

 RUSH


Excellence is just the beginning.

Rush System for Health

## Integrating Community Health Workers in SBHCs: A Roadmap



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## Financial Disclosures

- With respect to the following presentation, there have been no relevant (direct or indirect) financial relationship between the presenters/activity planners and any ineligible company in the past 24 months which would be considered a relevant financial relationship.
- The views expressed in this presentation are those of the presenters and may not reflect official policy of Moses/Weitzman Health System, Inc. or its Weitzman Institute.
- We are obligated to disclose any products which are off-label, unlabeled, experimental, and/or under investigation (not FDA approved) and any limitations on the information that are presented, such as data that are preliminary or that represent ongoing research, interim analyses, and/or unsupported opinion.

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## Agenda


- Introduction
- Community Health Workers
- Integrating CHWs in SBHCs
  - Assessing Readiness
  - Program Development & Implementation
  - Integration & Sustainability
- Q&A



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## Objectives

- 1: The learner will be able to assess readiness for the addition of community health worker services within SBHCs
- 2: The learner will be able to apply a framework for the implementation of community health worker services at SBHCs
- 3: The learner will identify strategies for successful community health worker integration within SBHCs and larger school communities

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### Speakers

Laura Guerrero (she/her) CHW	Ebony Henderson (she/her) Lead CHW, MA	Erin O'Donohue (she/her) Nurse Practitioner	Kateri Evans (she/her) RN Program Coordinator

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### Rush School Based Health Centers

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<b>Crane</b> Chicago Public School Magnet High School	<b>Orr</b> Chicago Public School Neighborhood High School	<b>KIPP One</b> Charter School K-8 <sup>th</sup> grade	<b>Simpson</b> Chicago Public School 6-12 <sup>th</sup> grade Parenting & Pregnant Students Community Door	<b>Dunbar</b> Chicago Public School Vocational High School	<b>Phillips</b> Chicago Public School Neighborhood High School

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### Who are Community Health Workers?

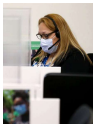





**“A community health worker is a frontline public health worker who is a trusted member of and/or has an unusually close understanding of the community served.**

**This trusting relationship enables the worker 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 community health worker 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.”**

RUSH | American Public Health Association  
<https://www.apha.org/apha-communities/member-sections/community-health-workers> | Rush CHW Hub | Rush System for Health | 6/23/2023 | 8

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### Current CHW Programming at Rush

<b>Public Health Response</b>  Testing, vaccine education, contact tracing, and scheduling (COVID, MPV)	<b>Emergency Departments</b>  SDOH screening and resource connection in the RUMC ED and post-discharge	<b>Community Settings</b>  SDOH screening and resource connection at community events and health fairs	<b>Chronic Disease Management</b>  Promote effective chronic disease self-management, screening, and connection to care	<b>Youth Programs</b>  Identify needs and provide support for REACH students and at SBHCs	<b>Research</b>  Engage with community-based research projects, including Alive Faith Network
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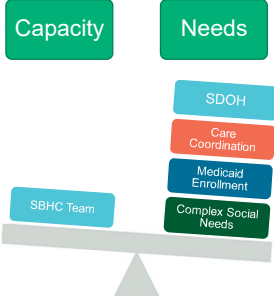
### Integrating CHWs in SBHCs: Assessing Readiness



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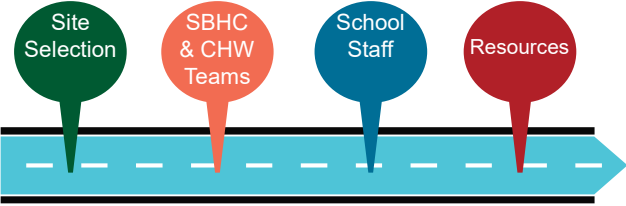
### Where We Started...

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### Assessing Readiness



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# Integrating CHWs in SBHCs: Planning & Implementation



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- Goals & Outcomes
- Scope & Services
- Policies & Workflows
- Escalation Protocols
- Training
- Outreach Plan

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## CHW GUIDE SCHOOL-BASED HEALTH CENTERS

Plan and protocol for CHWs in Rush's school-based health centers (SBHCs)

### Table of Contents

- Overview: School-Based Health Centers ..... 2
- Expectations at the School-Based Health Centers ..... 2
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- CHW Pilot at Rush's SBHCs ..... 3
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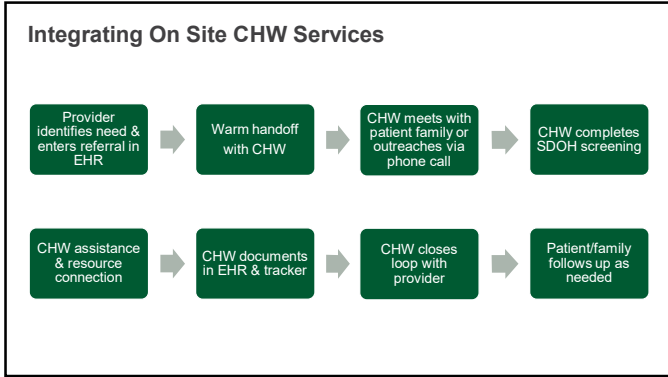
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# Integrating On Site CHW Services



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### Referral Entry

**SBHC Referral for CHW Services**  
Rush SBHC at \*\*\*

Patient: @NAME@  
Reason for Referral: (CHWReferralReason:19044)  
Best Contact: \*\*\*  
Contact Relationship to Patient: \*\*\*  
Confidentiality Considerations: \*\*\*  
Additional Information: \*\*\*  
Urgent: (YES/NO:03)

Request for Community Health Worker

Referral:  Expiration Date: 9/15/2023

Reason for Community Health Worker Referral:

SDOH screening and resource coordination:

Health education (including COVID-19):  Other (please describe):

Referral Reason: Consult and track, 3 indicated Follow-up:

OK to use alternate provider if present:  No  Yes

Comments:

Class: Referral

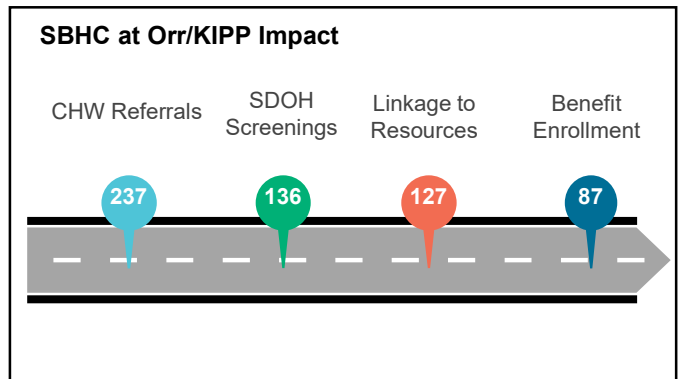
EPIC SmartPhrase | CHW REFERRAL ORDER

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### CHW Tracking



Referred By	Referral Date	MRN	Zip Code	Reason for Referral	Additional
Vanessa 2	9/22/2021	60624	Uninsured		
Vanessa 1	9/22/2021	60651	Uninsured, Primary care, Food insecurity, Utilities	PCP, Food insecurity, ut	
Vanessa	9/22/2021	60624	Uninsured, Food insecurity, Primary care	Food insecurity, PCP	
Vanessa	9/22/2021	60644	Uninsured, Utilities	Utilities	
Vanessa 5	9/22/2021	60651	Uninsured, Primary care, Food insecurity, Utilities	medical insurance, PCP,	
Vanessa 4	9/22/2021	60651	Uninsured, Primary care, Food insecurity, Utilities	PCP, Food insecurity, ut	
Vanessa 2	9/22/2021	60624	Uninsured		
Vanessa	9/22/2021	60624	Uninsured		
Vanessa	9/22/2021	60651	Uninsured, Food insecurity, Primary care	Food insecurity, PCP	
Vanessa 3	9/22/2021	60651	Uninsured, Primary care	PCP	
Vanessa	9/22/2021	60651	Uninsured, Primary care, Food insecurity, Utilities	Med insurance, PCP, fo	
Vanessa 2	9/22/2021	60624	Uninsured		
Vanessa	9/22/2021	60651	Uninsured		
Vanessa 1	9/22/2021	60651	Uninsured, Primary care, Food insecurity, Utilities	PCP, Food insecurity, ut	
Vanessa 5	9/22/2021	60624	Uninsured	Food insecurity, PCP	
Vanessa	9/22/2021	60651	Uninsured, Primary care, Food insecurity, Utilities	PCP, Food insecurity, ut	
Vanessa	9/22/2021	60651	Uninsured	PCP, Food insecurity, ut	
Vanessa 1	9/22/2021	60651	Uninsured, Primary care, Food insecurity, Utilities	PCP, Food insecurity, ut	

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**Integrating Remote or Off Site CHW Services**

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**Remote CHW Services**

- Supported expansion to additional SBHC sites
- Phone & video-based services
- Utilization of community meeting sites when needed
- Highest priority needs
- Followed similar policies & workflows
- Some communication & tech challenges



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**RUSH**  
The Future of Community Wellness

Rush Community Health Workers are available here within New Life Centers to assist community members with the following:

- Public Benefit (SNAP, Medicaid, TANF)
- Community resources
- Community food pantries
- Assistance with financial concerns (rent and utilities)
- Citykey IDs
- Employment resources
- Medical and dental providers (children and adults)
- Additional City and County programming as available

**NEW LIFE CENTERS**  
LOCATION: 1475 N SPRINGFIELD CHICAGO, IL 60641 PLEASE RING BELL FOR ENTRY

**THURSDAYS IN WINTER AND SPRING 2023**  
10AM-4PM



CONTACT FOR SCHEDULING:  
LAKIA 312.291.2510  
VANESSA 312.960.4957

**Off Site CHW Services**

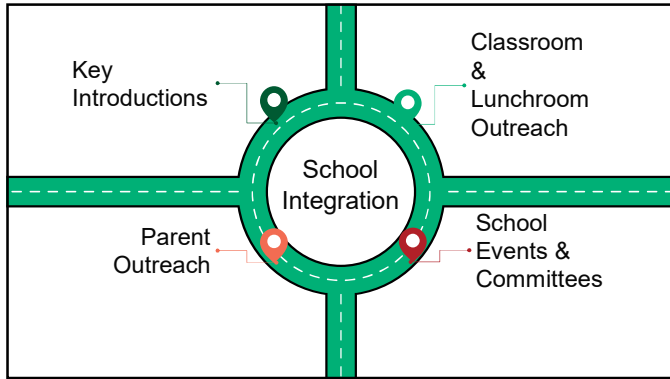
- Supported non-SBHC community members who learned of SBHC CHW services through word of mouth
- Could support SBHCs with space constraints
- Partnership with community organization
- Physical location nearby the school

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**Integrating CHWs in SBHCs:**  
**School Integration**

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### Marketing

**RUSH School Based Health Center: Community Health Worker At Phillips Academy High School**

Medical/social care includes social needs, enrolling in public benefits, health education, mental health, COVID-19 + more

**¿Cómo puede ayudar?**

• As cultural and social life support with public benefits, health insurance, food, housing, clothing, and other needs.

• Provide support connecting to primary care, dental, vision, or family medical health care.

• Provide help and/or have questions about legal aid.

• Have questions about COVID-19 vaccine, including appointments.

**Community Health Workers at Orr Academy/KIPP One**

¿Qué es un(a) promotor(a) de salud?

Las/os Promotoras de Salud son representantes de la salud de grupos étnicos y culturales vulnerables de las comunidades de nuestra zona. En los Centros de Salud Comunitarios de Rush, trabajamos para ayudar a superar barreras al conectar a las personas y sus familias con recursos médicos y de bienestar social.

¿Cuál es su cualificación con respecto a su salud?

No tenemos un requisito de formación y formación académica para servir como promotoras de salud. Sin embargo, se requiere un nivel de educación secundaria o superior.

¿Cómo puede ayudar?

El valor es un estudiante a favor de un estudiante y ofrece apoyo con sus promotoras de salud para ayudar a las personas de Rush con la salud y el bienestar.

**Equipo de promotoras**

**Lorena Gomez**  
Promotora principal, Chicago

**Compañeras de equipo:**  
Lorena Gomez, Chicago  
Lorena Gomez, Chicago  
Lorena Gomez, Chicago

**Rush SBHC en la Academia Orr/KIPP One**

754 N. Paulina, Suite 104, Chicago IL 60644  
Teléfono: (773) 528-6020  
Horario: Lunes a Jueves de 9am - 3:30pm; Viernes 9am - 1pm

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### Challenges with Integration

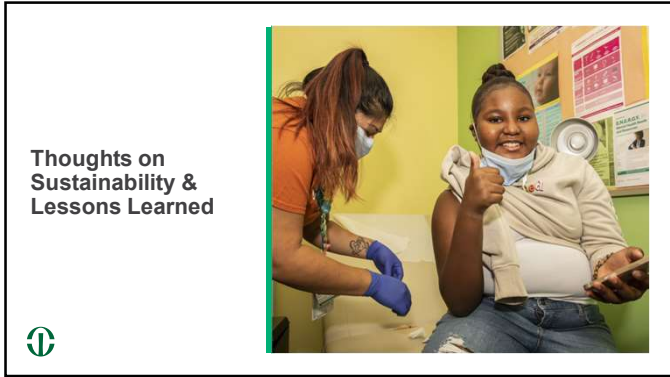
- Patient, parent & school staff unfamiliarity with CHW role
- Gaining trust and build a relationship
- Fear to ask for help
- Stigma to obtain resources
- Parent engagement
- Language barrier
- Scheduling appointments

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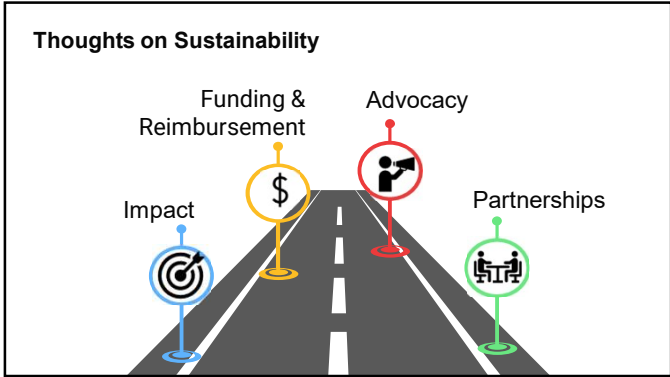
### Building Relationships & Trust

- First visit in person if possible. Explanation of CHW role.
- SBHC connection and community organizations
- Rights to medical benefits & care coordination.
- Trust and empowerment

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**Overarching Lessons Learned**

- There isn't one pathway. Your path should & will be unique.
- Consider starting small
- Get ready to pivot
- Defined CHW scope and CHW fit are important
- Find your school champion

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**Resources**


**CDC**  
**Including CHWs in Health Care Settings: A Checklist for Public Health Practitioners**

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**Resources**

**Kaiser Family Foundation  
State Policies for Expanding  
Medicaid Coverage of CHW  
Services**



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**Resources**


**National Association of  
Community Health Workers**



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**Resources**

**CMS  
On the Front Lines of Health  
Equity: Community Health Workers**




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**CME and CE Information**

In support of improving patient care, this activity has been planned and implemented by the School-Based Health Alliance and Moses/Weitzman Health System, Inc. and its Weitzman Institute and is jointly accredited by the Accreditation Council for Continuing Medical Education (ACCME), the Accreditation Council for Pharmacy Education (ACPE), and the American Nurses Credentialing Center (ANCC), to provide continuing education for the healthcare team.



Through Joint Accreditation, credits are also available under the following bodies:

- American Academy of PAs (AAPA)
- American Dental Association's Continuing Education Recognition Program (ADA CERP)
- American Psychological Association (APA)
- Association of Social Work Boards (ASWB)
- Commission on Dietetic Registration (CDR)

The Weitzman Institute was founded by Community Health Center, Inc. and is part of the MOSES/WEITZMAN Health System. weitzmaninstitute.org

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