



Pathways Year One Survey: Preliminary Results

Bill Rencher, JD, MPH

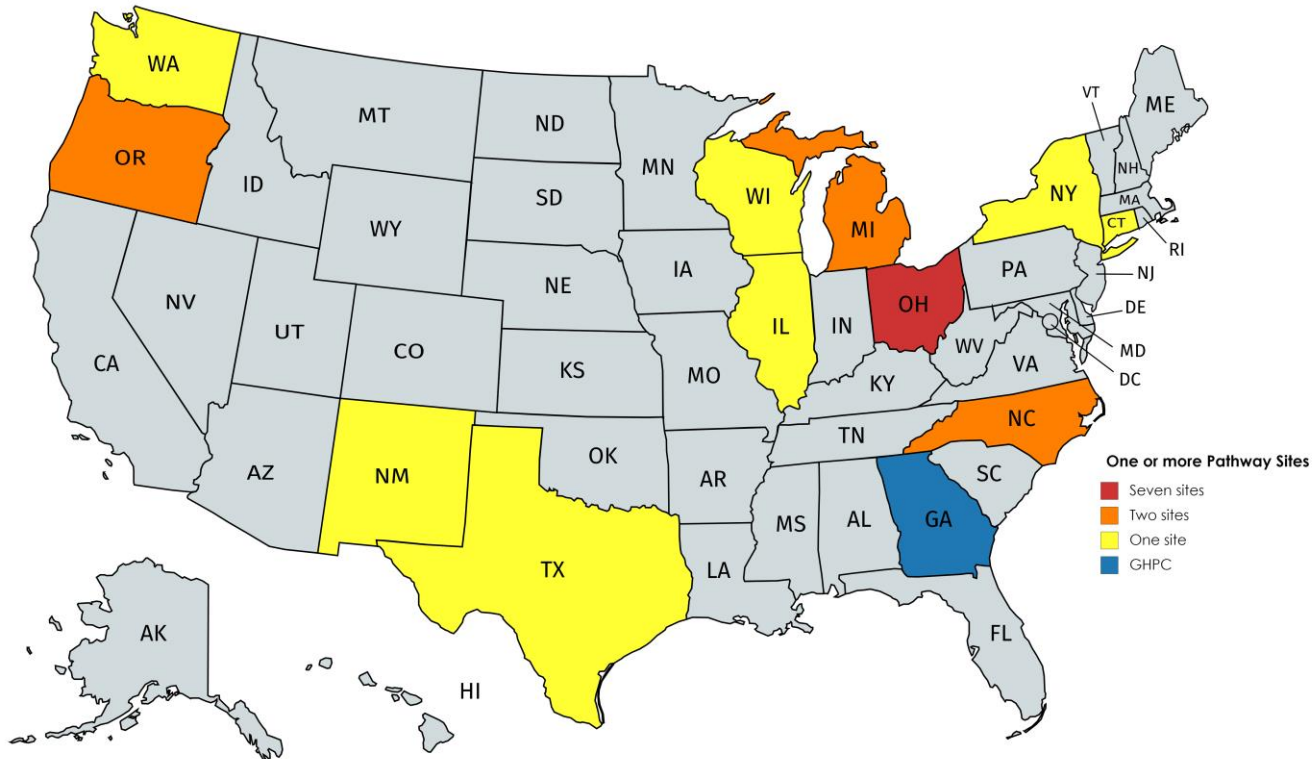
Communities Joined in Action National Conference

April 24, 2019

Recap: Baseline Survey

- 24 total participants from 2018 CJA pre-conference workshop and those added later
 - 13 agreed to participate in the Pathways group
 - 19 submitted baseline information
 - 9 Attended the September webinar
 - 14 Attended the December webinar
 - 6 Provided additional requested information
- Participants represent 11 states from most areas of the country, with Ohio being the most represented
- Lacking representation in Mountain West and Plains

Baseline Survey: Sites



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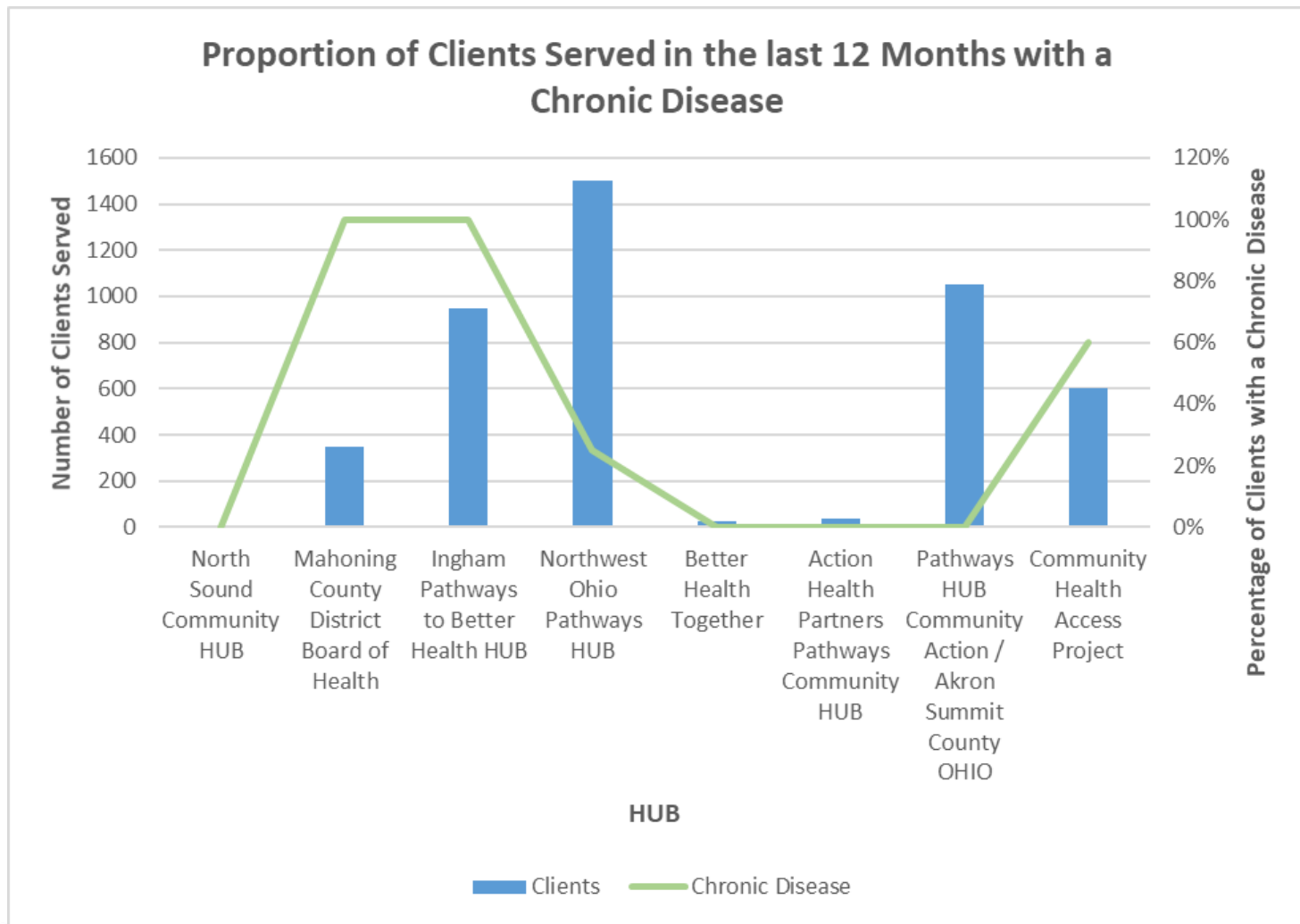
One Year Survey

- More in-depth survey developed using Qualtrics
- Sent out by email on March 13
- As of April 19, 20 survey responses received
 - 9 complete (3 of those did last year's survey)
 - 5 only supplied contact information
 - 2 incomplete
 - 4 duplicates
- Complete responses represented 4 states: OH (4), WA (3), MI (1), & OR (1)

Results: Context

- Average clients served in past 12 months: 565
 - NW Ohio: 1500; North Sound Community: 50
- Chronic disease
 - 2 HUBS reported 100% clients had chronic disease
 - 3 HUBS reported 0% clients with chronic disease
 - Most common: diabetes, obesity, anxiety, and depression
- 90% on Medicaid
- 76% non-white
- Most common characteristics: homelessness and poverty

Results: Context



Results: Context

- HUB Setting
 - 6 Urban
 - 1 Suburban
 - 2 rural
- Rural hubs have difficulty accessing clients and partners
- Urban hubs are more accessible for clients and CCAs but there are still challenges reaching underserved areas

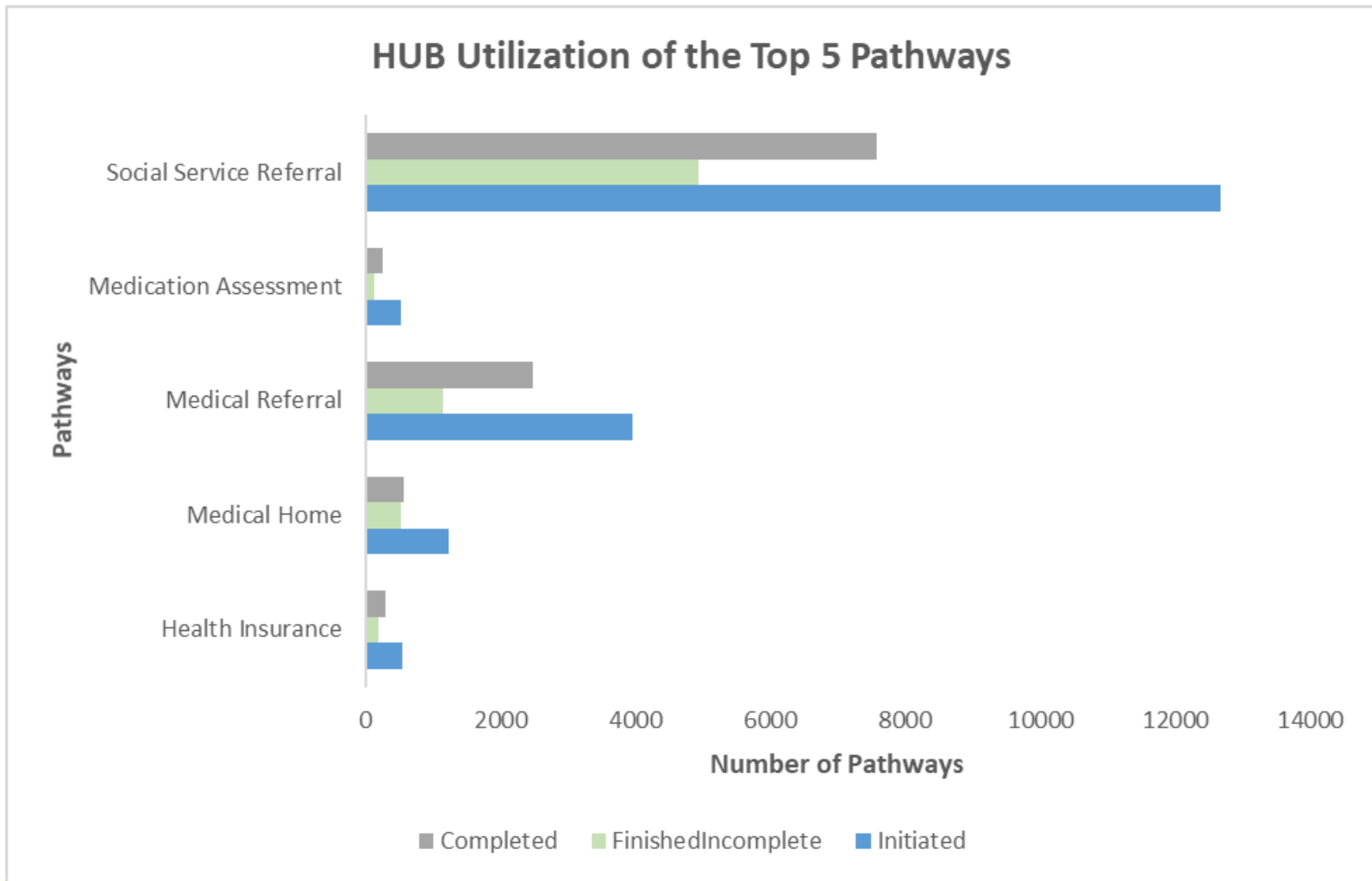
Results: Context

- Key partners mentioned included MCOs, **care coordinating agencies (CCA)**, HUB staff and clients, CHWs, funders, and **providers**.
- Difficulties with Medicaid re: CHW funding
- Good relations with health systems and local health department, leading to increased CCA contract, funding, and outcomes
- Importance of institutions like MCOs and health systems who provide funding, providers, and CHWs to identify, screen, and impact vulnerable populations

Results: Mechanisms

- 8/9 responded to Pathways questions
- Of Standard Pathways used
 - 43,437 initiated
 - 30,427 completed
 - 10,628 finished/incomplete
- Top 5 Pathways used: Health Insurance, Medical Home, Medical Referral, Medication Assessment, and Social Service Referral

Results: Mechanisms



Results: Outcomes

- Changes in contracts and financing over the last 12 months
 - Two HUBs received 4 of 5 new contracts
 - HUBs reported adding new CHWs, more hours being approved to work with the clients, and contracts expanded from just pregnancy to include children and adults
 - A few HUBs reported no changes
- Policy changes in the last 12 months
 - One HUB reported restricted use of Commission on Minority Health and Ohio Department of Medicaid funds
 - Other HUBs reported no change or are currently working to influence change
- Other system changes
 - More awareness and value of CHWs' role in health improvement
- Additional direct referral partnerships

Comparisons with Baseline

- Multiple partners mentioned as important, not just one “champion”
- Better information about the specific Pathways being used and statistics for each
- Not as many problems with data gathering; but Medicaid specifically mentioned as a challenge
- CHWs being used more often and becoming more valued
- HUB missions being expanded and more Pathways used
- Will have more comparisons once we have more survey responses
- **But HUBs have clearly made progress in past year!**

Discussion

Questions about the surveys?

How can we make the survey better?

How can we best capture the data that you need?

- Please complete the survey

- Will be sending a survey invitation very soon
- Link: https://gsu.qualtrics.com/jfe/form/SV_9G2RHNz8qPwoPiZ
- Questions or concerns: email me at wrencher1@gsu.edu or call 404-413-0081

THANK YOU

Georgia Health Policy Center
Georgia State University
404-413-0314
ghpc.gsu.edu
ghpc@gsu.edu



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