

# Mentorship Webinar Series

## Topic: Using Community Health Workers in the Patient-Centered Medical Home Model

### August 17, 2017

Facilitator: Jeanene Smith  
PCMH Coach



PCMH Transformation Team – *Mentorship Webinar Series*  
August –January 2017



# Learning Objectives for the Webinar Series

- Sharing the implementation experiences and lessons learned of mentor clinic(s) with interested clinic participants around a particular topic; including key strategies and challenges
- Opportunity for the “mentee” participant clinics to ask questions in a facilitated discussion with the mentors
- Build relationships across Idaho to share lessons learned and increase knowledge of the on-the-ground steps needed to implement PCMH transformation
- Link to Statewide Healthcare Innovation Plan (SHIP) Mentorship Framework document:  
[http://www.ship.idaho.gov/Portals/93/Documents/PCMH/Idaho's%20PCMH%20Mentorship%20Framework%20DRAFT%20v7.0D\\_06052017.pdf?ver=2017-07-26-084527-037](http://www.ship.idaho.gov/Portals/93/Documents/PCMH/Idaho's%20PCMH%20Mentorship%20Framework%20DRAFT%20v7.0D_06052017.pdf?ver=2017-07-26-084527-037)

# What is a Community Health Worker?

- "A Community Health Worker (CHW) is a frontline public health worker who is a trusted member of and/or has an unusually close understanding of the community served."
- "This trusting relationship enables the CHW to serve as a liaison/link/intermediary between health/social services and the community to facilitate access to services and improve the quality and cultural competence of service delivery."
- "A CHW also 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."

(From the SHIP CHW stakeholder group adopted from the American Public Health Association's definition for Idaho)

# Today's Mentors that will describe their efforts with CHWs

Johnny Farrell - Community Health Coordinator

Josh Campbell, MPH- Operations Director

Genesis Community Health

Garden City, Idaho- Public Health District (PHD) Region 4

Shari Kuther RN - Physician Practice Manager

St. Mary's Hospital and Clinics

Cottonwood, ID – PHD Region 2

# Other Mentors and Mentee(s)

A few of you participating today were identified as also having a CHW program or starting to consider one, who will add to the conversation and their questions.

These include:

- Cristina Froude  
Community Health Worker Program Coordinator  
Terry Reilly Health Services
- St. Luke's team

# Guiding Questions for Mentors

- Describe your clinical setting
- Why did your clinic decide to move forward with this effort?
- Where is your project/program today?
- What were your first steps? Key strategies?
- Who and how did you undertake this effort?
- How did you finance this effort, if needed?
- What were the top 2 challenges or barriers? How did you overcome them?
- What were the major lessons learned from this effort?



# Discussion and Sharing



# Reminder: Training Community Health Workers

The Idaho Department of Health and Welfare (IDHW), through SHIP, is implementing a CHW training program in collaboration with Idaho State University (ISU).

Two no-cost training opportunities begin in August:

- Live online, Wednesday evenings from 6:00-9:00 PM (MST), for 13 weeks; beginning August 23, 2017
- In-person at St. Mary's Hospital in Cottonwood, Tuesday evenings from 5:30-8:30 PM (PST), for 13 weeks; beginning August 22, 2017



# Who should consider applying?

## What will a clinic or system need to monitor?

- **Category 1:** CHW student applicants currently employed by Patient Centered Medical Homes (PCMHs) in SHIP [Cohort Clinics](#).
- **Category 2:** CHW applicants employed by Idaho Primary Care Clinics or PCMHs not currently part of SHIP [Cohort Clinics](#).
- **Category 3:** Applicants currently employed or volunteering as CHWs in other types of community organizations or settings.
- **Data must be collected and reported quarterly by the CHW and the employer/community organization to IDHW on the following required measures for one year after course completion.** CHWs and employers may also choose to report additional optional measures to support the evaluation of this new program.

# Training Community Health Workers

The application process for a CHW consists of two parts:

1) The student application:

<http://www.ship.idaho.gov/WorkGroups/CommunityHealthWorkers/CHWTraineeApplication/tabid/3552/Default.aspx>

*and*

2) Completion of an application from the student's employer or community sponsoring agency.

<http://www.ship.idaho.gov/WorkGroups/CommunityHealthWorkers/CHWEmployerCommunityAgencyApplication/tabid/3553/Default.aspx>

More info available at: <https://www.isu.edu/idiem/community-health-worker/>

# Mentors Contact information

- Johnny Farrell: [johnny@genesisch.org](mailto:johnny@genesisch.org)  
Josh Campbell: [josh@genesisch.org](mailto:josh@genesisch.org)  
Genesis Community Health  
208-854-3929
- Shari Kuther: [shari.Kuther@smh-cvhc.org](mailto:shari.Kuther@smh-cvhc.org)  
St. Mary's Hospital and Clinics  
208-962-3267

# Wrap-Up: Next Topics in the Mentorship series

**Next Topic: Behavioral Health integration**

**Date/Time:** Last week of September, final date is to be determined (TBD)

**Future topic/dates: Suggestions so far**

Risk Stratification – TBD in October

PCMH culture change – TBD – Oct/Nov

Other potential topics: Care Management teams, Care Transitions, Dealing with MIPS/MACRA quality submissions, Patient Advisory Councils

**Recruiting is underway:**

Reaching out in partnership with the PHD SHIP QI specialists for interested mentors and mentees on these topics

# Mentorship Series- Contact information

If you have ideas on future topics and/or if interested in being a mentor or need mentoring on a topic, please contact:

- Jeanene Smith

[jsmith@healthmanagement.com](mailto:jsmith@healthmanagement.com)

- Nancy Jaeckels Kamp

[nkamp@healthmanagement.com](mailto:nkamp@healthmanagement.com)

- You may also contact your SHIP QI specialist with whom we are working closely on setting up future webinars