

Sustaining Community Health Workers in Michigan: Take Action for the Future

June 11, 2015 | Lansing, MI



*MiCHWA is housed at
the University of
Michigan School of
Social Work*



Community Health Workers

Where we are now



Michigan Community Health Worker Alliance (MiCHWA)



The Michigan Community Health Worker Alliance's mission is to promote and sustain the integration of community health workers into Michigan's health and human service systems through coordinated changes in policy and workforce development.





MiCHWA's Partners



CHW Definition

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.

American Public Health Association,
Community Health Worker Section 2009



What's the problem?

Existing policy and payment structures encourage CHW programs to depend on time-limited grants and other unsustainable mechanisms that limit the impact CHWs have in their communities to combat health disparities in Michigan.

We believe that CHWs are essential for the improved health of Michigan's vulnerable populations.



Where are we now?

- May 11 gathering of health plans
- June 11 gathering of health plans and other stakeholders
- Ongoing work with MiCHWA partners

We're ready to address CHW sustainability.



Major Areas to Address

- Quality Assurance
 - Who is a CHW? How can we be sure?
- Training & Supervision
 - What does a CHW need to know? How do we support the role?
- Data Collection & Sharing
 - What evidence do we need? Where can programs align?
- Financing Models
 - How do we pay for the CHWs and/or the CHW program?

Source: Rush, C. State policy and community health workers: a national perspective. In: DC/MD/VA regional CHW workforce webinar. October 15, 2014.



May Takeaways: Areas of Interest

- Medicaid
- Payment Models
- State Innovation Model
- Training/Certification
- CHW Role
- CHW Productivity
- Integrated Care Teams & Care Coordination
- Systems Coordination
- Data Collection/ Tracking/ Documentation
- Best Practices for Programs/ Plans
- Legislation



Tackling the Problem Today

- Overview of Where We Are Now
 - Discussion Groups by Table
- Next Steps for CHW Sustainability
 - Discussion Groups by Table
- Call to Action
 - Discussion Groups by Table
- Closing Remarks



Discussion

1. Based on the blue list in front of you, what stands out most to you? Why?
2. What are you most interested in learning more about or discussing as it relates to CHW sustainability?

CHW Sustainability

Where do we go next?



Major Areas to Address

- Quality Assurance
 - Who is a CHW? How can we be sure?
- Training & Supervision
 - What does a CHW need to know? How do we support the role?
- Data Collection & Sharing
 - What evidence do we need? Where can programs align?
- Financing Models
 - How do we pay for this person?

Source: Rush, C. State policy and community health workers: a national perspective. In: DC/MD/VA regional CHW workforce webinar. October 15, 2014.



Michigan's Policy Environment

DCH-DHS Merger

- Opportunity to address social determinants of health?

Medicaid RFP

State Innovation Model

- Supports the use of CHWs in patient education, access to services, and health promotion
- MiCHWA is recognized as a stakeholder group that provided input on the model and that will continue efforts related to CHW policy and financing



Michigan's CHW Environment

Successes

- Michigan CHW programs continue to show improved health and reduced costs

Instability

- CHW programs almost exclusively rely on grant dollars or other unstable funds

Pilots/Demonstrations

- What's the next step?



Where are we now?

Quality Assurance

- Adoption of CHW Definition
- Support of CHW Roles
 - Updated guidance to be released this Fall
- Certification
 - MiCHWA supports a state-level CHW certification based on experience and education
 - Grandparenting mechanism also supported



How can we address policy here?

Training & Supervision

- MiCHWA's standardized CHW Curriculum
 - 126 hours of instruction
 - 40 hours of internship experience (unless employed)
 - 3 pilot sites winter 2015
- Support for continuing education
- CHW registry
- Supervision resources and support
- Program technical assistance and best practices



How can we address policy here?

Data Collection & Sharing

- MiCHWA's Common Indicators Project
 - Looking at common evaluation measures
- Statewide Program Survey
 - Surveying the workforce every other year
- Data-driven projects
 - Pathways Community HUB
 - Integration projects & EHRs



How can we address policy here?

Financing Models

We need to assess feasibility of new financing mechanisms

- **State Innovation Models:** ACA funding for state plans that improve healthcare quality, and health outcomes while slowing growth of health costs, include CHWs
- **State Plan Amendments:** Outline reimbursements for new Medicaid and CHIP programs
- **Other Models:** States have developed different schemes including direct reimbursement and requiring CHW integration into relevant programs that receive state funding



| Evidence-based policy component (<i>short description</i>) | Quality Score ^a | Impact Score ^b | Evidence Category ^c |
|---|----------------------------|---------------------------|--------------------------------|
| CHWs provide chronic disease care services (<i>Chronic Care</i>) | 40 | 40 | Best |
| Inclusion of CHWs in team-based care model (<i>Team-based Care</i>) | 33 | 33 | Best |
| Core competency CHW certification (<i>Core Certification</i>) | 29 | 28 | Best |
| CHWs supervised by health care professionals (<i>Supervision</i>) | 28 | 26 | Best |
| Standardized core CHW curriculum (<i>Standard Core Curriculum</i>) | 26 | 28 | Best |
| Medicaid payment for CHW services (<i>Medicaid</i>) | 25 | 22 | Best |
| Specialty area CHW certification (<i>Specialty Certification</i>) | 21 | 28 | Best |
| Inclusion of CHWs in development of their certification requirements (<i>Certification Development</i>) | 21 | 24 | Best |

[Link to CDC Policy Evidence Assessment Report](#)

Policy Best Practices



| | Evidence-based policy component (<i>short description</i>) | Evidence Category ^c |
|--------------------------|---|--------------------------------|
| Programmatic → | CHWs provide chronic disease care services (<i>Chronic Care</i>) | Best |
| Programmatic → | Inclusion of CHWs in team-based care model (<i>Team-based Care</i>) | Best |
| Quality Assurance → | Core competency CHW certification (<i>Core Certification</i>) | Best |
| Training & Supervision → | CHWs supervised by health care professionals (<i>Supervision</i>) | Best |
| | Standardized core CHW curriculum (<i>Standard Core Curriculum</i>) | Best |
| Financing → | Medicaid payment for CHW services (<i>Medicaid</i>) | Best |
| | Specialty area CHW certification (<i>Specialty Certification</i>) | Best |
| MiCHWA → | Inclusion of CHWs in development of their certification requirements (<i>Certification Development</i>) | Best |

CHWs **provide active leadership** at all levels of MiCHWA including its steering committee and its working groups.

Policy Best Practices



We have an opportunity.

It's time to be trailblazers at the state and national level and identify a multi-faceted solution to CHW sustainability.



Discussion

1. What elements of education, regulation, and/or financing do you see as essential for Michigan's CHW sustainability model? Why?
2. What barriers do you see to achieving sustainability?

We have an opportunity.

It's time to be trailblazers at the state and national level and identify a multi-faceted solution to CHW sustainability.



Call to Action

How can we sustain CHWs here?

What does sustainability look like for Michigan?

It's time to be trailblazers at the state and national level and identify a multi-faceted solution to CHW sustainability.



Discussion

1. What two action steps can you come up with for an agenda to move CHWs forward in Michigan?
2. Who or what group(s) are these steps directed to/at?

Thank You

- Please complete the green sheets
- Please consider further involvement
- Please continue this conversation!

