

TRAINING MATERIALS FOR CLINIC STAFF AND PROVIDERS



Community Health Workers in Primary Care Practice

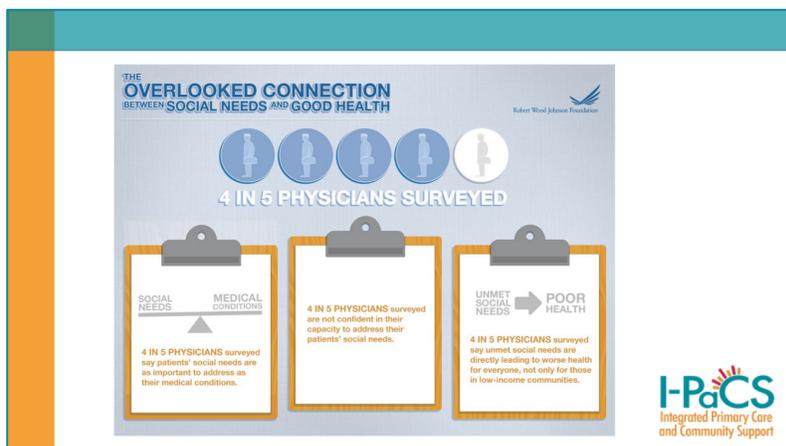
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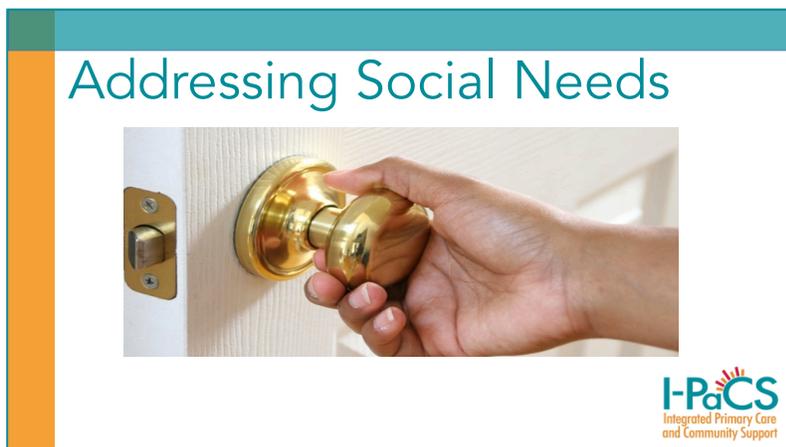
Objectives

- Why integrate Community Health workers into our teams?
- Lessons from First Choice CHW Pilot
- Understand the opportunity to take part in the pilot
- Brainstorm what would work for your clinic





Healthcare teams know that the social needs of their patients are as important as their medical conditions. We hear about these needs often at inopportune times, like as when are running behind and half out the door.



Often, our most medically complex patients face extreme social needs.

Patient Example

RM – 21 yo M previously healthy, ATV accident resulting in C7 burst fracture, C6 fracture, near complete transection of spinal cord at C7.

- Undocumented
- Uninsured
- Wheelchair
- Medical supplies- diapers, wipes
- Medication
- Neurology f/u
- Physical Therapy
- Transportation
- School

I-PaCS
Integrated Primary Care
and Community Support

Questions on Help You May Need

1. In the past 2 months, did you or others you live with eat smaller meals or skip meals because you didn't have money for food?
 Yes No
2. Are you homeless or worried that you might be in the future?
 Yes No
3. Do you have trouble paying for your utilities (gas, phone)?
 Yes No
4. Do you have trouble finding or paying for a ride?
 Yes No
5. Do you need daycare, or better daycare, for your kids?
 Yes No
6. Are you unemployed or without regular income?
 Yes No
7. Do you need help finding a better job?
 Yes No
8. Do you need help getting more education?
 Yes No
9. Are you concerned about someone in your home using drugs or alcohol?
 Yes No
10. Do you feel unsafe in your daily life?
 Yes No
11. Is anyone in your home threatening or abusing you?
 Yes No



What if health care providers knew about these needs at the beginning of a visit, just like vital signs?

What if health care teams had experts in addressing social needs?

Concerns

- Too many questions!
- This will take too long
- I'll be waiting for my patients for forever
- Too many questions!
- All my patients will answer yes and they I won't know what to do
- Our CHWs will be overwhelmed
- Still too many questions!
- If I get too busy I won't be able to address all of these issues



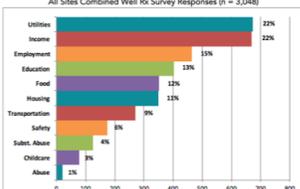
We wanted to learn about the social needs of our patients and take action on social needs but we were worried? Could this be done in our busy community health center setting?

We learned that our patients do indeed experience significant social needs.

WellRx Survey Responses - All Pilot Sites

Number of completed surveys	Total	Percent of patients surveyed	Completed surveys with positive screen
Surveys with at least one "yes" response	1413	46%	
Patients with 2+ "yes" responses	792	26%	56%
Patients with 6+ "yes" responses	98	3%	7%
Most Rated Domains			
Utilities		22.0%	47.6%
Income		21.9%	47.3%

All Sites Combined Well Rx Survey Responses (n = 3,048)




CHW Workflow in the Clinic

- MA asks all 11 WellRx questions
 - Takes no time
- If yes to any questions, MA enters diagnosis:
 - “Inadequate Community Resources” – V60.2
- MA places filled out WellRx into “visit folder”



We integrated CHWs as valued and respected members of our teams.

We integrated social need screening and CHWs into our clinic work flow.

We learned that ICD 10 allowed us to document these needs in the EHR.

Priority	Clinical Dx	Code	Date	Dx Type
1	Lack of adequate food stu...	Z59.8	8/11/2015	Billing
1	Homelessness	Z59.8	8/11/2015	Billing
1	Other problems related to...	Z59.8	8/11/2015	Billing
1	Unspecified problem relat...	Z59.9	8/11/2015	Billing
1	Unemployment, unspecif...	Z56.0	8/11/2015	Billing
1	Other problems related to...	Z56.89	8/11/2015	Billing
1	Problems related to educ...	Z59.9	8/11/2015	Billing
1	Other stressful life events...	Z63.39	8/11/2015	Billing
1	Public anxiety disorder, u...	F40.0	8/11/2015	Billing
1	Problems related to other...	Z65.3	8/11/2015	Billing



CHW Workflow in the Clinic

- Doctor asks patient if they would like help with any of the issues they answered yes to.
 - Scripted
- If they want help and would like to talk to CHW
 - Warm handoff or if CHW not available, Communicate to both CHWs to call when they get a chance.
- Handouts available if they don't want to meet with a CHW.
- CHWs send provider message after they contact patient and with any progress.

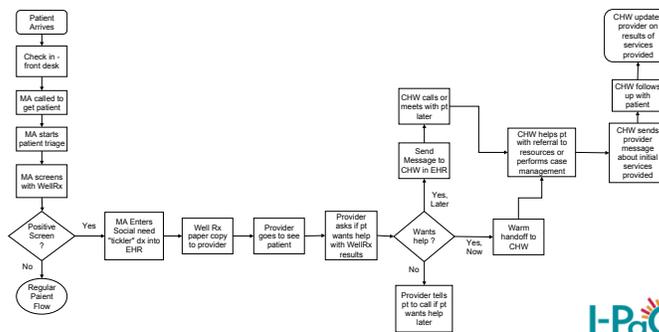


CHW Workflow in the Clinic

Providers, MAs, Front Desk staff, and nursing can all do a warm handoff or communicate to connect patients or community members with CHWs.



Here's how we integrated social need screening and CHWs into our clinic work flow.



In the end, screening for social needs and responding to those needs with community health workers took a lot of work off of the full plates of our busy health teams and gave us greater confidence that our patients health would improve based on our actions.

END

Thank you for your participation!

