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COMMUNITY HEALTH WORKER IMPACT

HOSPITAL READMISSIONS AND ER VISITS DECREASED



CHRONIC UTILIZATION COSTS SIGNIFICANTLY DECREASED

HEALTH MANAGEMENT COMPLIANCE RATES INCREASED



INCREASED PATIENT SATISFACTION

IMPROVED PERCEIVED WELL-BEING



"We have the ability to be in the community and be part of who we serve."

-Carrie Olvera, CHW, 2023



INTRODUCTION

- Community health workers (CHWs) defined as: "frontline public health ambassadors and health educators, with a trusted and close understanding with the community being served." (Burdick et al., 2021)
- Objective: Identify the impact of CHWs on transitional care outcomes for rural patients
- Literature review performed – date ranges from 2017-2022; synthesized via JH evidence tools
- Interview with CHW, transcription & analysis performed

SCOPE OF PRACTICE

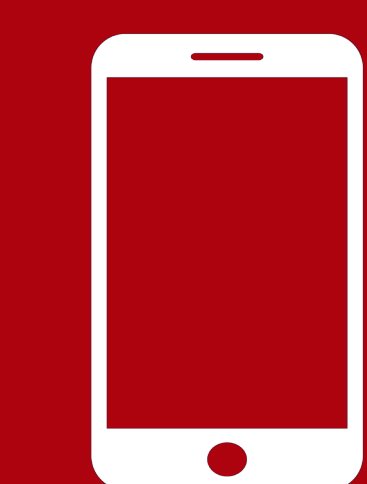
- Address unmet social needs
- Promote healthy behaviors
- Create community & advocacy (Burdick et al., 2021)

CHALLENGES TO IMPLEMENTATION

- Role definition
- Funding & reimbursement – typically funded by time-limited grants (Lapidos et al., 2019)
- Establishment of a formal referral process

RECOMMENDATIONS

- Expansion of certification programs
- Establishing billing codes (in fee for service environments)
- Clear benchmarks for evaluating effectiveness (Lapidos et al., 2019)



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