

## Non-Traditional Healthcare Workers in Delaware

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### Overview

- Who are these people?
- What do they do?
- Their importance
- Review one State's approach
- What is happening currently in DE
- Delaware specific concerns

**Services provided by CHWs  
According to the Community Health Worker  
National Workforce Study**

- Outreach
- Culturally sensitive care
- Health education/counseling
- Health advocacy
- Home visits
- Health promotion/lifestyle change
- Perinatal care
- Transportation/homemaking

**National Community Health Advisor Study**

- Survey and focus groups across the US
- Focused on:
  - Definition of roles and competencies
  - Evaluation of CHW programs
  - Career and field development issues
  - CHW's changing role in the healthcare system
- Goal of strengthening CHW as a profession and enhance the capacity to serve communities in need

## Effect of Non-traditional Healthcare Workers

- Reduction in emergency, inpatient and urgent care costs
  - By improving Chronic Disease prevention and management
    - Increased medication compliance
- Cost shifting to lower cost health services
  - By connecting patients to primary care
  - Indirect savings with reallocation of expenditures
- Addressing health inequalities and underlying causes
  - Social justice and Community Organization aspect

## Oregon Health Authority

- Introduced a state bill creating subcommittee to work in the area of NTHW
- Defined some of these roles
- Described core competencies required in each role
- Developed criteria and policies for training/certification programs for each role
- Administered a survey of NTHW in 2011

### What are NTHWs doing in DE?

- Facilitate application to CHAP/VIP program
- Create management plan for high intensity healthcare users in PCMHs, coordinated with third party payers
- Facilitate referrals from primary care physician to specialist
- Assist in application to medication assistance programs
- Perform risk assessments
- Connect families with community resources
- Help patients follow treatment protocols

### What evaluation of NTHWs is occurring?

- In the Payer-funded HW model, evaluation is based on standard outcome measures
  - Cost
  - #s of vaccination, preventive visits based on claims
    - Trying to integrate clinical measures: A1C for DM
- Qualitative/descriptive report from United Way and NHPS, a few years ago
- NHPS currently looking at measures of ED visits and preventive visits

## References

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