Community Health Workers (CHWs) Training and Infrastructure

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North Country Health Consortium
Leading innovative collaboration to improve the health status of northern New Hampshire

NCHC seeks to meet the unmet health needs of our region.

- Healthcare workforce shortage
- Gaps in the continuum of care
- High ED utilization
- Social determinants of health
- Rural health disparities
Molar Express

• Nonprofit public health dental clinic
• Provides services in Coos and Northern Grafton Counties
• Since 2005, comprehensive and preventative dental services have been provided to children and seniors in the North Country
• Using a Nomad digital x-ray unit and electronic dental records, comprehensive dental examinations, basic restorative care, and preventative services have been provided
Molar Express-Focus

• Currently prevention only school-based program
• Providing oral health education to:
  • Schools
  • The community
  • Organizations within our regions
Molar Express- Why a Community Health Worker (CHW)/ Care Coordinator?

How and why we implemented the role

• Rural area - limited access to medical and dental services

• Patient needs urgent and complex

• Outreach to parents was time intensive
  • Often difficult to contact
  • Knowledge and perception of care needed required extra time to explain
Molar Express- CHW/ Care Coordinator Role

• Specialized training around oral health
• Referrals written by Dentist and Hygienist

Areas of improvement
• Workflow streamlined
• Better patient outcomes
• Better patient-provider relationships
• Higher rates of completed treatment plans
What is a Community Health Worker?
American Public Health Association 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.”
  - Liaison
  - Link
  - Intermediary
The CHW is a member of the healthcare team that can address the whole person, outside of the provider’s office.

- In their home
- At a community meeting space
- Other applicable setting
CHW Qualities

- Membership in or shared experience with the community in which they work
- Friendly and outgoing
- Open-minded and non-judgmental
- Motivated and capable of self-directed work
- Caring and compassionate
- Respectful
- Flexible and adaptable
- Desire to help the community
- Resourceful
- A model for trying to live a healthy lifestyle
Education and Training

- North Country Health Consortium provides CHW Training
- 12 Week Hybrid Course
  - 6 In-Person Sessions and 5 Online Units
- Opportunity for Further Training with Topic Specific Modules
Education and Training

- Based on national core competencies
- Focus on North Country Culture
- “Foundations for Community Health Workers”
- No official CHW certification in NH as of 2018
Social Determinants of Health

The social determinants of health are the economic and social conditions – and their distribution among the population – that influence individual and group differences in health status.

- Access to Healthcare
- Transportation
- Housing
- Social Support
- Financial Instability
- Health Literacy
- AND SO MUCH MORE
A healthy life begins at home.

- difficulty buying healthy food
- struggling to afford proper heating
- being overwhelmed with stress
- being isolated from friends and family
Molar Express-Patient Examples

• Susie: 5 years old, high need, extensive decay. Single parent, remote area.

• Nathan: 8 years old, extensive decay, needing root canal. Living with 20-year-old sister as guardian, father frequently away for work.
• The purpose is to bring together CHWs, health professionals, stakeholders and community leaders to promote the role and value of CHWs.

• Opportunity to be part of a healthcare solution.

• Educational and networking opportunities.

• Provides a platform to inform communities of initiatives and programs that promote healthy living.
NH CHW Coalition Registration

To become a member of the NH CHW Coalition follow this registration link:

https://www.surveymonkey.com/r/JoinNHCHWCoalition

- OR-

Please contact a member of the steering committee
NHCHWCoalition@outlook.com

Visit NHCHW.ORG for more information on the NH CHW Coalition!
Thank you!

For more information please contact Annette Cole at acole@nchcnh.org