Excellence is just the beginning.

Rush System for Health

Integrating Community Health Workers in SBHCs: A Roadmap

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Agenda

Introduction
Community Health Workers
Integrating CHWs in SBHCs
  - Assessing Readiness
  - Program Development & Implementation
  - Integration & Sustainability
Q&A

Objectives

1: The learner will be able to assess readiness for the addition of community health worker services within SBHCs
2: The learner will be able to apply a framework for the implementation of community health worker services at SBHCs
3: The learner will identify strategies for successful community health worker integration within SBHCs and larger school communities
A community health worker 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 worker 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 community health worker 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.
Current CHW Programming at Rush

- **Public Health Response**: Testing, vaccine education, contact tracing, and outbreak response.
- **Emergency Departments**: SDOH screening and resource connection in the RUMC ED and post-discharge.
- **Community Settings**: Promote effective chronic disease self-management, screening, and connection to care.
- **Chronic Disease Management**: Identify needs and provide support for REACH students and at SBHCs.
- **Youth Programs**: Engage with community-based research projects, including Alive Faith Network.
- **Research**: SDOH screening and resource connection at community events and health fairs.

Integrating CHWs in SBHCs: Assessing Readiness

Where We Started...

Assessing Readiness

- Site Selection
- SBHC & CHW Teams
- School Staff
- Resources

SBHC: School-Based Health Center
Integrating CHWs in SBHCs: Planning & Implementation

Goals & Outcomes
Scope & Services
Policies & Workflows
Escalation Protocols
Training
Outreach Plan

CHW GUIDE
SCHOOL-BASED HEALTH CENTERS

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Integrating On Site CHW Services
Integrating On Site CHW Services

Provider identifies need & enters referral in EHR

Warm handoff with CHW

CHW meets with patient/family or outreaches via phone call

CHW completes SDOH screening

CHW assistance & resource connection

CHW documents in EHR & tracker

CHW completes SDOH screening

Patient/family follows up as needed

Referral Entry

CHW REFERRAL ORDER

EPIC SmartPhrase

SBHC at Orr/KIPP Impact

CHW Referrals: 237
SDOH Screenings: 136
Linkage to Resources: 127
Benefit Enrollment: 87
Integrating Remote or Off Site CHW Services

Remote CHW Services
- Supported expansion to additional SBHC sites
- Phone & video-based services
- Utilization of community meeting sites when needed
- Highest priority needs
- Followed similar policies & workflows
- Some communication & tech challenges

Off Site CHW Services
- Supported non-SBHC community members who learned of SBHC CHW services through word of mouth
- Could support SBHCs with space constraints
- Partnership with community organization
- Physical location nearby the school
Challenges with Integration

- Patient, parent & school staff unfamiliarity with CHW role
- Gaining trust and build a relationship
- Fear to ask for help
- Stigma to obtain resources
- Parent engagement
- Language barrier
- Scheduling appointments

Building Relationships & Trust

- First visit in person if possible. Explanation of CHW role.
- SBHC connection and community organizations
- Rights to medical benefits & care coordination.
- Trust and empowerment
Thoughts on Sustainability & Lessons Learned

There isn’t one pathway. Your path should & will be unique.

Consider starting small

Get ready to pivot

Defined CHW scope and CHW fit are important

Find your school champion

Resources

CDC
Including CHWs in Health Care Settings: A Checklist for Public Health Practitioners
Resources

Kaiser Family Foundation
State Policies for Expanding Medicaid Coverage of CHW Services

Resources

National Association of Community Health Workers

Resources

CMS
On the Front Lines of Health Equity: Community Health Workers

CME and CE Information

In support of improving patient care, this activity has been planned and implemented by the School-Based Health Alliance and Moses/Weitzman Health System, Inc. and its Weitzman Institute and is jointly accredited by the Accreditation Council for Continuing Medical Education (ACCME), the Accreditation Council for Pharmacy Education (ACPE), and the American Nurses Credentialing Center (ANCC), to provide continuing education for the healthcare team.

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- Commission on Dietetic Registration (CDR)