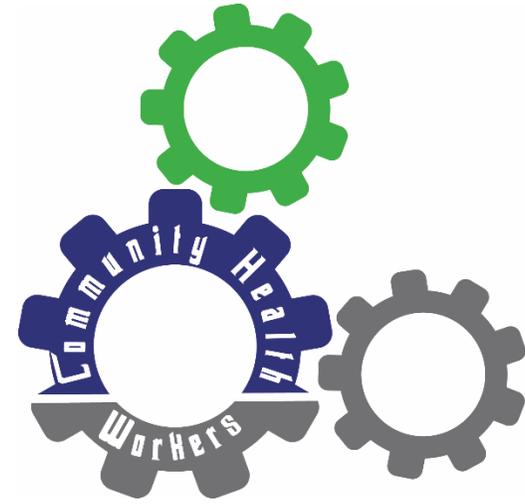


Utah Community Health Worker (CHW) Initiative and NDPP



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NDPP NETWORK MEETING, 11/17/17

Who are CHWs?



APHA and Utah CHWC Definition:

A community health worker 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 connector between health/social services and the community to facilitate access to services and improve the quality and cultural competence of service delivery.

A community health worker is not necessarily a clinical professional but receives training to build 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.



CHWs Work Under Many Job Titles

Companion

Interpreter

Counselor

HIV Peer Counselor

Community Health Advocate/Worker

Patient Navigator

Volunteer

Resourcer

Peer Support Specialist

Community Specialist

Promotora

Helper

Promotora

Community Connectors

Patient Educator

Outreach Worker

Health Promoters

Community Outreach Specialist

Advocate

Wellness Coach

Cultural Brokers

Community Connectors



CHW Impacts: Health Equity

Core Values Based in Equality and Compassion

Improve Health Outcomes and Reduce Disparities for:

- Racially and Ethnically Diverse Patients/Clients
- Patients with High Cost, Complex Conditions
- Linguistic Minorities
- Immigrants, Refugees
- Low-Income Communities
- Rural Communities

CHW Skills in Supporting NDPP

1. **Communication**
2. **Interpersonal and Relationship-Building**
3. **Service Coordination and Navigation**
4. **Capacity Building**
5. Advocacy
6. Education and Facilitation
7. Individual and Community Assessment
8. **Outreach**
9. Professional Skills and Conduct
10. **Knowledge Base**



CHW Roles in Supporting NDPP

1. Cultural mediation among Individuals, Communities and Health and Social Service Systems
2. **Providing Culturally Appropriate Health Education and Information**
3. Care coordination, Case Management and System Navigation
4. **Providing** Coaching and **Social Support**
5. Advocating for Individuals and Communities
6. **Building Individual and Community Capacity**
7. Providing Direct Service
8. Implementing Individual and Community Assessments
9. **Conducting Outreach**
10. Participating in Evaluation and Research



Unique Value in Healthcare and Public Health Systems

CHWs spend more time with individuals/family in home, community, or clinical settings

CHWs possess the “Three C’s” of community:

- Connectedness
- Credibility
- Commitment

Unique Value in Supporting Diabetes Prevention Programs

In communities most affected by diabetes, CHWs can

- Help enhance potential for program success
- Broker pathways toward reducing morbidity, mortality and incidence of diabetes among the persons they care about the most.
- Improve awareness and increase trust related to available health education services
 - In some minority communities, health education services may be inaccessible without CHWs.

CHW roles in supporting existing NDPP programs could include:

- Making referrals when indicated to providers and accredited or recognized diabetes education programs
- Providing culturally-specific basic health information
- Providing social support to community members with diabetes in their efforts to make changes in daily routine
- Serving as a link between community members with diabetes and diabetes healthcare teams

Empowering CHWs to support NDPP

Training and empowering CHWs to deliver current, accurate information on NDPP programs and increase program referrals from communities throughout the state

NDPP 101 for CHWs (*tentative date of early January 2018*)

- Led by a selected NDPP Master Trainer and CHW Lifestyle Coach
- CHWs will:
 - Receive education on program information and resources for communities
 - Have opportunities to network with NDPP Master Trainers, Lifestyle Coaches and CDC-Recognized Organizations
 - Learn about how to facilitate referrals and incentives for referrals

Questions?

