

Community Health Workers as Members of the Care Team

Justin Moore, MD, FACP

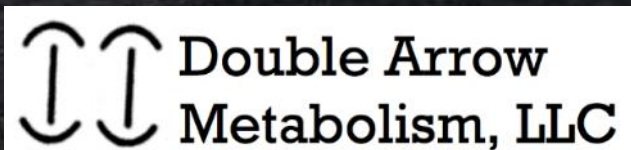
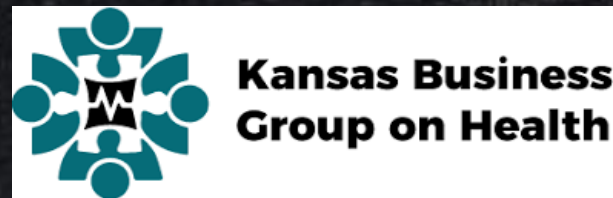
Matt Thibault, MS

***Special thanks to Leah Gagnon, MPH**

Objectives

- Understand the roles that a community health worker can fill on a health care team
- Name community-based programs that community health workers can connect patients with for the care of chronic diseases

Disclosures



Meet Trang



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<https://ccsearch.creativecommons.org/photos/73dcdadc-c454-49b1-bdff-2cf993c2386a>



DRUG RM

EKG/LAB

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Pt waits in
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Pt waits in
lab

Pt has
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Banting and Best,
MD
Pt goes home
with Rx

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Justin Moore, MD
1313 Despair Lane
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Pt checks in to a
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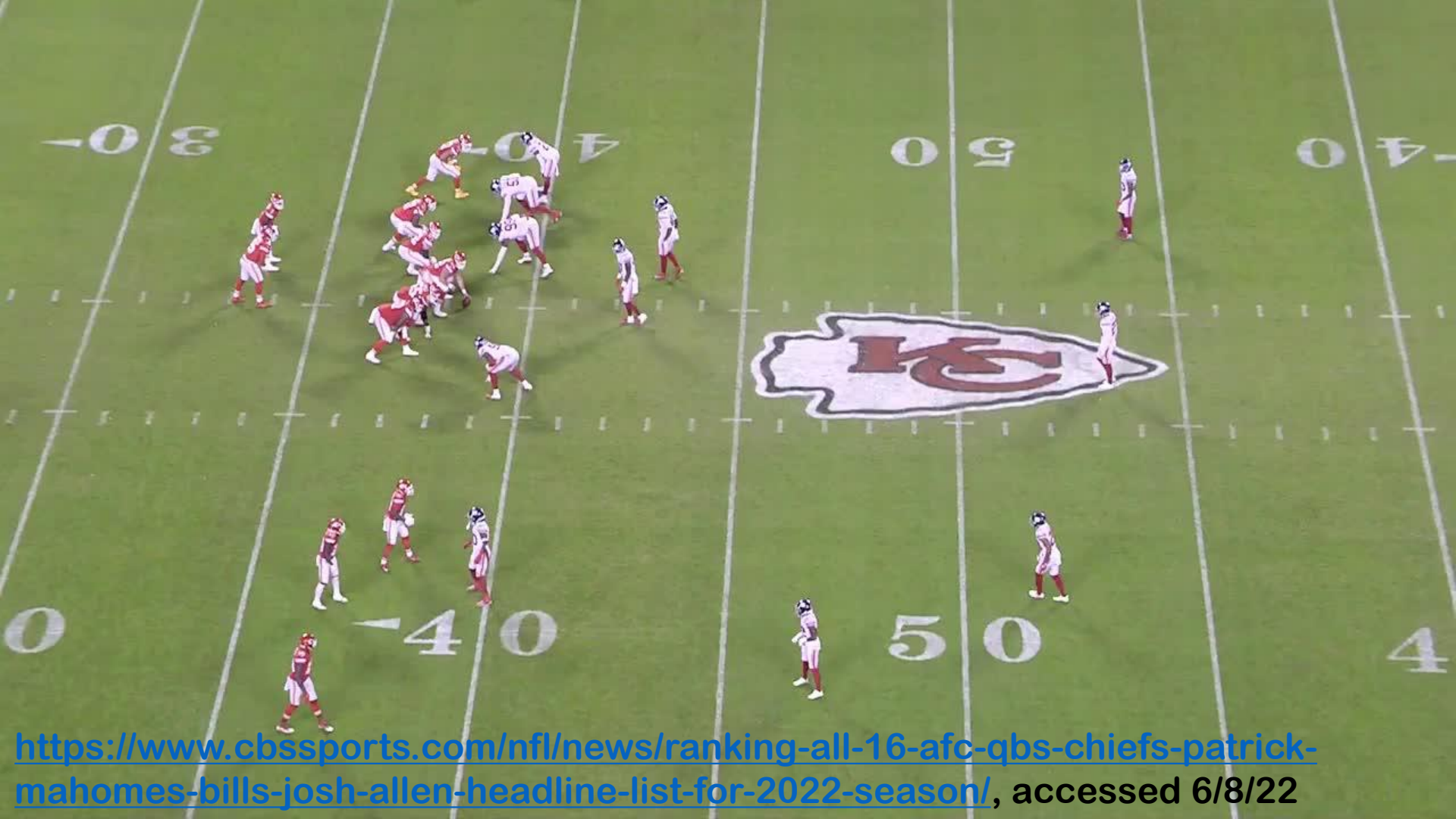
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The physicians are
charged with
reviewing
aggregate data
with local public
health workers
and engaging in QI
at the clinic and
community levels

2030



<https://www.cbssports.com/nfl/news/ranking-all-16-afc-qbs-chiefs-patrick-mahomes-bills-josh-allen-headline-list-for-2022-season/>, accessed 6/8/22

Elements of diabetes care highlight how team-based our care really is

- Labs:
 - CHW to help the patient advocate for the right testing
 - Practitioner to order
 - Phlebotomist to draw
 - Lab technician to process
 - IT professionals to transmit results
 - Practitioner to interpret
 - CHW to help the patient act on the result

How can a Community Health Worker (CHW) help Trang?

1. Patient care
2. Education
3. Support for care delivery provided by other health professionals
4. Care coordination
5. Social support

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What drives good outcomes?

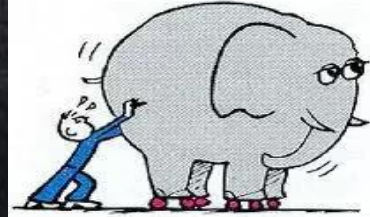
- Doctor:

- “Therapeutic inertia”

- Patient:

- Adherence to therapy

Therapeutic inertia



- Failure of a health care provider to initiate or intensify therapy when therapeutic goals are not reached¹
 - Docs aren't always good at following their own rules
- Major cause of uncontrolled hypertension (affects ~85% of visits)²
- 59.2% of patients not appropriately on statins report never being offered³

Therapeutic Inertia

How can we make Trang his own advocate?

- ✓ If Trang isn't satisfied with his care, he should be able to ask for a change
- ✓ Trang could be armed with a checklist for his visit



Your Diabetes CHECKLIST

There's a lot to keep track of and manage when you have diabetes.

You and your doctor should be regularly monitoring your diabetes and observing how it's affecting your body. Print this checklist and place in a location where you'll see it as a reminder. Take it along to your next appointment to discuss with your doctor. Use the lines in each box to take notes and record any test results.



Get Checked!

☐ Cholesterol

Diabetes puts you at higher risk for developing heart disease. A cholesterol test can help determine your heart attack risk and should be done every five years (more often if you have high cholesterol).

☐ Hemoglobin A1c

While you likely test your blood sugar several times a day to keep it in the recommended range, your doctor will use a hemoglobin A1c test to show the average of your blood sugar over the last three months.

☐ Feet

Check your feet daily, including the soles, to make sure there aren't any red spots, swelling, blisters or cuts. Your doctor also should examine your feet (and hands) every year to check for nerve damage, known as peripheral neuropathy.

☐ Eyes

Diabetes can damage your eyes. You should have an annual eye exam specific for people who have diabetes. HAP Medicare members are eligible for an in-home vision screening.

☐ Blood pressure

This should be checked during every visit with your doctor. Blood pressure measures the force blood produces as it moves through your arteries.

☐ Kidney tests

Diabetes can cause kidney damage, so you need urine and blood tests that determine how well your kidneys are functioning.

☐ Teeth

High blood sugar can affect your dental health too. Brush twice a day, floss at least once and check your gums for red or painful spots. See your dentist twice a year for a cleaning and checkup.

☐ Vaccines

Make sure your immunizations are up to date. Diabetes can make it more difficult to fight infections, and getting sick can make your blood sugar more difficult to control.

Restore CareTrack® helps members manage chronic conditions like diabetes. Go to hap.org/diabetes for more information. Medicare Advantage members have access to the Livongo for Diabetes program. Learn more at hap.org/livongo.

continued on page 2

Adherence

“Drugs don't work in patients who don't take them.”

-C. Everett Koop

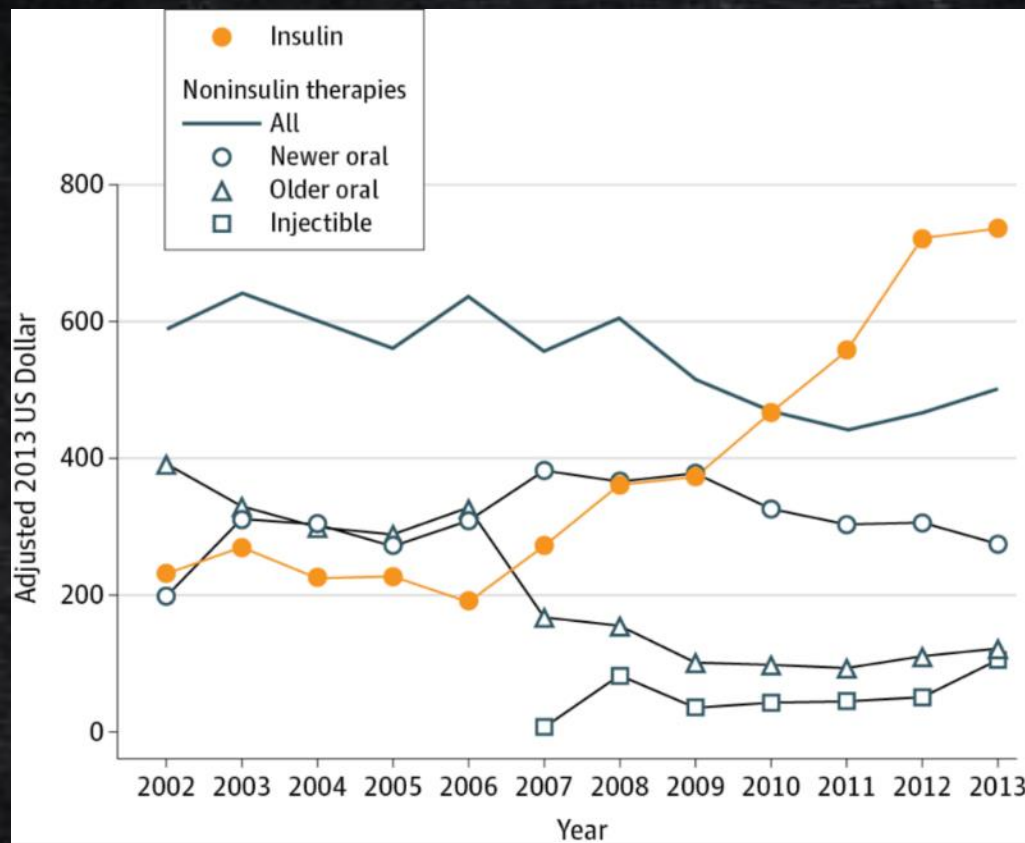


Creative Commons Photo:
https://en.wikipedia.org/wiki/C._Everett_Koop#/media/File:C._Everett_Koop,_1980s.jpg; Lancet Diabetes
Endocrinol 2016, PMID: 26857999

The destiny of an Rx

- 22-28% never filled¹
 - Sticker shock: higher copays², higher deductibles³, “Dispense as written”⁴
- Only ~63% of hypertensive patients take their meds on any given day
- Statin adherence <50% at 1 year after Rx, 30% at 2 years⁶

¹J Gen Intern Med 2010, PMID: 20131023; ²Am J Med 2011, PMID: 22017787; ³J Am Geriatric Soc 2010, PMID: 20863336; ⁴Am J Med 2011, PMID: 21435421; ⁵Healthy People 2020, https://www.healthypeople.gov/2020/topics-objectives/topic/heart-disease-and-stroke?_ga=2.12228336.531515909.1520437846-1809334510.1520437846, accessed 3/7/18; ⁶JAMA Cardiol 2019, PMID: 30758506



**25% of
diabetics
report
skipping
insulin doses
due to cost²**

Social Needs Screening Tool

HOUSING

1. Are you worried or concerned that in the next two months you may not have stable housing that you own, rent, or stay in as a part of a household?¹

- ☐ Yes
☐ No

2. Think about the place you live. Do you have problems with any of the following? (check all that apply)²

- ☐ Bug infestation
☐ Mold
☐ Lead paint or pipes
☐ Inadequate heat

CHILD CARE

7. Do problems getting child care make it difficult for you to work or study?⁵

- ☐ Yes
☐ No

EMPLOYMENT

8. Do you have a job?⁶

- ☐ Yes
☐ No

EDUCATION

9. Do you have a high school degree?⁶

Or even a more global perspective:
✓ **Do you have access to food?**
✓ **No internet = social isolation?**

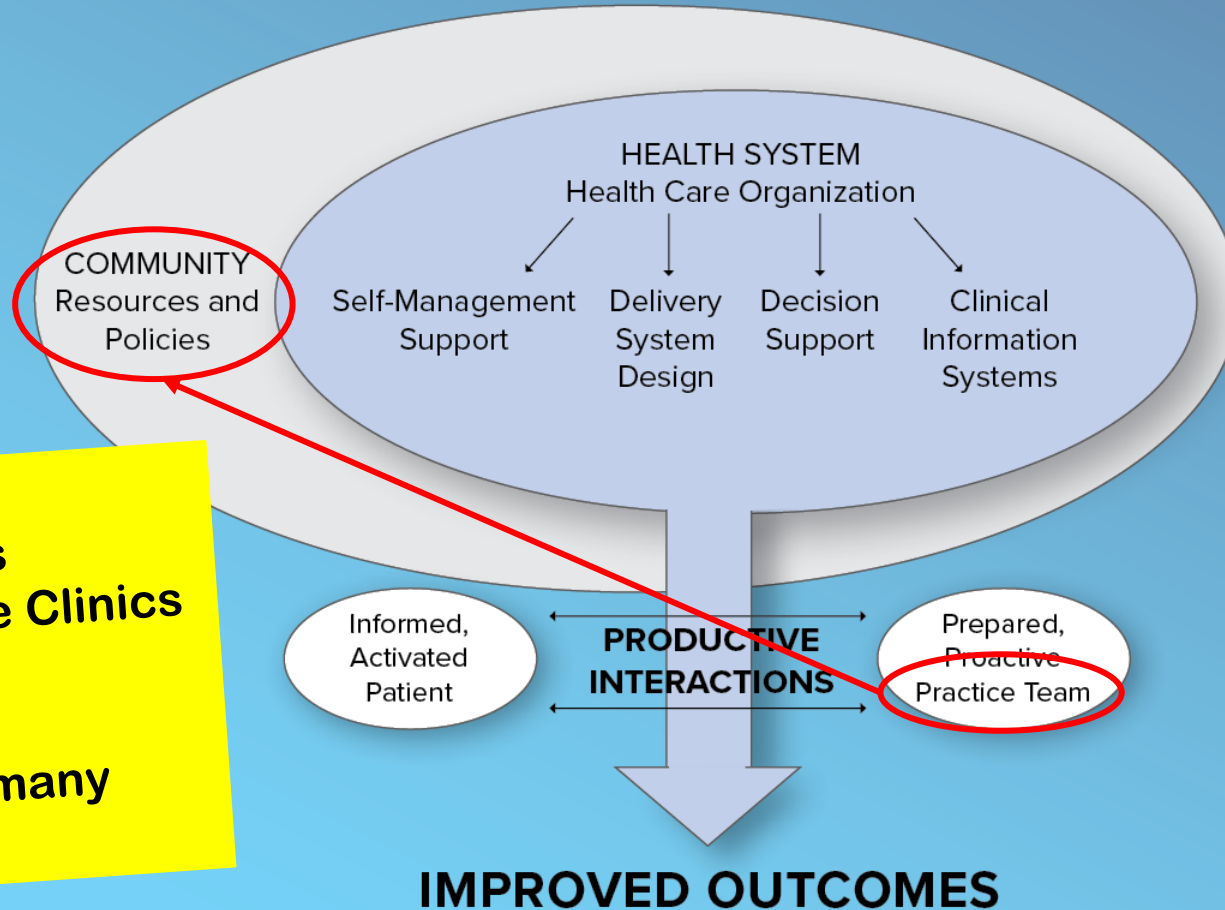
CHW = 2x adherence

- Barriers to medication adherence that CHWs can help Trang overcome:
 - Synchronize medications for a single pharmacy pick-up or delivery every 90 days
 - Encourage Trang to ask his doctor and pharmacist if he is on the least expensive version of every medication he's taking
 - Can any be taken as combination pills?
 - Transportation to the pharmacy (or home delivery)
 - Encourage tools for compliance:
 - Pill organizers
 - Alarm clocks for medication reminders

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THE CHRONIC CARE MODEL



- ✓ Library
- ✓ Schools
- ✓ Vaccine Clinics
- ✓ DSMES
- ✓ DPP
- ✓ Many, many others

Education

- **Diabetes Self-Management Education:**
 - 26% reduction in all-cause mortality



DIABETES SELF-MANAGEMENT EDUCATION & SUPPORT

CHANUTE

Neosho Memorial Regional Medical Center
620-432-5367

EL DORADO

Diabetes Self-Management Education Program
Susan B. Allen Memorial Hospital, 316-322-4542

EMPORIA

Diabetes Self-Management Education Program
Newman Regional Health, 620-343-6800, Ext. 21803

HAYS

Diabetes Solutions Self-Management
Education Program, Hays Medical Center
855-429-7633

HIAWATHA

Hiawatha Community Hospital 785-742-6308

HOLTON

Diabetic Education Program
Holton Community Hospital, 785-364-9680

HUTCHINSON

Hutchinson Clinic Diabetes Education
620-694-2189

KANSAS CITY

Cray Diabetes Self-Management Center
The University of Kansas Health System
913-588-6022, option 4

LAWRENCE

Diabetes Self-Management Education Program
LMH Health, 785-505-3062

Family Medicine Associates, PA
785-830-0100, Ext. 111

MANHATTAN

Ascension Via Christi Diabetes Center
Ascension Via Christi, 785-565-2937

NEWTON

Community Diabetes Outreach Services
Newton Medical Center, 316-804-6147

OLATHE

Diabetes Self-Management Education Program
Olathe Medical Center, Inc., 913-791-4382

OVERLAND PARK

Diabetes Self-Management Education
Program-Saint Luke's South
Saint Luke's Physician Group, Inc., 913-317-3197
Diabetes & Nutrition Education Department
at Overland Park Regional Medical Center
913-541-3296

PARSONS

Diabetes Self-Management Education Program
Labette Health, 620-820-5171

PHILLIPSBURG

Phillips County Health Systems
CHI Health Good Samaritan, 785-540-4913

PITTSBURG

Via Christi Hospital Pittsburg Diabetes
Self-Management Education Program
Via Christi Hospital Pittsburg, 620-235-7812

Community Health Center of Southeast Kansas
Diabetes Self Management Education Program
620-231-9873

QUINTER

Gove County Medical Center 785-443-3510

SABETHA

Sabetha Community Hospital Outpatient
Diabetes Education Program
785-284-2121, Ext. 1419
Email: lomenold@sabethahospital.com

SALINA

Salina Regional Health Center Community
Diabetes Education 785-452-7600

SENECA

Nemaha Valley Community Hospital
: 785-336-6181, Ext. 0322

SHAWNEE

Diabetes Self-Management Education Program
AdventHealth, 913-676-2548

TOPEKA

Diabetes Learning Center,
Stormont-Vail HealthCare, 785-368-0416
Diabetes Self-Management Education Program
The University of Kansas Health System St. Francis
Campus, 785-273-2731

WICHITA

Via Christi Clinic, Diabetes Self-Management
Education Program
Via Christi Clinic, 316-274-8989

Great Plains Diabetes 316-440-2802
Central Plains Area Agency on Aging
316-660-5141 www.cpaaa.org/health-and-wellness

Diabetes Prevention & Management in Kansas

A Guide
to Finding
a Program
Near You



Kansas Business Group
on Health

Types of Diabetes Programs

Diabetes Prevention Programs: These are year-long lifestyle modification programs designed to keep people with slightly elevated blood sugars from developing diabetes. You can expect to meet with your leader and fellow classmates weekly for the first four months, then monthly for the eight months after that.

Diabetes Self-Management Education & Support: This education is designed to help people already diagnosed with diabetes better manage their disease through diet, physical activity, medications, and work with their health care team. You can expect to attend for several hours with a diabetes educator, sometimes spread out over days or weeks.



DIABETES PREVENTION PROGRAMS



AUGUSTA

Dillons/The Kroger Co.
877-444-9689

DERBY

Derby Recreation Commission 316-788-3781
Dillons/The Kroger Co. 877-444-9689

EL DORADO

Dillons/The Kroger Co.
877-444-9689

GARDEN CITY

Genesis Family Health
620-275-5302 or 620-290-7230
St. Catherine Hospital 620-272-2157

HIAWATHA

Hiawatha Community Hospital 785-742-6308

KANSAS CITY

University of Kansas Hospital-Adult Refugee Clinic (Wyandotte County) 913-621-1504
Program open only to Nepalese refugees

MCPHERSON

McPherson Hospital
620-241-2251, Ext. 179

OLATHE

Johnson County Dept. of Health and Environment
913-477-8128 www.jocogov.org

SENECA

Nemaha Valley Community Hospital
785-336-6181, Ext. 0322

TOPEKA

Midland Care Connection
785-250-5210 (Donna Dole)

WICHITA

Dillons/The Kroger Co.
877-444-9689
Central Plains Area Agency on Aging
855-200-2372
www.cpaaa.org/health-and-wellness
Holy Family Medical Associates
316-682-9900
KU Center for Health Care
316-293-2622

07/2020

To determine your risk of diabetes, visit preventdiabeteswichita.com or preventdiabeteskc.com

How can a Community Health Worker (CHW) help Trang?

1. Patient care
2. Education
3. Support for care delivery provided by other health professionals
4. Care coordination
5. Social support

Set goals:

- ✓ How many times per day will Trang check his blood sugar?
- ✓ How many times per month will Trang measure his blood pressure?

Review test results:

- ✓ If there are results that Trang doesn't understand, can we call the doctor's office to get them better explained?
 - ✓ Medicare allows telemedicine "check-in" visits

Check your blood pressure

High blood pressure (hypertension) is a leading risk factor for cardiovascular disease and stroke in the U.S, with nearly one-third of residents over 18 affected. One of the best ways to control high blood pressure is to regularly monitor it and provide the information to your doctor.

You can have your blood pressure checked 24 hours a day, 7 days a week, 365 days a year by a trained professional at **no charge** at any of these Wichita Fire Department or Sedgwick County EMS stations.



Wichita Fire: STATION 17, 10651 W. Maple STATION 21, 2110 N. 135th St. W.

County EMS: POST 6, 6401 Mabel, Haysville POST 7, 1535 S. 199th W., Goddard
POST 8, 501 E. 53rd N., Wichita POST 11, 1401 N. Rock, Derby POST 45, 616 E. 5th, Valley Center



SEE REVERSE FOR FULL LIST OF STATIONS, POSTS AND ADDRESSES

Station No.	Fire Station Location	Address
5	NE	257 N. Hillside
10	NE	2950 E. 21st St. N.
14	NE	6408 Farmview
18	NE	2808 N. Webb
1	NW	731 N. Main
3	NW	3261 N. Broadway
7	NW	2346 N. Coolidge
8	NW	661 N. Elder
13	NW	3162 W 42nd St. N.
16	NW	1632 N. Tyler
21	NW	2110 N. 135th St. W.
2	SE	1240 S. Broadway
9	SE	350 S. Edgemoor
11	SE	1845 George Washington Blvd.
15	SE	7923 E. Lincoln
19	SE	4440 S. Broadway
20	SE	2255 S. Greenwich
22	SE	2659 S. Hydraulic
4	SW	2423 W. Irving
12	SW	3443 S. Meridian
17	SW	10651 W. Maple
Post No.	EMS Post Location	Address
3	NE	3002 E. Central, Wichita
5	NE	698 Caddy, Wichita
8	NE	501 E. 53rd N., Wichita
10	NE	636 N. St. Francis, Wichita
12	NE	3320 N. Hillside, Wichita
15	NE	2808 N. Webb, Wichita
45	NE	616 E. 5th, Valley Center
1	NW	2622 W. Central, Wichita
14	NW	4030 N. Reed, Maize,
4	SE	1100 S. Clifton, Wichita
6	SE	6401 Mabel, Haysville
9	SE	1218 S. Webb, Wichita
11	SE	1401 N. Rock, Derby
EMS Main Office	SE	1015 Stillwell, Wichita
2	SW	1903 W. Pawnee, Wichita
7	SW	1535 S. 199th W., Goddard



You can have your blood pressure checked 24 hours a day, 7 days a week, 365 days a year by a trained professional at **no charge** at any of these Wichita Fire Department or Sedgwick County EMS stations.

How does Trang get values to his doctor?

- Call them in to the nurse or MA
- Pt can report blood sugars or transmit via secure app/fax
 - Apps are available, too
- Use the camera



The majority of patients have access to telemedicine

- 85% of homeless use a cell phone daily
- More than half of homeless patients have smartphones
 - >50% turnover every three months on phone numbers and devices

Support the care of his health professionals

Remind Trang to:

- Check his blood sugars as his doctor directs
- Pay attention to his feet
- Take his medications faithfully
- Reinforcing (and translate again, if needed) education given by medical staff
- Trang needs someone to emphasize that he should be honest with his doctor and the care team
 - There is no shame in having trouble paying for medication

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- 4. Care coordination**
5. Social support

Care coordination

- Eye exams
- Dental visits
- Assistance with making referrals and follow-up appointments
- Facilitating transportation to services
- Helping to address other barriers to services
- Informing people and systems about community assets and challenges

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Social support

- Communication skills
 - Compassion
 - Self-motivation
 - Promotion of teamwork
 - Demand for quality care
-
- Help Trang connect with others to increase his activity level

What might a program look like?

- CHW and clinic staff identify high-EMS-utilizing patients
- CHW engages in relationship-building with those patients
- That relationship translates into credibility for coordination of services
- Coordination of services helps make a difference in adherence (medication delivery, etc.)

Sustainability

- OneCare KS:
 - Dual-eligible-specific
 - ~\$311/month for mental health and asthma
- Chronic care management (CCM):
 - Medicare-specific (mostly)
 - \$60.23/month for 20 minutes non-clinic management of >2 chronic conditions (~60% of patients eligible)
 - Copay hopefully eliminated in the near future

<https://www.kancare.ks.gov/consumers/onecare-ks-members/what-is-onecare-Kansas>, accessed 6/8/22; <https://www.cms.gov/medicare/physician-fee-schedule/search>, accessed 6/8/22

Sustainability (cont.)

- CHWs can't do Annual Wellness Visits (AWVs), but they can help get patients in for the visit

Meet Trang



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<https://ccsearch.creativecommons.org/photos/73dcdadc-c454-49b1-bdff-2cf993c2386a>

Questions?

“We always overestimate the change that will occur in the next two years and underestimate the change that will occur in the next 10.”

- **BILL GATES**

justin@doublearrowmetabolism.com

KSBGH.org