



Pierce County **ACH**

Communities Joined In Action

April 24-26, 2019

Enhancing the Role of the Community Health Worker



Community HUB Program Background

Enhancing the Role of the Community Health Worker

ACHs by Rank of Medicaid Population

1. King County (approximately 423,066)
2. North Sound (approximately 283,928)
3. Greater Columbia (approximately 252,381)
- 4. Pierce County (approximately 232,625)**
5. Better Health Together (approximately 198,249)
6. Cascade Pacific (approximately 187,611)
7. SWACH (approximately 134,480)
8. North Central (approximately 92,445)
9. Olympic (approximately 84,396)



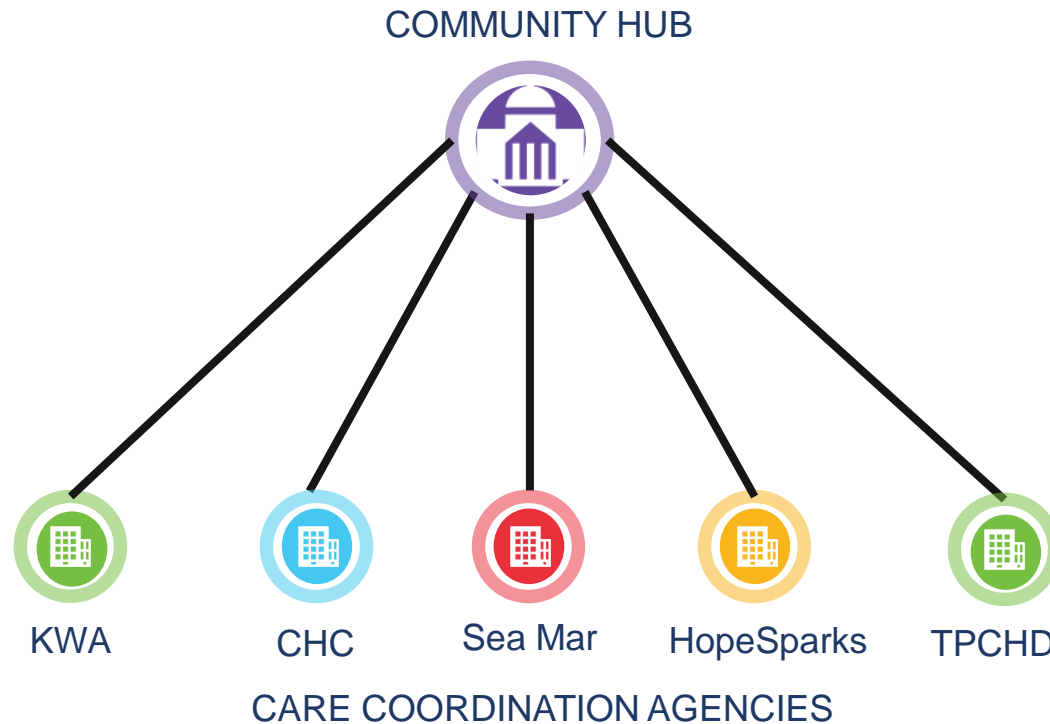
Data: WA Health Care Authority 2018



Pathways 101

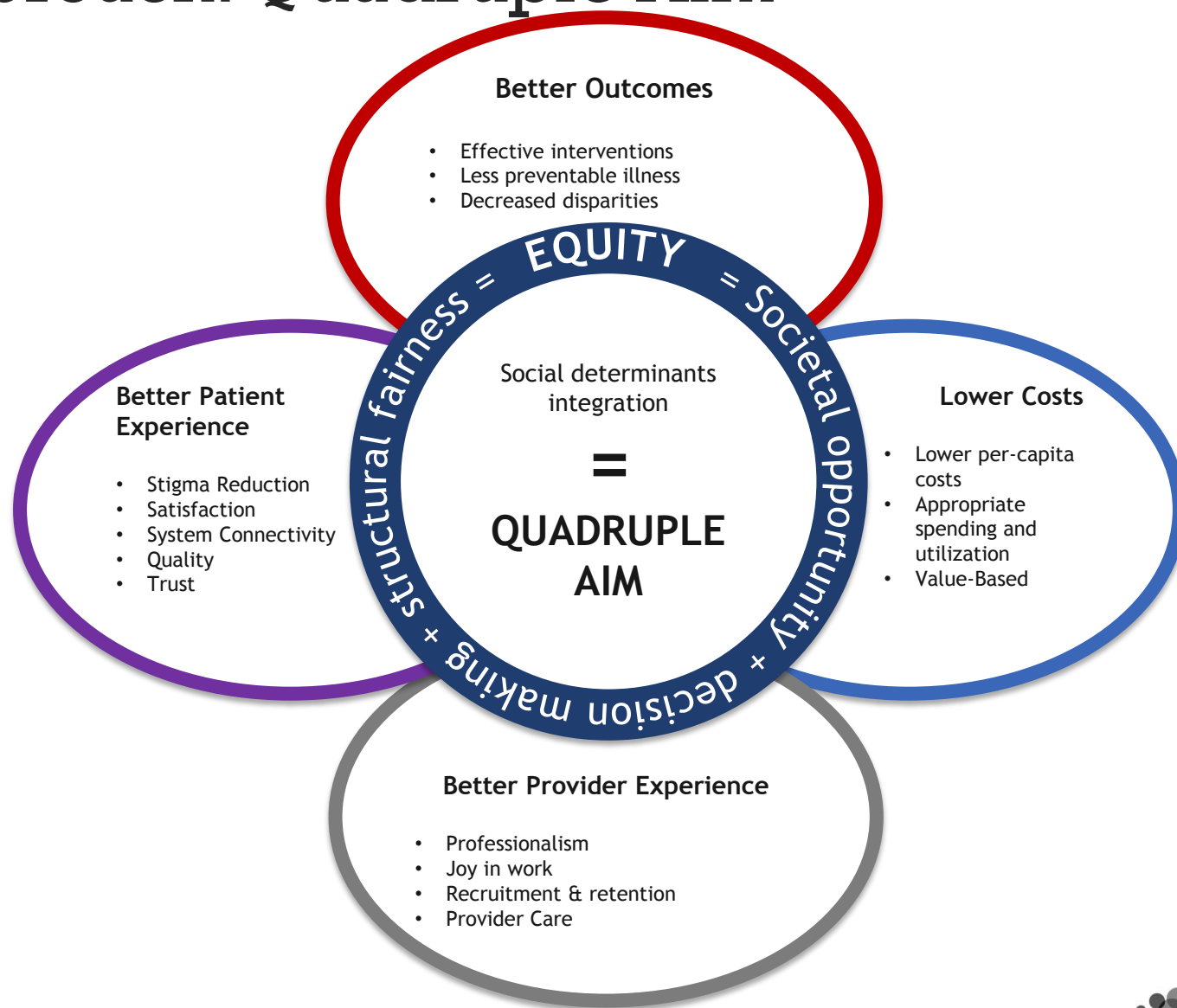
www.PierceCountyACH.org/pathways101

Regional Organization and Tracking of Care Coordination



- Same program delivery across all care coordination agencies
- Distributed according to client choice then agency capacity
- Incorporates the role of the Community Health Worker
- 4 out of 7 of Community Health Workers are Bi-lingual

Approach: Quadruple Aim



Referral Partners/ Sources

Referral Partners



COMMUNITY HUB



Referral Source



Community Health Care
Comprehensive Life Resource
Crystal Judson Family Justice Center
HopeSparks
Korean Women's Association
Pierce County AIDS Foundation
Sea Mar
Step by Step
Tacoma Pierce County Health Department

Answers Counseling
Baby Catchers
Care Net
CHI Franciscan Providers
Community Service Offices
Coordinated Entry
DSHS
MultiCare Providers
Pathways Text Line
WIC

TO QUALIFY:

- Residing in Pierce County
- Medicaid or Medicaid Eligible
- High Risk Factors
 - Previous poor birth outcome
 - Tobacco or Substance Use
 - Mental Health Concerns





If you are pregnant and on Medicaid, we can connect you and your baby to **FREE** resources and services.



MOM, you can help me
before I'm born

We can help you find assistance for:

- employment
- medical home
- health insurance
- social services
- education opportunities
- and more...

If you are pregnant, on Medicaid, and live in Pierce County, you may be eligible for our

FREE

Passage 2 Motherhood program.

What is Passage 2 Motherhood?

Passage 2 Motherhood helps to connect you to resources you will need. Upon qualifying, you will be assigned a community care coordinator who will begin work right away to assist you with connecting to resources.

New mothers often have an array of health and social service needs. Passage 2 Motherhood helps coordinate care with multiple systems.

**Text us to see if you qualify for
Passage 2 Motherhood Program**

253.353.7250



FOR MORE INFORMATION

Go to www.PierceCountyach.org/PathwaysHUB
email at us at PathwaysHUB@PierceCountyACH.org

The Passage 2 Motherhood Program is created and operated by Pierce County Assurances Community of Health in partnership with:



Questions or comments please email to passage2@piercecountyach.org

www.PierceCountyACH.org



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MOM, you can help me
before I'm born

We can help you find assistance for:

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- health insurance
- social services
- education opportunities
- and more...

TO QUALIFY:

- Residing in Pierce County
- Medicaid or Medicaid Eligible
 - Birth-65 Years Old
 - Diagnose of two or more chronic diseases or,
 - Diagnoses of one chronic disease with one mental health diagnoses/ self-identified
- Excludes:
 - Cancer diagnoses
 - Terminal Illness

Chronic Disease

Progress Report

Program Statistics				
Total Referrals	Active Clients	Client Engagement	Graduated	Total Births
400	82	205	113	58

Gestation at Enrollment		
1 st Trimester Enrollment	2 nd Trimester Enrollment	3 rd Trimester Enrollment
5	21	32

Birth Weight	
Low Birth Weight	Normal Birth Weight
12	46

Pathways			
Pathway Type	Initiated	Finished Incomplete	Completed
Social Service Referral	978	180	684
Education	619	0	588
Medical Referral	389	90	230
Medical Home	85	16	60
Immunization Screening	58	9	39

*Data as of March 13, 2019

Enhancing the Role of the Community Health Worker



Crucial Attributes for a CHW

Flexibility

Leave personal moral
ideals, opinions, out of
customer care.

Cultural humility

Mental health
awareness/knowledge

Continued Learning



- Seek and complete trainings that will continue to evolve knowledge of role
- Mental Health First Aid Training
- Cultural Humility Training
- Motivational Interviewing
- Secondary Trauma Training
- Domestic Violence Training



Make Self Care a Priority

- Prevent burnout and make self-care a priority by aiming to do something that relaxes you everyday. The work will always be there, and it's important to remember to maintain a work/life balance. You are only able to help others if you are helping yourself first.

Research, Outreach, Gather Resources, Repeat

- **Do the leg work:** If you are not sure what resources are out there, call 211, search the web, call around.
- **Stay up to date** on what services are available so you can connect your clients with available, quality resources.
- **Outreach:** Reach out to other nonprofits and social services. Work together to create mutually beneficial relationships. This will benefit both the work and your client's experience.
- *A CHW must be connected to the community they serve.*

Tangible Success Stories



Success Story



New health care programs are launching, thanks to \$1.5 billion promise from the feds

BY WALKER ORENSTEIN

AUGUST 19, 2018 10:16 AM, UPDATED AUGUST 24, 2018 02:46 PM



Sade Booth was roughly seven months pregnant, on bed rest and living in a car with her husband when she was connected to a new pilot program in Pierce County earlier this year.

Doctors were worried Booth would have her baby early, and added stress from her living situation was not helping. At one point, she was forced to sleep with her legs above the steering wheel of her Volkswagen to help alleviate painfully swollen feet.

After Booth met Elizabeth Clark, a community health worker for the program, her situation changed drastically. Clark helped Booth coordinate medical appointments, found her family an apartment in downtown Tacoma and helped get Booth's husband a temporary job.

Booth delivered the baby after a full term.

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"Now it's like we are moving forward, and we're not just stuck at a dead end," Booth, 25, said in a recent interview. "We are actually looking at the brighter things in life (rather) than, 'Oh, we're homeless, and we're sleeping in our car.'"

Booth is an early beneficiary of the Pathways Passage2Motherhood program, an innovative project launched in March as part of a multifaceted initiative by state lawmakers and health officials to improve Washington's health care system for low-income residents on Medicaid.

Much of that work — backed by a long-sought federal waiver promising up to \$1.5 billion over five years — is in its early stages.

It includes a broad set of goals for new reforms and government programs, overseen by nine regional organizations called Accountable Communities of Health. Improvements to the elder-care system, merging physical and behavioral health treatment for Medicaid patients and helping people on Medicaid find jobs and housing are among top priorities.

Pierce County's Pathways program is one early and tangible result.

The pilot project seeks to connect women from under-served communities — many of whom are at risk of delivering low birth-weight babies or have had past pregnancy complications — with services typically spread around various government and nonprofit groups. That includes housing, transportation, employment and more. Instead of women and families trying to find each need separately, the Pathways crew acts as a fixer to bring all the needs directly to clients.

"When you go to the doctor they say, 'We can't help you with housing, this is the doctor,'" Clark said, drawing a contrast to current systems.

The Pathways program currently has eight community health workers and hopes to enroll 250 pregnant women by the end of the year.

Alisha Fehrenbacher, CEO of the Pierce County ACH, said other states, including Alaska and Ohio, have had success with similar programs. The ACH hopes to expand the model to fit other people in need beyond pregnant women in the future.

For Booth, the program was successful. She has three other children, and all of them were delivered prematurely. Two of them were underweight, she said. But her new baby, born on time in July, was 8 pounds and 4 ounces. Booth's family is living safely in an apartment, and her husband recently began a full-time job.

"I know we're not near done with our issues and problems that we have in life," Booth said. "But right now we are in a way better position than what we were in a few months ago."

Walker Orenstein: 360-786-1526, @walkorenstein

Teresa McCallion, a spokeswoman for the Pierce County ACH, said the program was chosen in part because it has had success elsewhere but also because of troubling inequities in infant health locally and in Washington state.

Black and Native American babies die twice as often as white infants in the state, and Pierce County is one of three counties in the state with higher than average mortality rates, according to the state Department of Health.

While Pierce County fits the state and national average for low birth weight babies at 6 percent, black women in the county give birth to low-weight babies at an 11 percent rate, according to county data compiled by [countyhealthratings.org](#).

The program is a small part of the large tasks remaining for the nine ACHs. For example, with the aid of the federal money, they're overseeing the impending integration of physical and behavioral health care in the state, which is a huge logistical effort. Many lawmakers and health officials contend merging the two practices will create a more comprehensive system easier for patients to navigate.

While the programs have attracted relatively wide support, some at the Legislature have been wary the undertaking could leave the state on the hook for extra costs. After Washington's Health Care Authority successfully secured the federal waiver, Republicans in the state Senate rejected it in their 2017 budget proposal.

Sen. John Braun, a Centennial Republican and the top GOP budget writer, told media at the time he was concerned the state would create new programs only to feel obligated to shell out money to continue them — or be forced to shut them down — once the federal money ends.

Braun was unavailable to talk last week about the waiver programs as he was on duty with the U.S. Navy Reserve, a legislative spokesman said. But he said in March 2017 that Republicans were "very cautious about walking into additional federal funding without fully understanding the long-term costs."

In the end, Republicans, who then controlled the state Senate, accepted the waiver in the two-year budget.

Health officials have tried to tamp down concerns of rising costs.

Robb Kay Norman, the co-founder of health care reform company Uncommon Solutions, said the federal waiver is not a grant; it comes with strings attached. The state and the ACHs must demonstrate success and savings along the way to continue to get money, she said. The goal is to make the projects sustainable and not require new state dollars.

Norman is working with the Pierce County ACH as a consultant.

Sustainability will in part come from the streamlining of fragmented government processes for providing care, officials say.

"If we create enough efficiencies across care settings, and we actually reduce duplication within those settings, those efficiencies or cost savings or cost avoidance ... would then be realigned and reinvested back into the system," Norman said.

While it's too early to tell if those savings will pan out, there is evidence such cost-cutting and health care improvement is possible with the Pathways project.

A program in Mansfield, Ohio, that Pathways is modeled after has realized significant savings, according to a report in the *Cleveland Plain Dealer*. Women with full-term babies delivered at a healthy weight typically need less hospital care, such as stays in neonatal intensive units and emergency rooms.



Sade Booth and her Community Health worker, Elizabeth Clark, talk about their good results using Pierce County's Passage2Motherhood program that offers help for pregnant, at-risk women.

By Peter Haley



Pierce County ACH

Success Story

The first client I had in the Passage 2 Motherhood program was challenging at first. This client had PTSD, depression and a mistrust for social services. She was also homeless at the time.

Over the course of 10 months, we forged a trusting relationship and I assisted this client with:

- Housing
- Mental health referral
- Furniture
- Financial assistance
- Maternal Support Services
- Baby items
- Diapers
- Food
- (and more...)



Success Story

- Community Health Workers organized a Passage 2 Motherhood baby shower
- Collected donations for baby items and diapers.
- We were able to get Panera to donate some food.
- Played games and had a raffle!
- All 10 mom's who attended left with their arms full of gifts.



Direct Quotes from Client Experiences

"This program has changed my life"

"It has been great to have your support, you have my back and remind me of the things I need to accomplish"


"Sometimes, you were the only support I had. Thank you for that."

"Our appointments gave me time to focus on me, and have some adult time. This meant so much to me"

"You helped me to become a better person"

"I am so happy for your program, and for the education and resources, you provided me throughout my pregnancy. I will look for you when I am pregnant next time"



The background is a solid dark blue-grey color. On the right side, there are several overlapping circles of varying shades of grey and blue. A thin white vertical line is positioned to the left of the text.

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