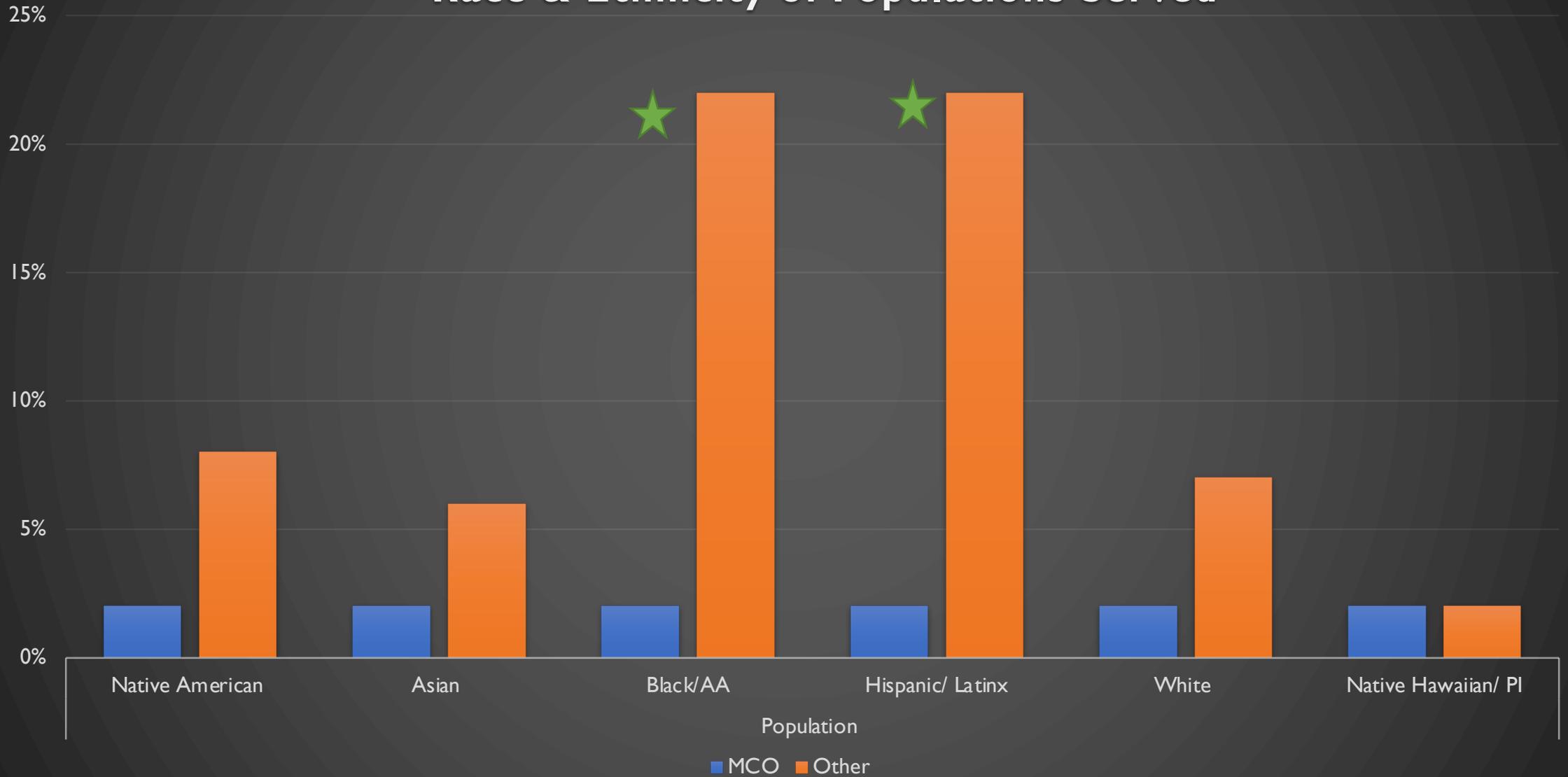
CHW Services Offered



Populations Served



Race & Ethnicity of Populations Served



PERCEPTION OF CHW VALUE

Statement	N/A %	Completely Disagree %	Disagree Somewhat %	Agree Somewhat %	Completely Agree %
CHW responses					
My organization values the work that I do	0	0	4.9	28.9	66.2
My supervisor understands the work that I do	.7	1.4	5.0	18.4	74.5
The team I work with understands the work I do	0	0	8.5	23.2	68.3
I am a valued member of the teams I work with	1.4	0	9.9	20.6	68.1
I have opportunities for promotion at my organization	7.7	14.1	16.9	28.2	33.1
I am well-integrated into the team at my organization	.7	3.5	9.2	24.8	61.7
I am utilized to my full potential	.7	11.3	10.6	32.4	45.1
I am equitably compensated for my work)	.7	11.3	12.8	28.4	46.8

SUPERVISOR PERCEPTION OF CHW VALUE

Supervisor responses	N/A	Completely Disagree	Disagree Somewhat	Agree Somewhat	Completely Agree
My organization values the work CHWs do	0	0	3.8	30.2	66.0
CHWs' work and roles are understood by the individuals who supervise them	0	1.9	0	32.1	66.0
CHWs' work and roles are understood by the teams they work with	0	0	13.2	43.4	43.4
CHWs are valued members of the teams they work	0	.0	7.5	24.5	67.9
CHW has opportunities for promotion	7.5	7.5	18.9	39.6	26.4
CHWs are well-integrated into team	0	0	13.5	44.2	42.3
CHWs are utilized to their full potential	1.9	3.8	24.5	47.2	22.6
CHWs are equitably compensated	5.7	9.4	28.3	28.3	28.3

LIMITATIONS

- Cross-sectional study design
- Small sample size
- CHWs involved in CHW networks are more likely to have responded
- Self-report

THANK YOU!

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