

# Understanding the Role of Community Health Workers in Healthy Start



**July 9, 2015**

**3:00-4:00 PM**

# Agenda

**Dr. Hani Atrash, MD – MCHB/DHSPS**

## **Overview of CHW Study**

- Goals
- Development process
- Next steps

**Rebeca Guzmán, LMSW - Institute for Population Health/Healthy Start Detroit**



# Dr. Hani Atrash

## Dr. Hani Atrash, DHSPS

- What does DHSPS hope to accomplish with this CHW study initiative?

# Objectives

By the end of this overview, we hope that you can:

- Describe the purpose and goals of the CHW study
- Describe how the results of the survey will be used to support Healthy Start CHWs
- Identify one person at your organization to complete the survey by August 7th

# Background

**CHWs play an important role in coordinating and providing care to women enrolled in Healthy Start**

- 37% (320 of 871 total staff) reported on initial November workforce survey were CHWs

**Variation in:**

- CHW roles, background
- Training, certification programs

**Opportunity to address core competencies through standardized training for Healthy Start CHWs**



# Study Goals

The goal of the study is to **describe** the role of CHWs in Healthy Start, including their **background, experience, and roles.**

The EPIC Center will **use the results** of the study to develop a standardized training program to support CHWs who are members of Healthy Start Project teams



# Development Timeline

Phase	Timeline
Grantees expressed interest	November 2014 Convention
Preliminary grantee interviews	January-February 2015
Draft questionnaire	March 2015
Grantee review of draft questionnaire	April 2015
Study testing	May 2015
Study launch	July 9, 2015

## Special thanks to:

- Boston Healthy Start Initiative/Community Health Education Center
- Camden Healthy Start
- Cleveland MomsFirst
- Healthy Start Detroit
- Philadelphia Healthy Start



# Interview Findings

## Interest in defining/understanding:

- Role of CHWs in Healthy Start context
- Training provided
- Core competencies
- Expectations for CHWs
- Supervision models



# Interview Findings

## Interest in defining/understanding (cont.):

- CHWs' integration into care teams
- Career ladder opportunities, including CHWs who were former clients
- Certification process, benefits
- Role of CHWs in state policy changes

**Consensus that it would be helpful to have standardized training/curriculum**

# Study Overview

## A. Overview of Healthy Start Project

## B. Training

## C. Competencies

38. C2. For each of these activities how would you characterize the role of CHWs?

	Activity is central to the job	Not central but an important task	Occasional Involvement	Does not engage in this activity
Health education	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Health coaching	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Care coordination	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Case management	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

36. C1. Below is a list of possible competencies of CHWs. Please indicate the importance of each on a scale from 1 (not at all important) to 5 (essential).

	Not at all important (1)	(2)	(3)	(4)	Essential (5)
a. Conduct recruitment / outreach	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. Conduct health education	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. Conduct advocacy / community mobilization	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. Build client capacity to respond to own needs (health coaching)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e. Conduct risk assessment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f. Understand organizational and community resources	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
g. Protect confidentiality	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
h. Coordinate financial, health, and social needs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
i. Use technology to maintain documents / record keeping / reporting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
j. Understand and describe issues important to MCH	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
k. Navigate the healthcare system	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
l. Work as part of a health care team (care coordination)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
m. Understand details of the healthcare system	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
n. Role model for participants	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
o. Apply active learning and listening techniques	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
p. Enroll participants in insurance and entitlement programs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
q. Other, please specify	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

# Study Overview

## D. Career Advancement

## E. Outcomes

## F. Certification

49. D1. Next we would like to understand what internal career opportunities exist for CHWs to advance within your Healthy Start Project. Thinking back to your CHWs experience over the last two years, how frequently have CHWs had the following advancements within the organization:

	Often	Sometimes	Seldom	Never
a. Receive a promotion to become a supervisor of CHWs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. Receive a promotion to another position (that is, not a CHW position) in the organization	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. Obtain additional training to qualify for a higher paying position	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. Assume more responsibility within the same position	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

51. D2. If a CHW leaves your organization for career advancement, what are the most common opportunities? Thinking back to your CHWs over the past two years, how frequently have CHWs had the following advancements outside of the organization?

	Often	Sometimes	Seldom	Never
a. Become a CHW at another organization	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. Go back to school for additional training/degree	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. Get hired into a job with more responsibility	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. Get hired into a job with higher pay	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e. Other	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

# Study Overview

## E. Outcomes/Benchmarks

58. E2. The following are a list of Healthy Start performance outcomes. For each of the following outcomes, indicate whether CHWs are engaged in activities that can positively impact outcomes. (Check all that apply.)

- Proportion of participants with insurance
- Proportion of participants with documented reproductive life plan
- Proportion of participants who receive a post-partum visit
- Proportion of participants and families who have a medical home
- Proportion of participants who have received a well woman visit
- Proportion of participants who engage in safe sleep behaviors
- Proportion of participants who breastfeed children (ever)
- Proportion of participants who breastfeed children (to 6 months)
- Proportion of participants who smoke
- Proportion of participants who space pregnancies by 18 months or more
- Proportion of children of cases who have well-child visit
- Proportion of participants who receive elective delivery before 39 weeks
- Proportion of participants who receive perinatal depression screening and referral
- Proportion of participants who receive follow up services for perinatal depression
- Proportion of participants who receive IPV screening
- Proportion of participants who read daily to children

# Discussion

Rebeca Guzmán, LMSW - Institute for Population Health/Healthy Start Detroit

## Questions for Discussion

- How will understanding CHWs help you?
- Why is understanding the role of CHWs in Healthy Start important?
- What are you interested in seeing come out of the results of this survey? (Workgroups, information?) What would be helpful to you?
- What questions do you have at this point?
- How can we help support your participation?



# Logistics

**Goal:** 100% participation in the survey

**What:** Online survey

**Who:** One person with knowledge of the CHW program at your Healthy Start Project sites

- e.g., Program Manager, CHW supervisor, or other similar role.

**How long:** ~30 minutes.

**When:** July 9-August 7



# Next Steps

## Identify one person at your organization to complete the survey

- Survey may come to PD if CHW study contact is not on file
- Surveys are linked to each grantee, so only one person can complete

**Study launch July 9, 2015**

**Responses requested by August 7, 2015**



# Next Steps

## Healthy Start EPIC Center will:

- Compile results
- Communicate results back to you
- Augment quantitative findings with qualitative interviews with CHWs
- Determine how to use the results to support CHWs in Healthy Start, including development of a customized training program offered at no cost to grantees





# Questions?

Future questions about the study may be sent to:

Katie DeAngelis

[katie\\_deangelis@jsi.com](mailto:katie_deangelis@jsi.com)

Healthy Start EPIC Center

