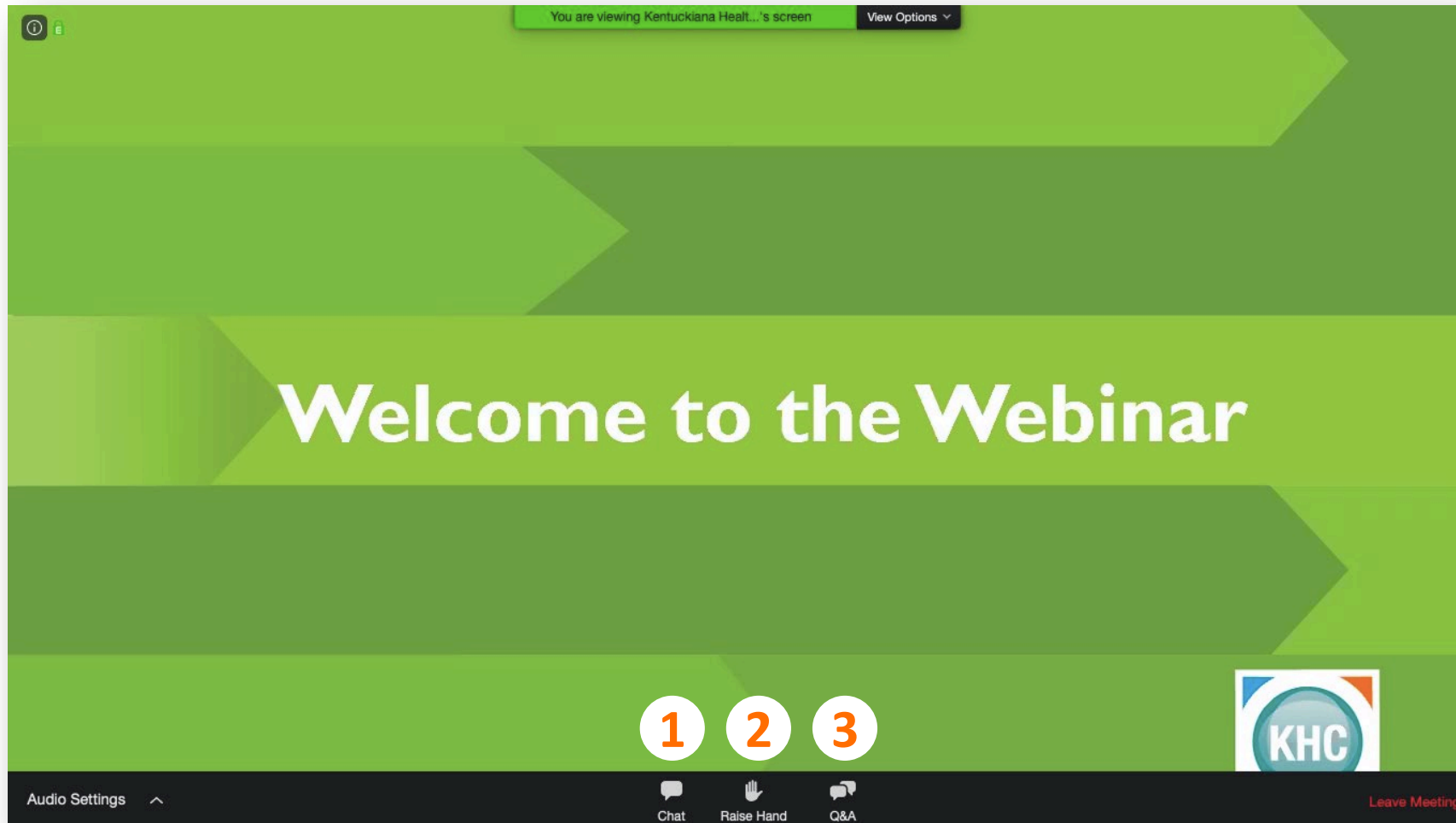


Using the Zoom Platform



- 1** Select "Chat" to send a message to other attendees.
- 2** Select "Raise Hand" to be unmuted and ask a speaker a question.
- 3** Select "Q&A" to type a question and submit it to the host and speaker.

REMOVING BARRIERS TO CARE WITH COMMUNITY HEALTH WORKERS

A KHC Community Health Forum
September 13, 2022 | 8:00am ET



SOCIAL MEDIA

Twitter: @KHCollaborative

LinkedIn: [www.linkedin.com/company/
Kentuckiana-Health-Collaborative](http://www.linkedin.com/company/Kentuckiana-Health-Collaborative)

Facebook: [www.facebook.com/Kentuckiana
HealthCollaborative](http://www.facebook.com/KentuckianaHealthCollaborative)

#KHC



THANK YOU TO OUR SPONSOR



Kentucky Public Health
Prevent. Promote. Protect.





Welcoming Remarks

Laura Eirich, MPH

Administrator, Office of Community Health Workers
Kentucky Department for Public Health





Community Health Worker Landscape in Kentucky

Connie White, MD, MS, FACOG

Deputy Commissioner for Clinical Affairs
Kentucky Department for Public Health



Community Health Worker Landscape in Kentucky

Connie Gayle White, MD, MS, FACOG
Deputy Commissioner for Clinical Affairs
Kentucky Department for Public Health

September 13, 2022



Kentucky Public Health
Prevent. Promote. Protect.



TEAM 
KENTUCKY[®]
CABINET FOR HEALTH
AND FAMILY SERVICES

What is a Community Health Worker?



<https://www.cthealth.org/wp-content/uploads/2019/02/r4-CHF-0039-Health-Infographic.pdf>

Where do CHWs Work?



* Matos S, Findley S, Hicks A, Legendre Y, Do Canto L. Paving a path to advance the community health worker workforce in New York State: a new summary report and recommendations. CHW Network of New York City. 2011

Matos S, Findley S, Hicks A, Legendre Y, Do Canto L. Paving a path to advance the community health worker workforce in New York State: a new summary report and recommendations. CHW Network of New York City. 2011

“The Dancing CHW” Framework

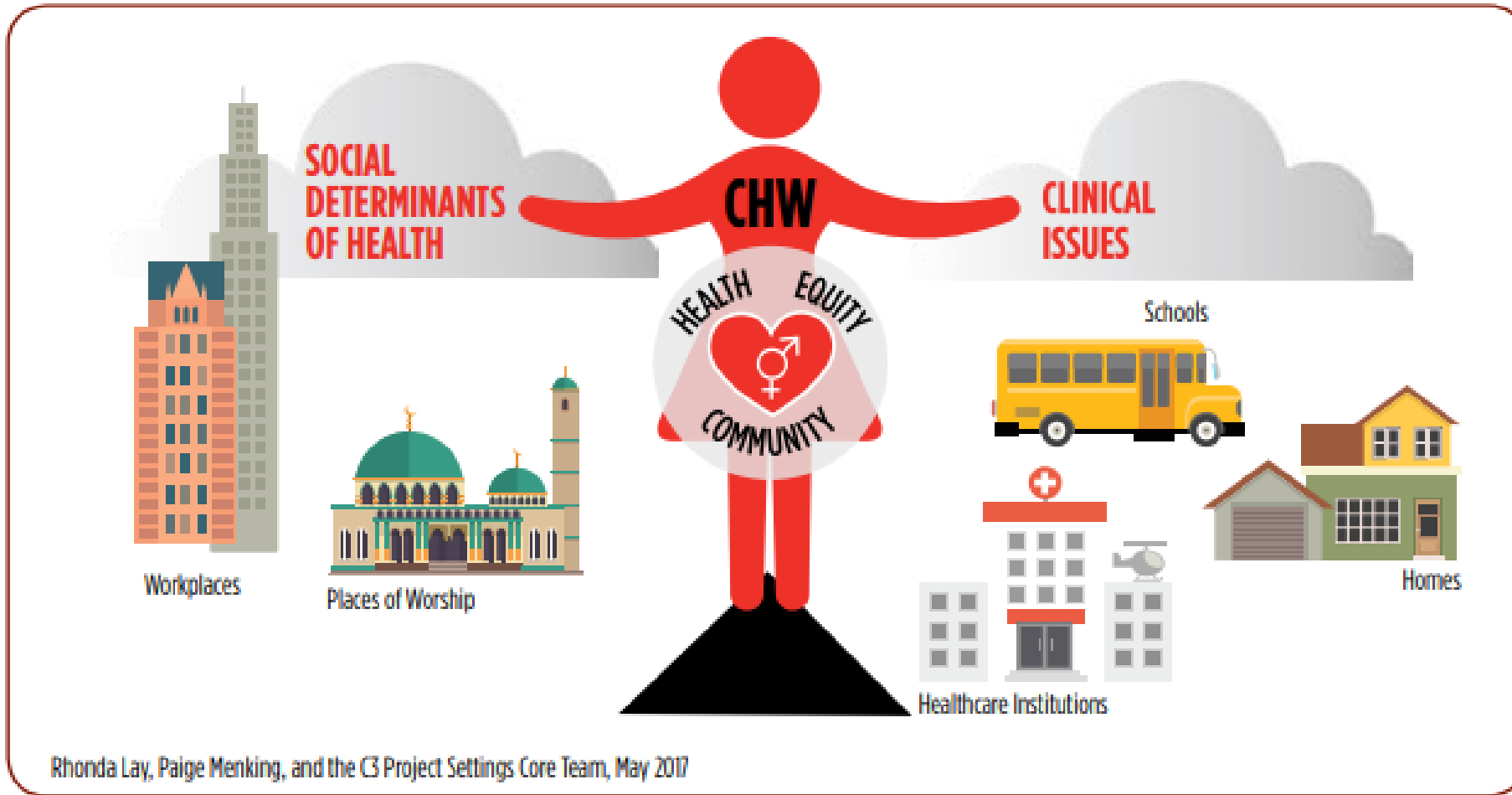
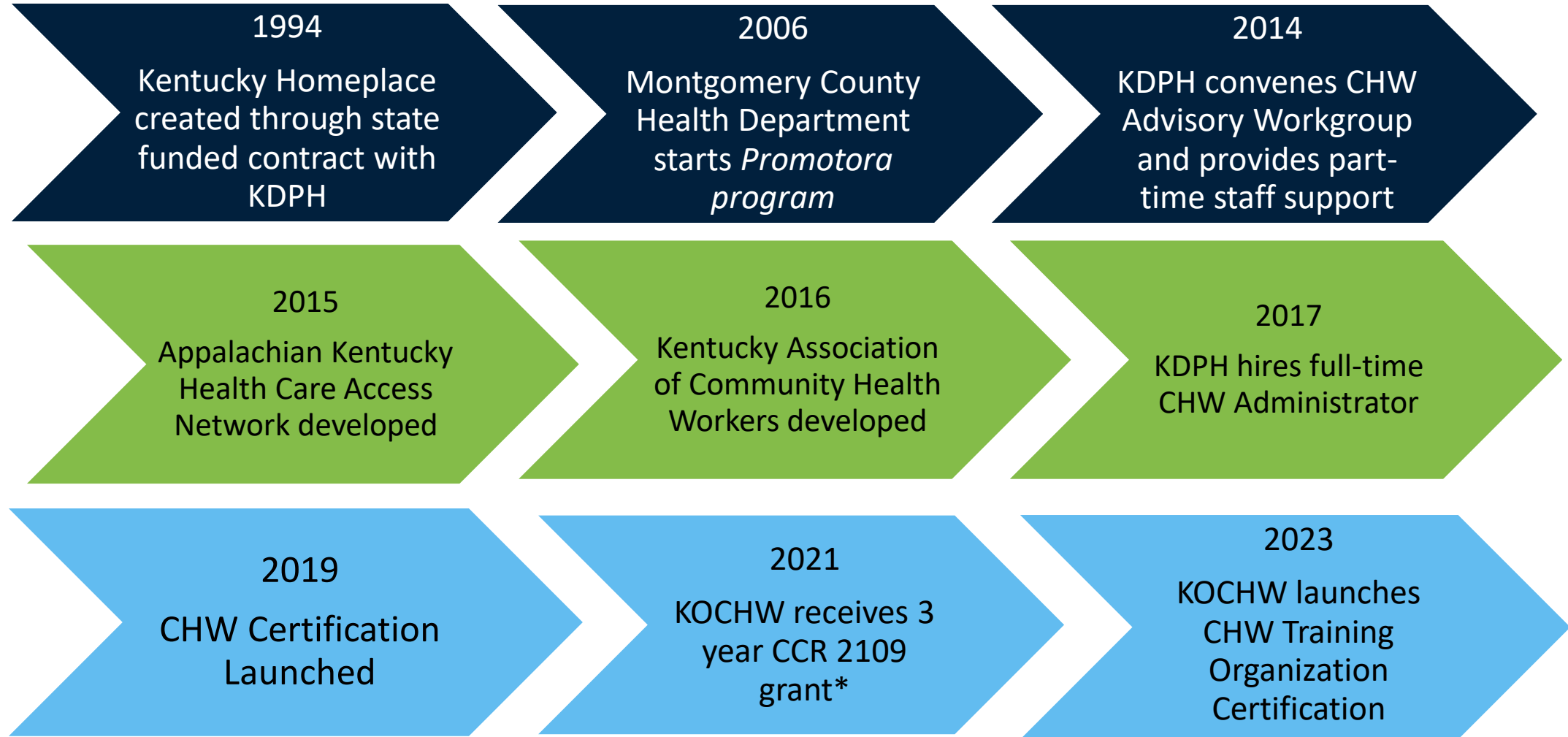


Figure 6: The Dancing CHW Framework

The Dancing CHW Framework depicts a CHW working to address the determinants of health on the one hand, while on the other hand, navigating and facilitating access to health and social services. The framework portrays the CHW as nimble footed, with their heart at the center—guiding all their work.

A Brief Timeline



*KDPH also receives CDC 2 year CHW Equity grant

“Nothing about us without us”

Kentucky Association of Community Health Workers (KYACHW)

- 🛡️ KYACHW is the grassroots organization led for and by Community Health Workers
 - The KYACHW provides a unified association of community health workers in Kentucky with the purpose to spread knowledge and advocate for recognition of CHWs and our communities



The Numbers

107

Certified Community
Health Workers
(CCHWs)

110+

Counties Served
by CHW Programs

35+

Community Health
Worker Programs

September 9 , 2022

KENTUCKY HOMEPLACE

UNIVERSITY OF KENTUCKY
CENTER OF EXCELLENCE
IN RURAL HEALTH



CHALLENGE

There is a lack of opportunity for workforce development and retention of career-ready healthcare professionals graduating high school in our communities.

PROJECT

Students from local high schools receive dual

BREATHE

Bridging Research Efforts and Advocacy
Toward Healthy Environments



CHALLENGE

Tobacco use disproportionately affects the health of rural communities. Tobacco dependence is common, tobacco use initiation begins at a young age, the tobacco-related disease is a significant burden and ex

OVERVIEW

BREATHE is a multi-disciplinary research collaborative of the University of Kentucky Mission is to promote lung health and h populations. BREATHE designed a novel tobacco treatment with a planning grant Foundation, called Reducing Tobacco D Rural KY Communities. Given the lack r rural, low-income communities, we had reducing tobacco use disparities in rura engaging CHWs in two rural KY countie completed BREATHE's Tobacco Treatm

CHI ST. JOSEPH HEALTH



CHALLENGE

Despite advances in modern medicine, socioeconomic disparities continue to impact the health and wellbeing of our communities. Addressing the impact of social determinants of health is essential to

OVERVIEW

Catholic Health Initiatives (CHI) St. J Health Roadmap started in December implementation and evaluation of a referral for social needs in primary c two primary care clinics in Berea and London. Four full-time community h clinics and all patients are screened of questions. Universal screening is e support and referrals provided by e 2020, a fifth full-time community he at an OB/GYN high-risk clinic. In Oct ed and in February e clinics are covered



CHALLENGE

Patients wishing to improve their health often face barriers that prevent them from achieving health related goals. These barriers have been collectively categorized as Social Determinants of Health.

OVERVIEW

In January 2021, White House Clinics (WHC) launched Universal Screening for Social Determinants of Health (SDoH). SDoH is the conditions in the environment where people are born, live, learn, work, play, worship and age that affect a wide range of health, functioning and quality-of-life outcomes and risks. Typically, SDoH is grouped into 5 categories - Economic Stability, Education Access and Quality, Health Care Access and Quality, Neighborhood and Environment and Social and Community Context. SDoH plays a significant role in patients' overall health, well-being and quality of life. Often, patients facing social obstacles are unable to overcome those barriers so that they can work towards achieving improved health status. The identification and navigation of social barriers to care are essential in helping patients improve their health status.



CHALLENGE

The effects of the COVID-19 pandemic cannot be overestimated. Within Jefferson County, it was quickly noted that racial and ethnic health and wealth disparities were impacting rates of COVID infections among many of

OVERVIEW

Family Health Centers (FHC) started Appalachian Kentucky Health Care A 2018, with support from the Kentuck Refugee-focused CHW began to serv Central Africa. Currently, the progra FHC patients, one part-time CHW sp Program, two full-time Refugee Care as CHWs and two Congolese-focus Spanish-speaking CHW in 2022 unde CHWs work out of a primary care set clients set health-related goals and t



CHALLENGE

The Northern Kentucky region is facing COVID vaccination hesitancy. Underrepresented populations have had more difficulty in getting vaccinated. There are two issues. First, the misinformation about the vaccine, especially coming from social media. Second, those who got the first of a two dose vaccination did not return for the second dose. Very few Hispanics are coming back to get the second dose or not getting the first dose at all. Hispanic people in the United States are nearly twice as likely as non-Hispanic white people to be infected with Covid-19 and 2.3 times as likely to die from it (CDC Risk for COVID-19 Infection, Hospitalization, and Death by Race/Ethnicity).

OVERVIEW

The North Central AHEC's Community Health Workers (CHW) program was begun by the NC AHEC in the summer of 2002 status of the Hispanic community and reduce overall health prevention of illnesses and appropriate use of medical facility health education and outreach services within their commu advocacy, emotional support, referrals, information support building are common to the work our CHWs do. More recent role include research-specific activities. The AHEC CHWs r research studies delivering interventions through teaching provision of social support. The program follows a "lay health worker" model that is uti urban underserved areas in the US. The NC AHEC's CHWs v volunteers in association with the local healthcare system organizations in both urban and rural environments. The course manual was originally developed by the Midwest for migrant workers and has been modified to address com issues in north-central Kentucky. The NC AHEC is a training training is 13 weeks and the group meets every Saturday fo complete a 40-hour in-classroom training and 40 hours of e community. Participants learn about health education and to address social determinants of health.



CHALLENGE

The communities we serve are rural. A high proportion are aging and many are overweight and have diabetes or pre-diabetes. Many lack the skills to perform higher-paying jobs. There is a lack of resources in our area to assist with higher education and technical training, compounded by a lack of public transportation.

OVERVIEW

Our goals are to as disorder, diabetes conditions. In asse system and define the goal is to prev learn how to keep care plan is devel followed up each r by our pharmacist care plan we addre with hypertensive home or in the pha any issues with we



KENTUCKY REGIONAL HEALTH INFORMATION ORGANIZATION

CHALLENGE

As the opioid epidemic grows, there is a greater need for resources related to social determinants of health, recovery centers and more. CHW's can aid in providing a directory of these resources for the patient's well-being.

OVERVIEW

Kentucky Rural Healthcare Information Organization was awarded a Rural Communities Opioid Response Program (RCORP) Implementation II grant in September 2020. This launched the Kentucky Opioid Community Healing Project, K.O.C.H for short (pronounced Coach). This grant allowed us to hire 3 Community Health Workers and we hope to establish sustainability after the grant period ends. The community health worker gathers resources within each county to address the needs of social determinants of health. We printed and disbursed around 200 copies of community resource guides for each county. With resources constantly changing, we will have an app that will provide mobile access to those resources. This will give us the ability to share to a broader audience and ease of updating changes as needed. K.O.C.H. has partnered with The Local Lens Podcast to address the stigma around addiction by hearing from community leaders, people in recovery and more.

PROJECT

OBJECTIVE
CHW.Certification@ky.gov
Webpage:
<https://chfs.ky.gov/agencies/dph/dpqi/cdpb/Pages/chwp.aspx>

CHW Impact:

Snippets from the CHW Stories of Success Report

Kentucky Homeplace

In members with Diabetes:

- 16.4% reduction in ER visits
- 28.9% reduction in ER inpatient admissions
- 31.5% reduction in inpatient days

*data from 12/2016-12/2018 among WellCare clients participating in CDSMP and DSMP

St. Joseph CHI

- Over 6,600 needs identified in social needs screening
- All three pilot sites have achieved universal screening.
- Over 27,000 patients have been screened

Family Health Centers

- Refugee-focused CHWs shaped accessible COVID-19 testing & vaccination efforts.
- As of 12/16/21 1,853 doses have been administered [1062 first doses, 689 second doses, 102 Boosters].
- CHWs are integral in assisting community members through testing & vaccination, earning trust & providing support.

Purchase District Health Department

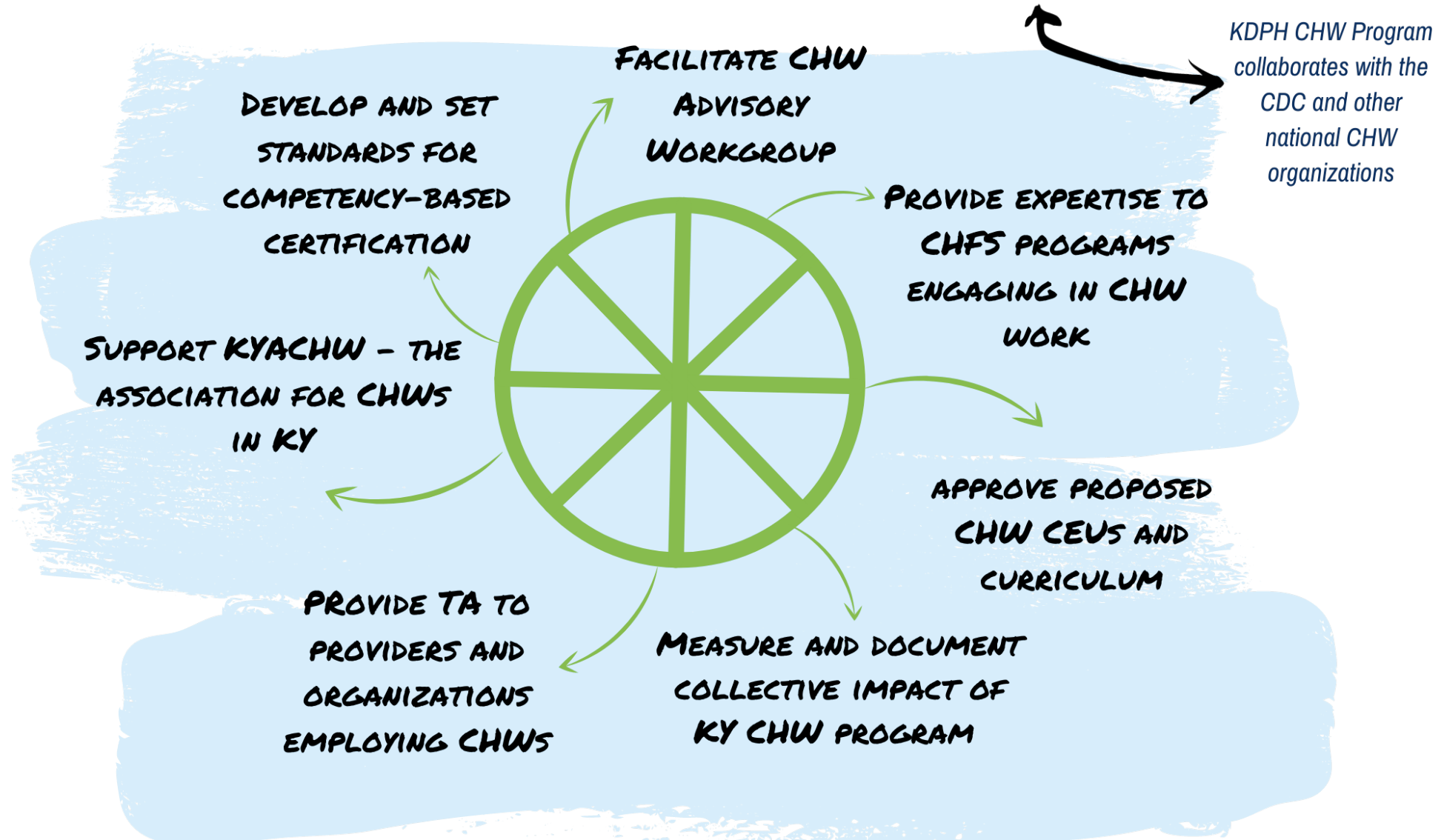
- 11% reduction in COPD readmission rates from baseline
- Preventable hospital stays decreased from 69 per 1000 in 2017 to 47 per 1000 in 2020

Impact – Return on Investment

- 🛡️ From July 2001 to June 2019, Kentucky Homeplace served 166,227 clients
- 🛡️ Provided 5,012,152 services with a combined medication and service value of \$340,095,050.
- 🛡️ The return on investment (ROI) is \$11.34 saved for every \$1 invested.

Suggested citation: Rural Health Information Hub, 2020. Kentucky Homeplace [online]. Rural Health Information Hub. Available at: <https://www.ruralhealthinfo.org/project-examples/785> [Accessed 9 September 2022]

Kentucky Office of Community Health Workers



Thank you!

Kentucky Office of Community Health Workers

chw.certification@ky.gov

<https://chfs.ky.gov/agencies/dph/dpqi/cdpb/Pages/chwp.aspx>

connie.white@ky.gov



Kentucky Public Health
Prevent. Promote. Protect.



TEAM 
KENTUCKY[®]
CABINET FOR HEALTH
AND FAMILY SERVICES



CHW Success Story

Tiffany Taul Scruggs

Patient Service Outreach Coordinator
Sterling Health



PANEL DISCUSSION



Moderator

Laura Eirich, MPH

*Administrator, Office of
Community Health Workers
Kentucky Department for
Public Health*



**Shannon Derrick, LPCC,
CCM**

*Manager, Care Management
Passport Health Plan*



Kelly Foust, MSW, CSW

*Program Coordinator, Mental
Health Provider
KY STEPS*



**Cheyenne Robinson, MPH,
RN, CHES**

*Enabling Services Program
Manager
White House Clinics*



Janikaa Sherrod, EdD, MPH

*Director of Community Health
and Equity
Volunteers of America Mid-
States*

Meet Passport's Community Connectors

Community Connector	General Area
Wil Armour, CCHW	Louisville/Jefferson County
Andrea Bell, CCHW	Louisville/Jefferson County
Jessica Guthrie, CCHW	Jefferson County/Bullitt County
Cassie Guyton, CCHW	Louisville/Jefferson County
Keshia Miller, CCHW	Louisville/Jefferson County
Wanda Mendez	Lexington/Fayette County

What Community Connectors Do - Big Picture

- Help members navigate health and human services
- Create connections between vulnerable populations and the healthcare system
- Advocate for vulnerable populations within the healthcare system and community at large
- Build capacity
- Encourage cultural competence among healthcare professionals serving vulnerable populations
- Assist with enrollment in programs and benefits for which members are eligible

How Do Community Connectors Do It?

- Community Based
(when possible or needed)
- Teach soft skills around medical conditions
(blood pressure, glucose levels)
- Teach coping skills
- Schedule and coordinate
- Improve communications between member and providers

How Do Community Connectors Do It?



- Assist with obtaining durable medical equipment (DME)
- Partner with care manager and member to develop care plan and assist
- Home safety/environmental assessments
- Support members who experience(d) intimate partner abuse
 - link to resources for safety planning, signing up for VINE, and other information

How Do Community Connectors Do It?



- Social Determinants of Health
 - food, clothing, housing, utilities, transportation, financial assistance, education/workforce opportunities
- Member Location Services
 - High Emergency Department Utilization, Opioid Use Disorder Model of Care
- Attend health fairs and events
- Support various programs
 - Supporting Healthy Moms and Babies
 - Emergency Housing Vouchers
 - Missed appointments due to insurance, childcare or transportation

Supporting Healthy Moms & Babies

Care coordination program that seeks to increase positive health outcomes for mothers and babies.



Goals:

- Close gaps in care/services
- Connect members to resources and right level of care
- Provide support and education
- Coordinate postpartum and well child checkups

Supporting Healthy Moms & Babies

- Started in June 2021 to address a gap in services
- Focused on members who are >35 weeks pregnant or postpartum and not engaged in CM
- Assigned a Community Connector for initial assessment
- Weekly meetings to review cases
- Care Manager reviews and takes on primary care for members with high level needs
- Follow until 12 weeks postpartum, needs met

Emergency Housing Voucher Program

- Emergency Rescue Plan Act signed into law on 3/11/2021
- 70,000 Emergency Housing Vouchers (EHV) were available to public housing authorities nationwide; \$5 billion in funding
- Louisville received 129 vouchers
- Partnership with the Coalition for the Homeless and Louisville Metro Housing Authority
- Vouchers are in effect until 9/30/2030
- May be reused through 9/30/2023

Emergency Housing Voucher Program Results

- 51 Passport members housed
- Louisville was deemed a high performing project by the US Department of Housing and Urban Development (HUD) and was awarded additional housing vouchers
- Currently working on new projects



Contact Us

Members

Member Services: 800-578-0603

(General questions, Request care management services)

Care Management Services:

Email: CareManagement_KY@PassportHealthPlan.com

Providers:

Referrals to Care Management

Complete form available on Passport's website

Email to CareManagement_KY@PassportHealthPlan.com or

Fax to 800-983-9160



PASSPORT
HEALTH PLAN
BY MOLINA HEALTHCARE

PASSPORT
HEALTH PLAN



Closing

Jenny Goins

President and CEO

Kentuckiana Health Collaborative



UPCOMING KHC EVENTS

Transparency in Hospital-based Healthcare

KHC Community Health Forum

December 6, 2022

<https://khcollaborative.org/event/december-2022-community-health-forum/>



Thank you for attending!

**REMOVING BARRIERS TO
CARE WITH COMMUNITY
HEALTH WORKERS**

A KHC Community Health Forum

September 13, 2022 | 8:00am ET

