NC Department of Health and Human Services

NC CHW Initiative Update

Tish Singletary

September 20, 2019
North Carolina Community Health Center Association
NC Office of Rural Health at a Glance...

- Established in 1973
- First in the Nation
- 47 Employees (SFY 2019)
- Mission: Improve Access to Health Care in Rural and Underserved NC Communities
- Focus:
  - Rural and Underserved Communities
  - Health Care Safety Net
  - Partnerships
Programs at ORH

**Placement and HPSA Services**
Recruit providers and designates health professional shortage areas

**NC Rural Health Centers**
Supports state designated rural health centers that serve the entire community

**NC Community Health Grants**
Supports the primary care safety net system with increasing access to health care for vulnerable populations

**NC Farmworker Health Program**
Supports medical, dental and educational services for members of the North Carolina agricultural labor force and their families

**NC Rural Hospital Program**
Funds operational improvement projects for the benefit of all critical access hospitals and eligible small rural hospitals

**NC Medication Assistance Program**
Provides free and low-cost medications donated by pharmaceutical manufacturers to patients who cannot afford them

**NC Statewide Telepsychiatry Program**
Supports psychiatric evaluation of patients through videoconferencing technology in emergency departments

**Rural Health Information Technology Program**
Provides technical assistance to improve the use of Electronic Health Record (EHR) Systems and the use of health information exchange

**NC Analytics & Innovations**
Support data analytics, shortage designations, and pioneering efforts to improve health
SFY 2018 Map of ORH Coverage

Note: Sites may cover multiple counties in addition to its designated county location

Legend

- State Designated Rural Health Center (17 Sites Covering 36 Counties)
- Medication Assistance Program Grantee (107 Grantees Covering 96 Counties)
- Critical Access Hospital (20 Sites Covering 19 Counties)
- Community Health Grantee (141 Grantees Covering 97 Counties)
- Small Rural Hospital (12 Sites Covering 11 Counties)
- Farmworker Health Grantee (13 Grantees Covering 83 Counties)
- Health Information Technology Program
- Electronic Health Record Grantee (77 Counties)

*Numbers inside of symbols indicate number of sites, grantees, or placements, based on symbol
NC Medicaid Managed Care Regions

Rollout Phase 1: Nov. 2019 – Regions 2 and 4
Rollout Phase 2: Feb. 2020 – Regions 1, 3, 5 and 6
What Determines Health?

Factors Influencing Health and Well-Being

- Social and Economic Factors: 40%
- Health Behaviors: 30%
- Clinical Care: 10%
- Physical Environment: 10%
- Genes and Biology: 10%

Source: Minnesota Department of Health
Whole Person Health
North Carolina DHHS Priorities

- Opioid Crisis
- Early Childhood
- Medicaid Transformation
- Social Determinants of Health
The Department’s Quality Strategy details Medicaid Managed Care aims, goals and objectives for quality management and improvement and details specific quality improvement (QI) initiatives that are priorities for the Department.
Workforce Needs to Address Health

• Develop, train and strengthen workforce needed to support SDoH/Trauma Informed Care

• Case Managers

• Staff of Advanced Medical Homes (Care Coordinators, Nutritionists, Health Coaches, Pharmacists, Advanced Practice Nurses, Social Workers)

• Community Health Workers
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.
## NC CHW Initiative a Brief History...

<table>
<thead>
<tr>
<th>Date</th>
<th>Activity</th>
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<tbody>
<tr>
<td>October 2014</td>
<td>NC Department of Health and Human Services (DHHS) team began exploring opportunities for a statewide CHW initiative</td>
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<tr>
<td>January 2015</td>
<td>DHHS team conducted CHW Program Inventory</td>
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<td>April 2015</td>
<td>Statewide stakeholder meeting held to share results of Inventory and gather input on how to develop sustainable infrastructure for CHWs</td>
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<tr>
<td>June 2015</td>
<td>Assessment conducted on CHW initiatives in southeastern US states</td>
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<td>December 2015</td>
<td>Second stakeholder meeting held to create plan for moving forward</td>
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<tr>
<td>February – September 2016</td>
<td>Workgroups formed to draft recommendations for core competencies, training and certification</td>
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<td>November 2016</td>
<td>NC Community Health Worker Summit</td>
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<td>April – June 2017</td>
<td>Regional Listening Sessions</td>
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<td>June 2017</td>
<td>NC CHW Workforce Survey</td>
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<td>May 2018</td>
<td>NC CHW Mission, Goals, Final Report and Recommendations</td>
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<tr>
<td>October 2019</td>
<td>Train the Trainer – Standardized CHW Core Competencies</td>
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<tr>
<td>January 2020</td>
<td>Testing Standardized CHW Core Competency Training</td>
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Mission

Establish a sustainable infrastructure that acknowledges the value of CHWs, supports their professional identity, and integrates their role in the healthcare team.
Goals

- Identify core competencies for NC CHWs
- Recommend model training curriculum
- Develop model certification process
- Develop model program credentialing process
- Devise strategies for reimbursement of services
NC DHHS– Healthy Opportunities

• Updated Standardized Screening Questions for Health-related Resource Needs - July 9, 2018. Please use with "Using Standardized Social Determinants of Health Screening Questions..." paper released April above.

• Regional Pilots
Some Multi-Sector Commonalities

- Community leaders engaged in health initiatives
- Cross-sector collaboration
- Resource sharing
  - Transportation
  - Food
  - Shelter
- Local healthcare providers committed to public health
- Active faith community
- Initiatives to combat substance abuse
Four Roles

Nine Competencies

Standardized Training

Certification Processes
Community Health Worker Roles

Cultural Liaisons

Health Navigators

Health and Wellness Promoters

Advocates
9 Core Competencies

Communication Skills
Interpersonal Skills
Service Coordination Skills
Capacity Building Skills
Advocacy Skills
Education and Facilitation Skills
Outreach Skills
Knowledge Base
Personal Skills and Development
Vision for a Certified Community Health Worker

Standardized Core Competency Training Completed

- Diabetes Training
- Healthy Homes Training
- Medication Adherence
- Mental Health
- Prostate Health
- Falls Prevention Training
- Emergency Preparedness
- Tobacco Cessation Training
Vision for the NC CHW Certification and Accreditation Board

1. Individuals apply for certification
2. Training Programs apply for accreditation
3. Independent body of diverse sectors with CHWs well represented
4. Board sets training standards and approval processes
5. Individuals approved based on course completion or grandfathering or re-certification
6. Programs approved based on training standards with a time limit for
7. Board and NC CHW Alliance/Association are closely aligned
Building a Standardized CHW Core Competency Curriculum

- **Convene Work Group**
  - Universities, health care providers, government, philanthropy

- **Test**
  - 6 community colleges across the state

- **Review and Tweak**
  - Workgroup, community colleges, AHEC, CHWs

- **Expand**
  - Community colleges statewide

- **Certify**
  - Certification and accreditation board
Summary

• Healthcare delivery is changing in NC and across the nation
• Resources are available to improve health, not just healthcare
• Communities provide valuable information to help direct resources and efforts
• Team-based approaches to patient care can greatly improve overall health
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North Carolina Department of Health and Human Services Website

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