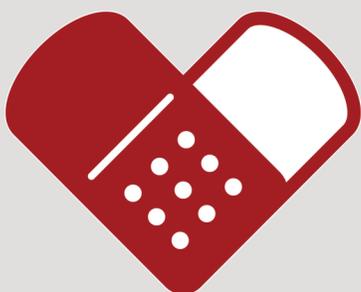


Community Health Workers



What are Community Health Workers?

Community Health Workers (CHWs) bridge the gap between health care providers and people in need of care. They serve as a link between the patient and the health or social service agencies.



KC CARE
Clinic

Program Overview

The Care Coordination program utilizes Community Health Workers to assist patients in navigating the complex healthcare system in order to improve patient self-management of care. CHWs work with patients who experience multiple barriers to connecting to and engaging with their medical care. The program is designed as an intervention to impact the social determinants of health—i.e. addressing circumstantial barriers including home, work, and community conditions as well as creating a new coordinated navigation system for connecting patients to primary and specialty care, and social services.



Unique Benefits

Community Health Workers are unique in that they are trusted members of and/or have a close understanding of the communities they serve. CHWs develop peer-to-peer relationships of trust with patients, rather than provider-patient relationships. It is these relationships, rather than clinical expertise, that allow CHWs to communicate openly with patients on issues related to health. CHWs serve as an extension of the healthcare team and are community based—visiting patients in their homes, at healthcare sites, and in community settings.



PATIENT OUTCOMES

By engaging with a Community Health Workers, patients achieve the following outcomes:

- Increased engagement in preventive and ongoing healthcare
- Increased ability to self-manage healthcare
- Improved quality of care
- Improved Health Outcomes

SYSTEM OUTCOMES

The Care Coordination program results in reduced healthcare system costs, including reduced Emergency Department use and inpatient stays. One Kansas City hospital system saved \$X

Coordination Activities

Community Health Workers work with patients on a range of activities, including:

- Connecting to a primary medical home and specialty medical providers
- Preparing for and attending medical appointments
- Assisting in accessing and applying for social service benefits—including food stamps, legal aid services , and disability
- Applying for health coverage—insurance through the marketplace, Medicaid, or Medicare.
- Individualized health education
- Accessing prescription medication and developing tactics for medication adherence
- Coordinating care with medical providers

