

WELL-AHEAD



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WALPEN WEBINAR

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Louisiana's Health Initiative

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- No disclosures



The Value of Community Health Workers



What you'll get from this presentation

- ▶ Definition of Community Health Workers
- ▶ Roles of Community Health Workers
- ▶ The link between health care, government and social services resources

Community Health Worker Definition(American Public Health Association).

- ▶ 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,
- ▶ A 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.
- ▶ This definition is widely accepted and use by professional groups and in policy documents.

Who are Community Health Workers ?

- ▶ CHWs are people who generally come from the communities they serve and are therefore uniquely prepared to provide culturally and linguistically appropriate services. They work with diverse communities who are most at risk of illness, disability and death.
- ▶ Range of services performed by CHWs:
 - Outreach
 - Home visits
 - Health education
 - Client-centered counseling
 - Case management
 - Advocate for social change that promotes their health and welfare

CHWs are employed in many different models of care

- ▶ Member of primary care team
 - ▶ Patient navigator
 - ▶ Provider: nonclinical services, screening , education
 - ▶ Outreach /enrollment/inform concerning specific programs or services
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- ▶ Source: HRSA CHW National Workforce Study,2007

Roles of Community Health Workers

- ▶ Create connections between vulnerable populations and the health care systems.
- ▶ Facilitate healthcare and social services systems navigations.
- ▶ Ensures cultural competence amongst healthcare professionals serving vulnerable populations.
- ▶ Providing culturally appropriate health education on topics related to chronic disease prevention.
- ▶ Advocating for underserved individuals to receive appropriate services.
- ▶ Building capacity to address health issues.
- ▶ **Con't**

Roles of Community Health Worker (con't)

- ▶ CHWs promote access to services, provide Health education, support care delivery, and promote advocacy.
- ▶ The use of CHWs increase engagement to promote linkages between health systems and community resources for adults with .



Where do you find Community Health Workers

CHWs are found in Community Based Organizations

The Office of Public Health

Hospitals/Clinics

Achievable Behavioral change with the help of CHWs (con't)

- ▶ There are positive effects that CHWs can have access to care and health outcome, these effects include :
 - Greater use of prevention care, such as cancer screening and vaccination.
 - Improve management of chronic diseases, such as diabetes and heart disease
 - Greater numbers of patients connected to primary care
 - Helping people avoid costly emergency department visits and hospital stays.



(con't)

Community Health Workers increase engagement to promote linkages between health systems and community resources for adults with high blood pressure, prediabetes and those who are at a high risk for type 2 diabetes.



Poll Questions:

1. What are some of the core roles of Community Health Workers ?

Assuring people get the services they need.

Informal counseling and social support.

Building individual and community capacity.

Source: National Community Health Advisor Study, Univ of Arizona

Poll question 2

Are Community Health Workers like other Health-Related Professionals?

No, CHWs do not provide clinical care and generally do not hold another professional license.

Expertise is based on shared life experiences and (usually) the culture of the population served.



How Can CHWs Support the Prevention and Control of Chronic Disease and Assist in Self-Management by Patients?

Clearly, CHWs can help overcome barriers to controlling chronic disease. In 1998, the National Community Health Advisor Study, conducted by the University of Arizona and funded by the Annie E. Casey Foundation,^{43, 44} identified the core roles, competencies, and qualities of CHWs after contacting almost 400 of these workers. Seven core roles were identified and continue to guide the field:

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- Bridging cultural mediation between communities and the health care system.
 - Providing culturally appropriate and accessible health education and information, often by using popular education methods.
 - Ensuring that people get the services they need.
 - Providing informal counseling and social support.
 - Advocating for individuals and communities.
 - Providing direct services (such as basic first aid) and administering health screening tests.
 - Building individual and community capacity.



In addition to these general roles, CHWs can provide support to multidisciplinary health care teams in the prevention and control of chronic disease through the following functions:

- Providing outreach to individuals in the community setting.
- Measuring and monitoring blood pressure.
- Educating patients and their families on the importance of lifestyle changes and on adherence to their medication regimens and recommended treatments, and finding ways to increase compliance with medications.
- Helping patients navigate health care systems (e.g., by providing assistance with enrollment, appointments, referrals, and transportation to and from appointments; promoting continuity of health services; arranging for child care or rides and arranging for bilingual providers or translators).

- Providing social support by listening to the concerns of patients and their family members and helping them solve problems.
- Creating community-clinical linkages to help create a team based approach through supporting and enhancing the work of healthcare team.
- Assessing how well a self-management plan is helping patients to meet their goals.
- Supporting patient self-management plans and long term self-management support.
- Supporting work of the chronic care team and increasing the team's cultural competence when serving as an integrated member of a health care team.
- Supporting individualized goal-setting.
- Playing a role in self-management program administration by leading or supporting self-management programs. More recent literature confirms these roles.

What can CHWs do to help with Diabetes Prevention Programs and Self-Monitoring Blood Pressure Programs?

- Implement combined diet and physical promotion programs,
- Counseling, coaching, or a combination of both.
- Develop case management interventions in order to coordinate and provide healthcare for all people affected by diabetes.
- CHWs may provide education about diabetes prevention and life style modification or informal counseling coaching and extended support for community based setting.

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Thank You for Joining Us!

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