

Non-Traditional Healthcare Workers in Delaware

Marielena Vélez de Brown, MD

Family Medicine PGY-3

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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

Non-Traditional Healthcare Worker

- Community Health Worker
- Health Coach
- Peer Wellness Specialist
- Personal Health Navigator
- Clinical advisor
- Nurse Navigator
- Community liaisons
- Home Care Provider
- Health Promoter (Promotoras)
- Health Ambassador
- Community / Lay Health Advisor
- Case Manager
 - Sometimes term is used to describe non-physician, non-nursing healthcare provider such as chiropractor or physician's assistant, etc.

Services provided by CHWs According to the National Employer Inventory

- Assisting in accessing medical services
- Providing culturally appropriate health education and information
- Assisting in accessing non-medical services
- Community advocacy
- Social support

**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

Community Health Worker National Workforce Study

- Interviews with employers and CHWs in 4 states
- Review of existing literature
- Analysis of online National Employer Inventory
 - Survey of CHW in all 50 states
- Analysis of data from US Department of labor
- Goal of describing CHWs as part of the US workforce
- Presented use of CHWs as cost containment strategy

National Community Health Worker Advocacy Study

- Survey based CHW workforce questions on prior NCHAS study
- Survey based advocacy questions on research by AZ Prevention Research Center
- Re-administered 5yr later
- Goal of understanding the types of work and advocacy that CHWs do

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

Types of services provided by OR NTHW

- Assistance with Daily living
- Transportation assistance
- Paperwork
- Client advocacy
- Information and referral
- Recreation/social activities
- Peer counseling/mentorship
- Facilitating follow-up appts
- Communication/ language barrier
- Support groups
- Medical records mgmt
- Training
- Financial paperwork support
- Treatment selection advice
- Policy advocacy
- Physician selection advice
- Employment assistance
- Arranging childcare
- Clinical services

Interview Key Stakeholders

- Medical Society of Delaware
- DPH Bureau of Health Management and Resources
- Nemours Health & Prevention Services
- *Westside Family Health*
- *U Del Dept of Behavioral Health and Nutrition*
- *DPH Bureau of Chronic Disease*

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

Common concerns regarding NTHWs in DE

- Clarity of roles and terms
- Standardization of training, licensure, credentialing
 - Ensure multi-lingual and culturally sensitive training
- Demonstration of impact/efficacy of NTHWs
- Reimbursement for the work of NTHWs
- Minimizing duplication of effort around NTHW across the state
- Creating a central repository for information about community programs/services available



Concerns regarding NTHWs in DE (cont.)

- Increase awareness of their roles among patients and Healthcare community
- Maintaining the NTHW role as ACA applied and more PCMHs are created
- Who will manage these workers?
 - Hospitals vs individual practices vs DPH vs DHSS?
- Will work done by NTHW be available on the DHIN?
- Listing of NTHW roles as jobs with Dept of Labor
 - Creating a career ladder for these workers



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