



MetroHealth

**Collaborating for Community Success:
School-Based Health Centers and 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 Ohio 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.



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- 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)



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Overview

Objectives

- Understand the role and scope of Community Health Workers
- Identify ways to incorporate Community Health Workers into School-Based Health Center teams
- Describe key performance indicators to demonstrate impact of Community Health Workers

Agenda

- MetroHealth School Health Program
- Overview Community Health Workers
- Community Health Workers at MetroHealth
- Community Health Workers: Essential Members of the School Health Team

Who is in the room?





MetroHealth
Devoted to Hope, Health, and Humanity

The MetroHealth System



Our essential role in our community

Guardians of health, guardians of hope

- Serving Greater Cleveland since 1837.
- The safety-net health system for the most at-risk members of our community.
- Open and accessible to all (95% of Cuyahoga County residents live within 10 minutes of MetroHealth care).
- The region's essential public-health leader during times of crisis.
- Provide care at four hospitals, four emergency departments, more than 20 health centers and 40 additional sites in Northeast Ohio.
- Operate Ohio's top rehabilitation center, the region's most experienced Level I Trauma Center, and Ohio's only adult and pediatric trauma and burn center.



Vaccinating Cleveland's faith leaders against COVID-19 in January 2021.

Our stats:

The MetroHealth System

- Employees: **8,014**
- Physicians: **637**
- Nurses: **2,063**
- Babies delivered in 2021: **2,728**
- Patient visits in 2021: **1.49 million**
- Emergency Department visits in 2021: **138,667**
- Trauma cases: **6,193**
- Uncompensated care provided: **\$89.0 million**
- Medicaid shortfall: **\$88.2 million**
- Total Community Benefit: **\$238.6 million**



Who we serve:

- We have always cared for anyone who comes through our doors, regardless of their ability to pay.
- Three-quarters of our 300,000-plus patients are either uninsured or covered by Medicaid or Medicare.
- We embrace our role caring for overlooked and at-risk members of our community, including all the children in foster care in Cuyahoga County.
- Go to where our patients are: inside schools, the homes of first-time mothers, homeless shelters, libraries, community centers, the county jail and more.



MetroHealth's award-winning School Health Program serves students at two dozen schools.

We have the best patients!

Our Commitment to redefine healthcare

- Going beyond medicine to be *just as good at promoting health as we are at treating illness.*





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Community Health Workers



Community Health Workers

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 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” (American Public Health Association, 2018).



CHWs Key Members of our Health Care Team

What are the benefits of Community Health Workers in a Health Care System?

- Trusted community member and relates to the community as peers
- Shared culture and life experience with population served
- Growing diversity of U.S. population
- Growing complexity of health care
- Recognition of social/behavioral determinants of health
- Commitment to reducing health inequities
- Cost savings on system
- Shortages of clinical personnel limiting time with patients



Neise and Micheala
SHP Community Health Workers

CHW Certification & Training in Ohio

- CHW Certification Requires:
 - 100 classroom hours
 - 130 clinical experience hours
 - Chronic disease management is emphasized in the curricula
 - 15 contact hours of continuing education
 - Renewal every 2 years in March (odd years)
 - Ohio laws for CHW certification are outlined in the Ohio Revised Code and regulated by the Ohio Board of Nursing
 - Certification in Ohio has existed since 2005
 - Not mandatory to hold a CHW certification in Ohio
 - Required within 1 year for to be able to reimburse through the Pathways HUB model
 - Individual employer requirements



CHW Certification is required for all MetroHealth CHW positions within 1 year of hire.

Core CHW Roles

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



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Community Health Workers at MetroHealth

CHW Roles at MetroHealth

Defining CHW Scope of Practice:

- Multiple roles within the healthcare system (Social Work, Navigators, Counselors, etc..)
- Developed from the C3 Core Roles & Competencies
- Build capacity and increase services to support patient and community SDOH
- Implement metrics to track outcomes
- Empower CHWs to educate others on their scope, services, and impact

Pictured are CHWs from MetroHealth on June 6th, 2023, the second-annual CHW Day at Cleveland State University honoring the region's CHWs.



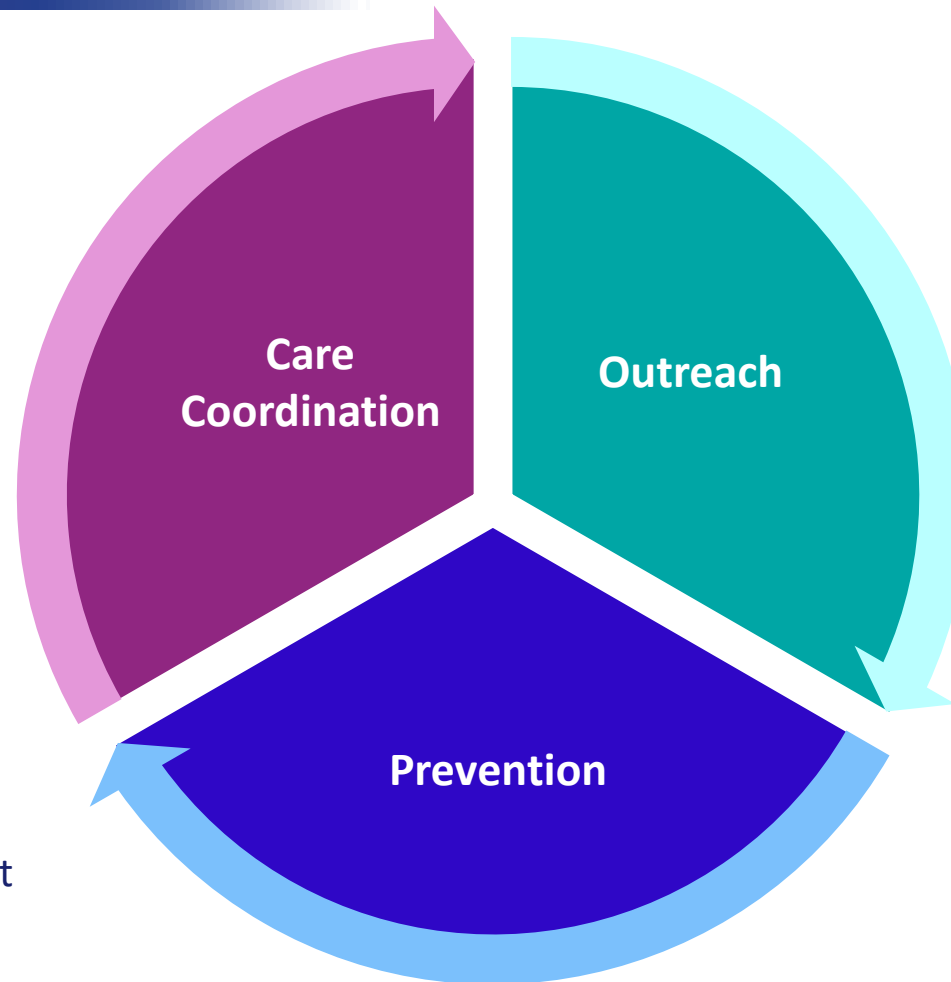
Focus of CHWs at MetroHealth

Care Coordination

- Connection to resources
- Scheduling appointments and health screenings
- Navigating the health system

Prevention

- Promoting and educating
- Support groups
- Chronic disease management
- Computer learning lab



Outreach

- Program enrollment
- Local agency networking
- Building relationships
- Community engagement



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MetroHealth School Health Program



School Health Program

Our Mission

- Improve access to healthcare by partnering with the community, to advocate for and support the health and well-being of our children.

Focus Areas

- Increase access to health care and support services
- Population health focused delivery of care
- Mental health screening and education
- Improve health and education outcomes

Models of Care

- Clinical Services: Primary Care
- Prevention Programming
- Consulting / Contracted Services



School Health Program

Five Priority Areas of Focus

Clinical & Academic Excellence	Health Equity	Community Engagement & Impact	Innovation	Accelerating Growth
Teaching and Training Programs Across Disciplines Nursing (BSN & APRNs) Medical Students Public Health Residents (Family Medicine, Med/Peds, Pediatrics, Psychology)	Increasing Access to Care to the most vulnerable children SHP children have higher ADI and SDI distribution compared to MH children	Our Mission: Improve access to healthcare by <u>partnering</u> with the community, to advocate for and support the health and well-being of our children. Our Impact: National Report recognized for health and education outcomes. Community Health Workers (CHWs) connecting services and patient engagement.	SAFE Project (in collaboration with Arts in Health) Youth Advisory Councils Peer 2 Peer Program	Diversified portfolio to support program sustainability and growth. Program growth across virtual care, prevention, and consulting services.

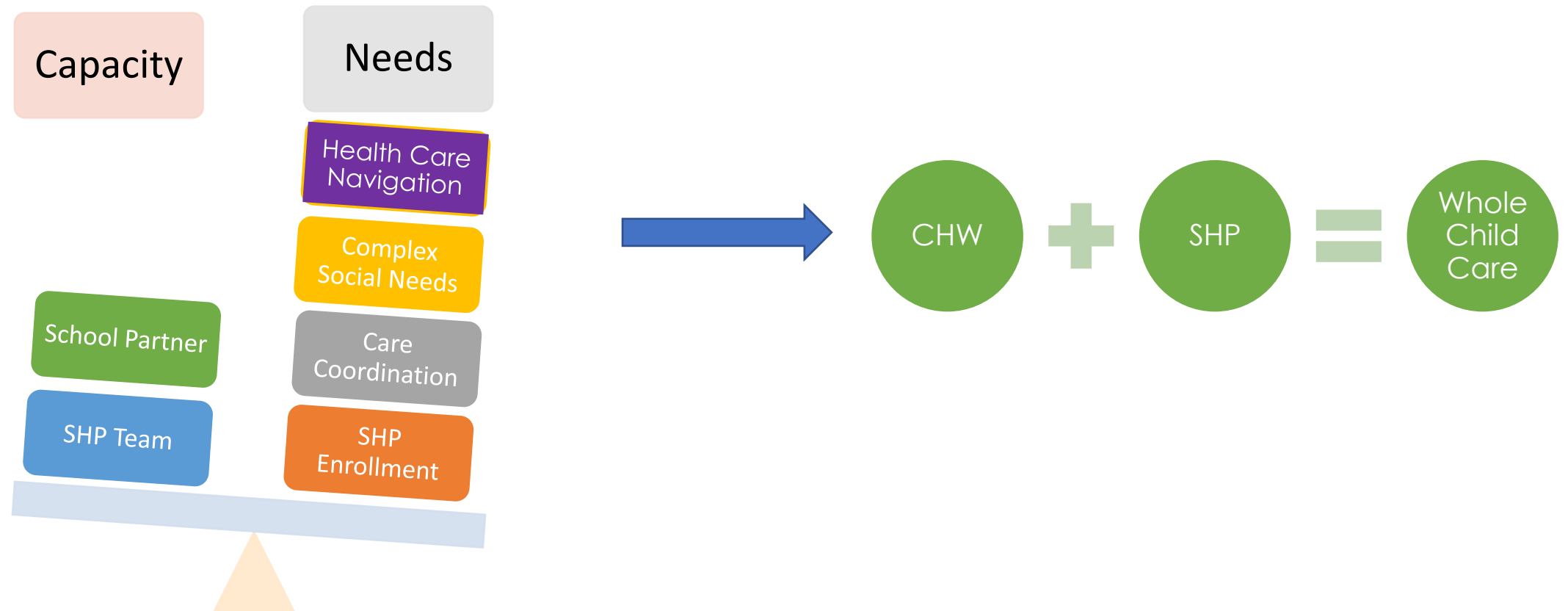


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Community Health Workers: Essential Members of the School Health Program Team



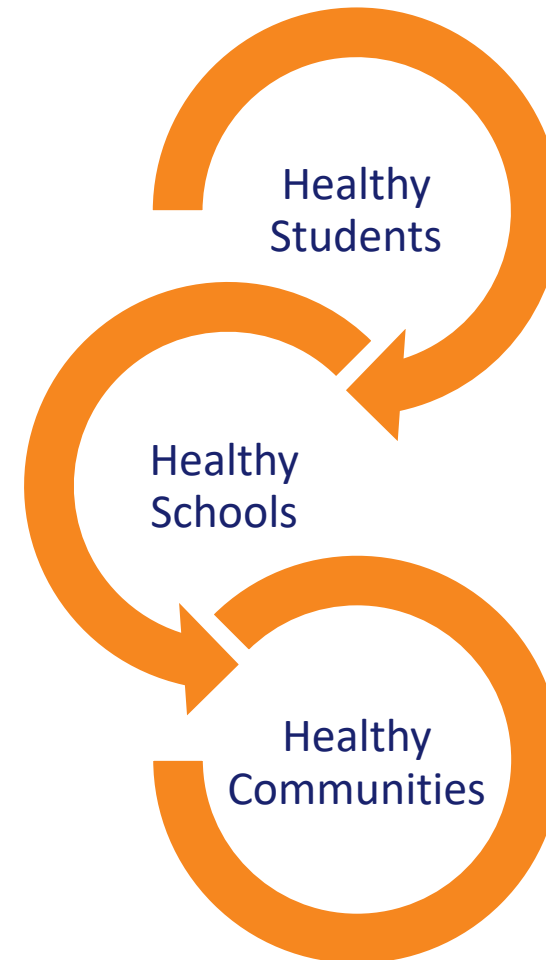
CHWs – The Missing Link



Planning & Implementation of CHWs in School Based Program

A Checklist for Success:

- ☐ Defining Scope and Services
- ☐ Set Goals
- ☐ Outreach Plan
- ☐ Policies and Workflows
- ☐ Training
- ☐ Implementation
- ☐ Evaluation Outcomes

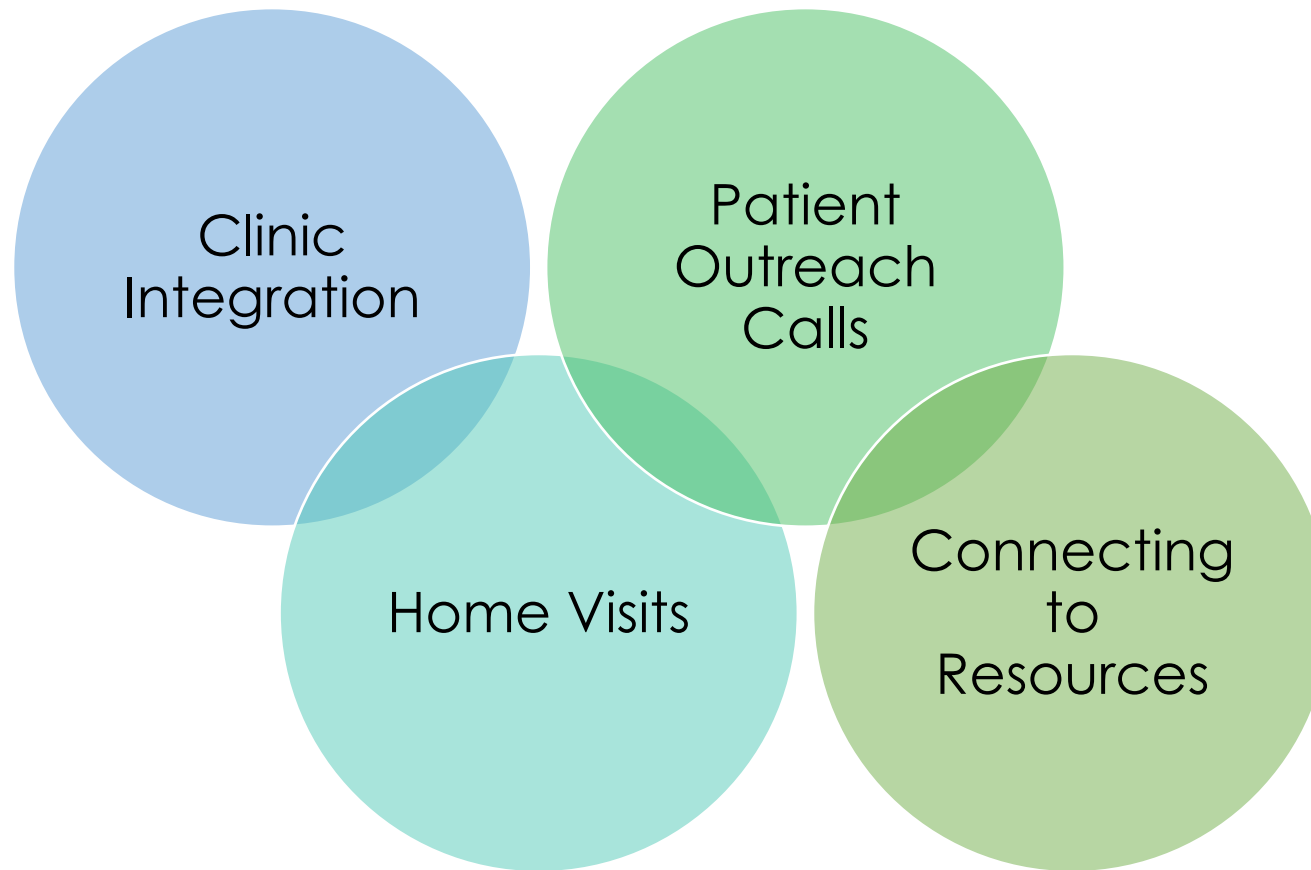


Checklist for Success

- ☐ Defining Scope and Services: *Care Coordination, Outreach, Prevention*
- ☐ Set Goals: *Key Performance Indicators*
- ☐ Outreach Plan: *Developed in Collaboration with SHP RN Care Coordinator*
- ☐ Policies and Workflows: *SHP CHW Manual*
- ☐ Training: *SHP CHW Competencies*
- ☐ Implementation: *of tools, trainings, resources*
- ☐ Evaluation Outcomes: *Share data with CHWs and sites*

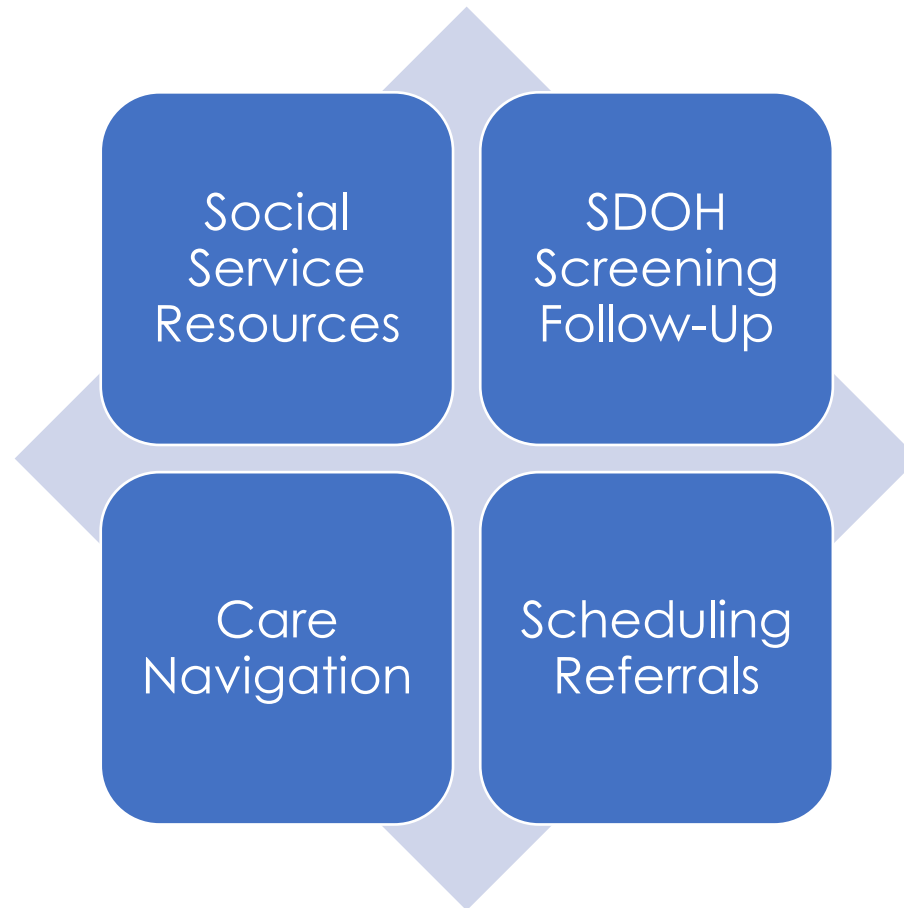
CHW SHP: Care Coordination

Scope and Services: Building relationships and meeting people where they are at



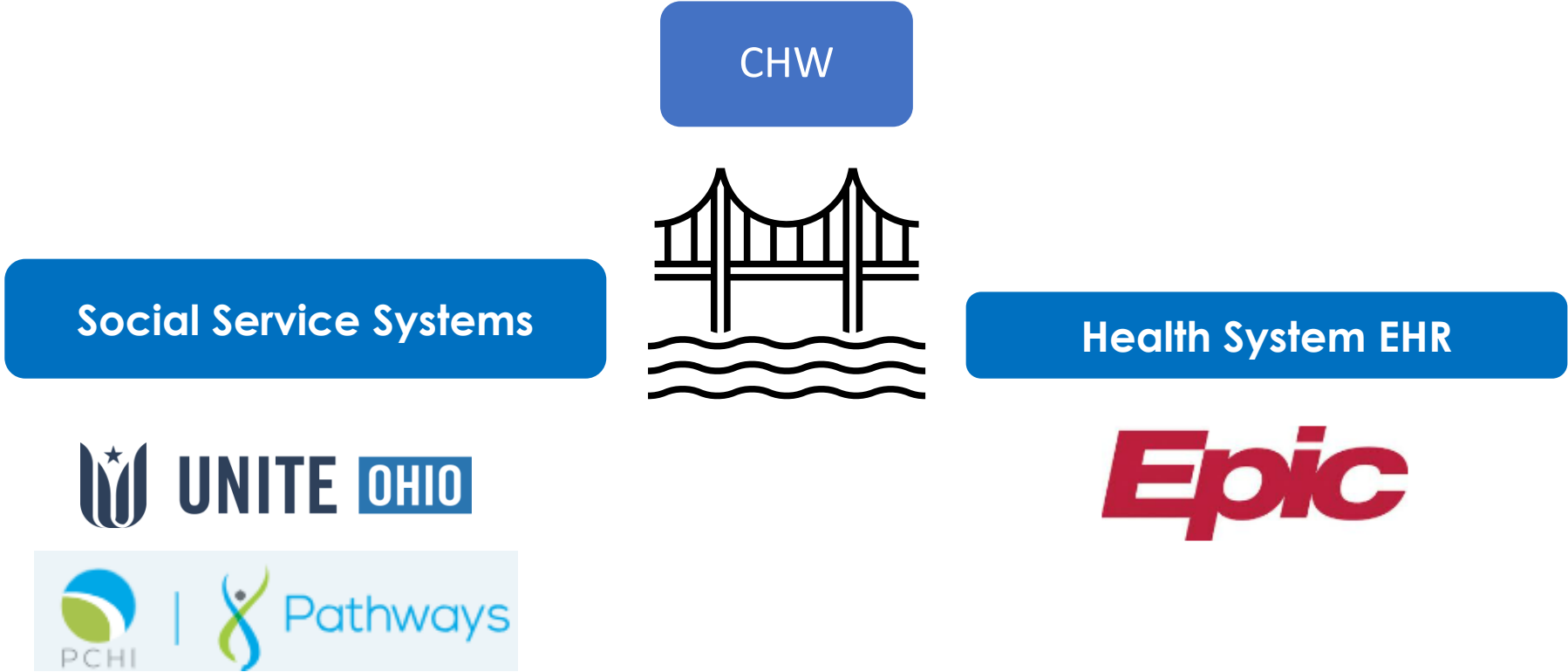
CHW SHP: Care Coordination

Scope and Services



CHW Care Coordination

Tools to Support Success



CHW SHP: Care Coordination

Tools to Support Success

Order Search

CON318

Database is only available for Orders/Homegoing Meds searches.

Panels (No results found)

Orders/Homegoing Meds Medications (No results found)

Orders/Homegoing Meds Procedures

Px Code	Name	Type
CON318	COMMUNITY HEALTH WORKER SERVICE REQUEST	Other

CHW Service
Request in EPIC

Community Health Worker

Comments:

If concerns for safety/abuse or complex social situations, please defer to Social Work and place SOC101

Reason for referral:

Care Navigation Closing care gaps Completion of forms Connection to Resources Health Education Insurance assistance

Screen for social needs Transportation Digital Navigation Other

Modifiers:

Additional Order Details

Next Required

CHW SHP: Care Coordination

Tools to Support Success

Question	Answers	Selection	Next selection (If Applicable)	Drop down
Outreach Type	In Person	Location	Patient Home	
			Community	
			Ambulatory Site	
			Other	
	Telephone	Outgoing	Attempt	1st Attempt
				2nd Attempt
				3rd Attempt
				Returning Patient Call/Message
		Incoming		
Made direct contact with patient?	Yes- in Person			
	Yes- by telephone			
	No			
	N/A			
Speaking with	Patient			
	Caregiver			
	Family			
	Provider/Care Team			



EPIC Flowsheet
being built for
CHW Outreach
Encounters

CHWs can
document in
EPIC telephone
and in-person
encounters

CHW SHP: Care Coordination

Tools to Support Success

9/7/2023 visit with Woernley, Sarah, RN for Patient Outreach

AMB_TOPIC_CALL_INITIATION Contacts Reason For Visit Documentation Care Teams Outreach Reason Patient Contacts

Religious Affiliation

Documentation

+ Create Note

Edit Delete Tag Copy

 **Woernley, Sarah, RN**
Registered Nurse
Specialty: Care Management

Telephone Encounter Sign at exiting of workspace Creation Time: 9/7/2023 12:06 PM

Sign at exiting of workspace

Outreach call today to parent/guardian regarding Well Child Care/Yearly Physical. Patient name and DOB confirmed. Parent/guardian agreed to appointment on 9/1/2023 at {SHP 2021 School Names:124552}.

Vaccines: Agrees to: {N/A ASTERISKS:108108::"****"}
Declines: {N/A ASTERISKS:108108::"****"}

Pharmacy: ***

Concerns include: ***

Blood Work Approved: {YES:2001099404}

Parent/Guardian can be reached on day of appointment at: ***

Sarah Woernley, RN

School Health

FLWSHEETS SHP Pre-Visit Screening

SHP Pre-Visit Screening

+ New Reading

Parent/Guardian Concerns

Parent/guardian concerns?

Consent obtained to receive immunizations in SHP

Medical Background

Does your child have a medical condition?

Are they taking medications?

Do they need a refill of medications?

Which pharmacy would you like us to use?

Are they seeing any specialists?

Do they need a specialist referral?

Hearing/Vision/Dental/Speech

Do you have any concerns about their vision, hearing, or their speech?

Have they seen a dentist in the last six months?

Lead/Tuberculosis

SIX AND UNDER: Have you ever been told your child has an elevated lead level?

Are you okay with us drawing blood for testing if the doctor requests it?

To the best of your knowledge, has your child ever been exposed to tuberculosis?

Outreach
Encounter
Documentation
in EPIC

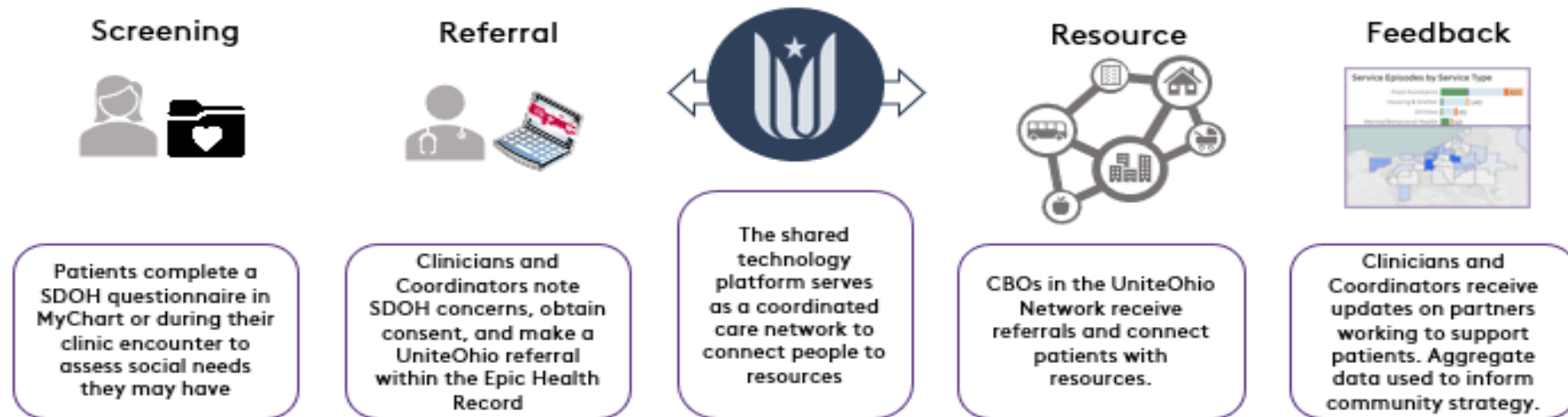
CHW SHP: Care Coordination

Tools to Support Success

E-Referral Platform



MetroHealth partners with community-based organizations (CBOs) through Unite Ohio's multi-directional electronic interface to "close the loop" on social needs.



Discover more at <https://ohio.uniteus.com>

Unite Ohio in Action

- Family of 7 + pregnant
- Lost all food due to power outage
- eReferral to the Food Bank

  Referral for  Accepted

 **Emergency Food**
Family experienced power outage during last week's storm for multiple days, Majority of the food had to be thrown out. Mom has 6 children and is currently pregnant.

Sending Organization
MetroHealth - School Health sent on Aug 28, 2023 at 11:23AM

Sending User

Sending Network
Unite Us East

Case Resolution
Resolved

 MESSAGE CARE TEAM

Case			
ORGANIZATION	OPEN DATE	CLOSE DATE	STATUS
Greater Cleveland Food Bank	August 29, 2023	August 29, 2023	 Closed

CHW SHP: Care Coordination

Tools to Support Success

- Pathways HUB for long term Case Management
- Adult & Pediatric client enrollment to serve families
- Key pathways for enhanced success (student turning 18)

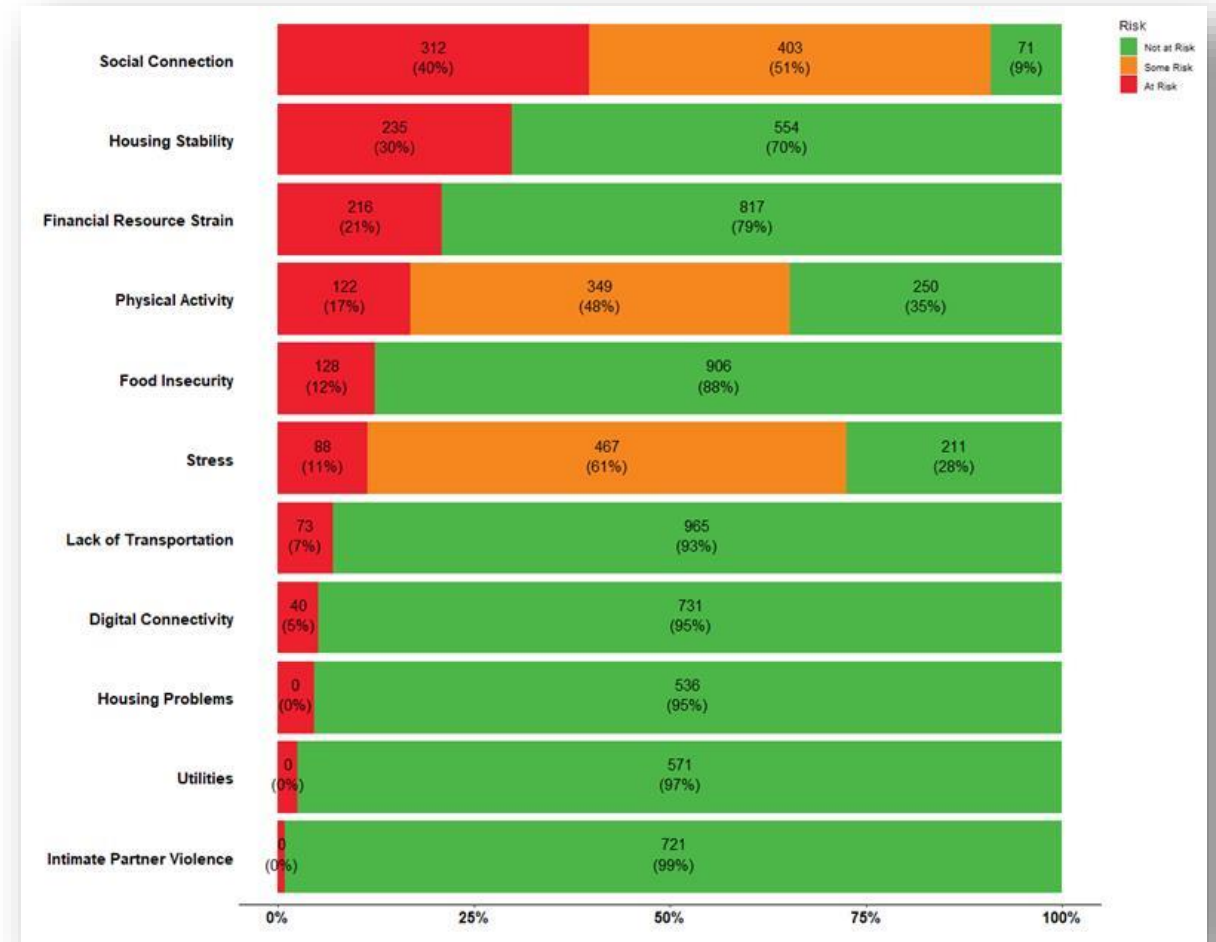


CHW SHP: Care Coordination

Goals and Outcomes

- Increase in Medicaid Enrollment
 - YTD have closed gap on uninsured for patient reimbursement
- SDOH Screening
- Scheduled Appointments and Referrals
- Unite Ohio eReferral Platform
- Pathways HUB

SDOH Screens Risk Plot



Key Performance Indicators

CHW Focus Area	Metric	2023 Data
Care Coordination	Number of Appointments Scheduled	2,679
Care Coordination	Number of Patient Outreach Encounters	2,496
Care Coordination	Number of SDOH Screenings*	377

Pair and Share: Implementing CHWs at your SBHC

- What are ways you could use a CHW within your SHP to support Care Coordination?
- What tools or resources would you need to create to support a CHW focused on Care Coordination?

CHW SHP: Outreach

Scope and Services

- Educate and inform community of School Health Program services
- Enrollment within assigned region and promote consent to the program
- Establish relationships to become trusted member of school community
- Collaborate with SHP RN Care Coordinator to develop outreach plan



CHW SHP: Outreach

Tools to Support Success



MetroHealth

School Health Program

At-school health care

Albert Bushnell Hart School <u>Mondays:</u> Sept 19, Oct 17, Nov 21	8:00 AM – 4:30 PM
Anton Grdina School <u>Mondays:</u> Sept 12, Oct 10, Nov 14, Dec 12	8:00 AM – 4:30 PM
Buhrer Dual Language Academy <u>Wednesdays:</u> Sept 14, Nov 9 <u>Thursdays:</u> Oct 13, Dec 8	8:00 AM – 4:30 PM
Garrett Morgan High School <u>Thursdays:</u> Sept 1, Sept 15, Oct 6, Oct 20, Nov 3, Nov 17, Dec 1	8:00 AM – 4:30 PM
Ginn Academy <u>Thursdays:</u> Sept 8, Nov 10	8:00 AM – 4:30 PM
Harvey Rice School <u>Thursdays:</u> Sept 22, Oct 27, Dec 15	8:00 AM – 4:30 PM
Halle School	

MetroHealth Care for Students During the School Day

The Institute for H.O.P.E. School Health Program is partnering with your school district to offer health care services on-site at your child's school. Your child will now have easier medical service access during the school day.

What services does MetroHealth provide?

- Annual physicals
- Sports physicals
- Injury/illness care
- Routine lab tests
- Prescription medications
- Teen services
- Mental/behavioral health
- Immunizations
- Care for chronic conditions, including asthma, allergies, diabetes and seizure disorders
- Health education and prevention
- Telehealth, to supplement in-person care



AT-SCHOOL HEALTH CARE

Now available for your child!

Our school district is now offering convenient on-site health care to students. If your child is not feeling well, has a chronic medical issue or injury or is due for their annual physical and vaccinations, they can easily receive medical

Frequently Asked Questions

What are the benefits for my family?

Being on-site improves access to care. Families do not have to worry about transportation or cost. Students do not have to miss school for an appointment and parents do not have to miss work. Students receive care and quickly return to the classroom to continue learning.

Who provides care at the clinic?

Your child will receive care from a multidisciplinary team of experienced MetroHealth providers. This team may include doctors, nurse practitioners, nurses, behavioral health specialists and medical assistants. The Institute for H.O.P.E. School Health Program brings the expertise and community dedication of an extensive health system into our school.

What if my child already has a doctor?

Our School Health Program team can partner with your doctor to support your child's health. Our team has experience working closely with primary health care partners and specialists. Your child will also receive an After Visit Summary explaining the care they received, which is also accessible online via MyChart.

CHW SHP: Outreach

Tools to Support Success

- Outreach Form for all events/communication that is not patient specific
- Available on Teams (Desktop & Mobile)
- Examples: Meeting with the School Nurse or Coach; attending Open House; presenting to a group of students
- Auto populates to excel to collect and store data

SHP Outreach Event Form

The survey will take approximately 5 minutes to complete.

Hi, Sarah. When you submit this form, the owner will see your name and email address.

* Required

1. Outreach Location *

Where was the event located?

☐ Community

☐ School

☐ Telephone

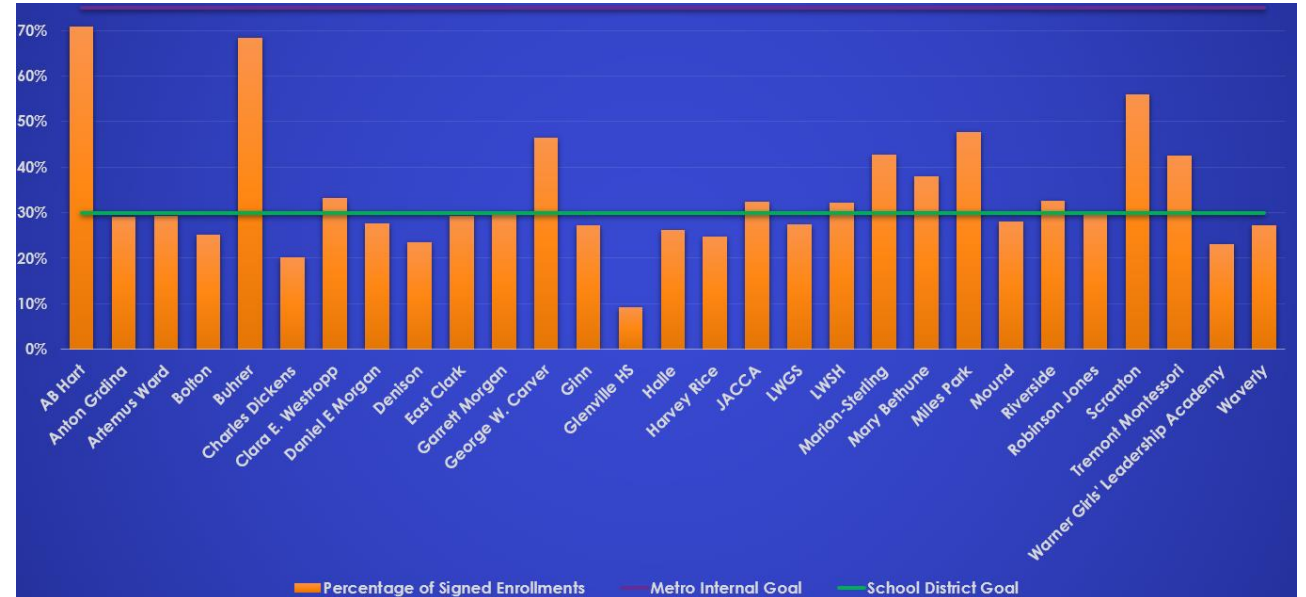
☐ Virtual Event

Outreach Event
Form

CHW SHP: Outreach

Goals and Outcomes

- **Key Performance Indicators**
 - Program Enrollment
 - Sites with SHP CHW have seen an increase in enrollment from 5-14%
 - Event Outreach
 - Over 200 Outreach Events in 2022-2023 School Year



Name	Location	Date of Event	Brief Event Description	Focus of Event	Connected with:
		1/11/2023	Provide tour of HWC, explain the services SHP provide, give consent forms and schedule students.	Clinic Operations;Enrollment;Informative;Scheduling;	Coach;Teacher(s);Students;

Pair and Share: Implementing CHWs at your SBHC

- What are ways you could use a CHW within your SHP to support Outreach?
- What tools or resources would you need to create to support a CHW focused on Outreach?

CHW SHP: Prevention

Scope and Services

- Youth Advisory Council support
- *Exploring:* Train the Trainer for Mental Health Prevention Programs and Chronic Disease
 - Address Youth Mental Health Crisis
 - Assist with Chronic Disease Management

Goals and Outcomes

- Process Evaluation
- Program specific pre / post surveys
- Impact on Program Enrollment



YAC Field Trip to Urban Farm

CHW SHP: Prevention

Tools to Support Success



Youth voices can make a difference.

Youth can work with supportive adults to improve schools and communities. Youth advisory councils (YACs)—sometimes called youth advisory boards—allow youth and adults to make decisions together and have a positive influence on others.



Youth Advisory Councils
Structure



Using Data to Make Decisions



Youth Advisory Councils
Action Plans

[Youth Advisory Councils \(cdc.gov\)](https://www.cdc.gov/youthadvisorycouncils/)



[SBHA Toolkits \(sbh4all.org\)](https://sbh4all.org/)

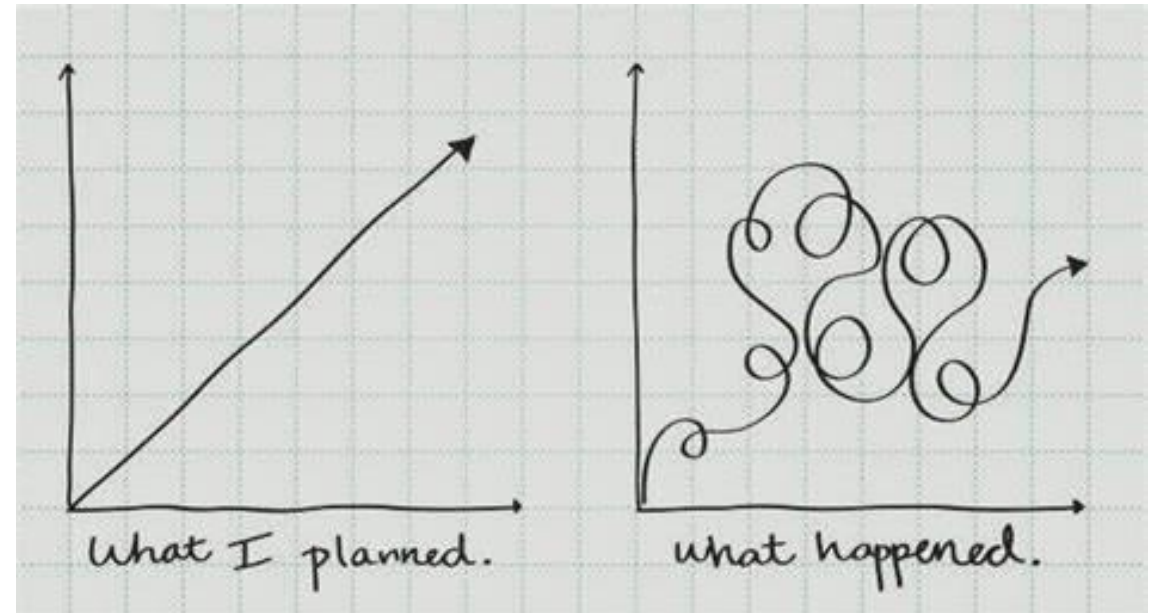
Pair and Share: Implementing CHWs at your SBHC

- What are ways you could use a CHW within your SHP to support Prevention?
- What tools or resources would you need to create to support a CHW focused on Prevention?

Lessons Learned

Items for Consideration...

- Education on role of CHW to SHP team and SHP partners = True Integration
- Defining scope of CHW
- CHW fit for School Health
- Continuous Process Improvement
- Measuring Success: KPI
 - Enrollment
 - Visit Volumes
 - Appointment Scheduling and Follow-Up
 - Insurance/Medicaid Enrollment
 - SDOH Screening and Follow-Up
 - Outreach and Marketing
 - Prevention Program Specific Outcomes
 - Patient Goals/Relationships*



Contact our SHP Team

Katie Davis Bellamy

Email: kdavisbellamy@metrohealth.org

Julie A Cobb

Email: jcobb@metrohealth.org

School Health Program

Website: <https://www.metrohealth.org/school-health-program>

Email: schoolhealth@metrohealth.org



CHW Resources

- Ohio Community Health Worker Association
 - <https://ochwaoh.org/>
- Community Health Workers – Ohio Board of Nursing
 - <https://nursing.ohio.gov/licensing-and-certification/types-of-applications/community-health-workers>
- National Association of Community Health Workers
 - <https://nachw.org/>
- CDC: National Center for Chronic Disease Prevention and Health Promotion – Community Health Worker Resources
 - <https://www.cdc.gov/chronicdisease/center/community-health-worker-resources.html>
- CHW Core Consensus Project
 - <https://www.c3project.org/>