



HEALTH HUB

A GOAL WORK GROUP OF BUFFALO COUNTY COMMUNITY PARTNERS®



Pathways Model

+

Institute for Healthcare Improvement Triple Aim

Powered by

Buffalo County
COMMUNITY PARTNERS®
BUILDING A HEALTHIER COMMUNITY



PROJECT GOAL

... to develop a formalized pathways structure and community health worker (CHW) model to overcome various individual barriers in order to expand access to healthcare and social services across Buffalo County. Specifically, this CHI Health Mission and ministry grant project targeted 250 qualifying adult Diabetic clients from 2011 to 2014.

In a post-program survey, clients of the Health HUB program rated their overall satisfaction as "Excellent," giving the program a rating of 3.7 out of 4.0.

Medication Access Pathway - 193 clients enrolled

... to determine medication adherence, education on the importance of taking medications, and obtaining access to medications. If community members are able to obtain their medications and understand how to take their medications, their health status will improve.

182 secured medication payment sources

\$ \$726,431 saved by providing 1,513 prescriptions to 101 clients enrolled in Medication Access Program



Diabetes Education Pathway - 191 clients enrolled

... to assess community members' understanding of their disease, determine any gaps in knowledge, provide education, and improve patients' ability to self-manage their condition.

165 clients served by Diabetes Education classes

↑ .4% overall improvement in average A1c scores

189 referred to local programs for additional education



Social Service Referral Pathway - 175 clients enrolled

... to help the community member remove any financial/social barriers to accessing health care or managing their health conditions. Socio-economic issues have the largest impact on health outcomes so improving these issues should improve overall health.

% 88% resolved social services barriers

% 31% social service applications denied, mostly HHS programs for which clients did not meet eligibility requirements

Safety Net Pathway - 169 clients enrolled

... to help the community understand the importance of a relationship with a Primary Care Physician (PCP), improve access to a PCP, and to understand appropriate use of the emergency room (ER). With an ongoing relationship with their PCP, health status will improve as documented by improved A1C or other clinical measures.

\$ \$1.14 million in cost savings to CHI Health Good Samaritan Emergency Room

\$ \$104,616 in increased clinic revenue due to regular client visits

% 94% secured formal relationship with primary care provider

% 73% continued to report cost as #1 issue to access

Payment Source Pathway - 160 clients enrolled

... to assist clients to create a stable form of payment for health care services. With a stable form of payment, the patient will be able to improve their health by accessing health services, medications, etc.

% 74% federal and/or state medical assistance applications denied

84 clients self-reported \$300,000 in bad debt with a clinic or hospital

A COMMUNITY HEALTH WORKER:

... serves as a liaison/link between public health, health care, behavioral health services, social services, and the community to assist individuals and communities in adopting healthy behaviors

... conducts outreach that promotes and improves individual and community health

... facilitates access to services, decreases health disparities, and improves the quality and cultural competence of service delivery in Nebraska.

... is a trusted member of, or has a good understanding of, the community they serve. They are able to build trusting relationships and are able to link individuals with the systems of care in the communities they serve.

... 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.

... is an umbrella term used to define other professional titles.

COMMUNITY HEALTH WORKER ROLES:

- Outreach and Community Mobilization
- Community/Cultural Liaison
- Case Management and Care Coordination
- Home-based Support
- Health Promotion and Health Coaching
- Participatory Research

COMMUNITY HEALTH WORKER FUNCTIONS, RESPONSIBILITIES, AND ACTIVITIES:

- Ability to work within the Nebraska CHW Association code of ethics
- Serve as a Cultural Health Liaison or Facilitator
- Empower clients through advocacy and education
- Conduct outreach activities
- Raise awareness of health and wellness needs
- Provide disease prevention education
- Provide social support
- Build community capacity
- Community resources navigation