

Community Health Workers (CHWs) Training and Infrastructure



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North Country Health Consortium





North Country HEALTH CONSORTIUM

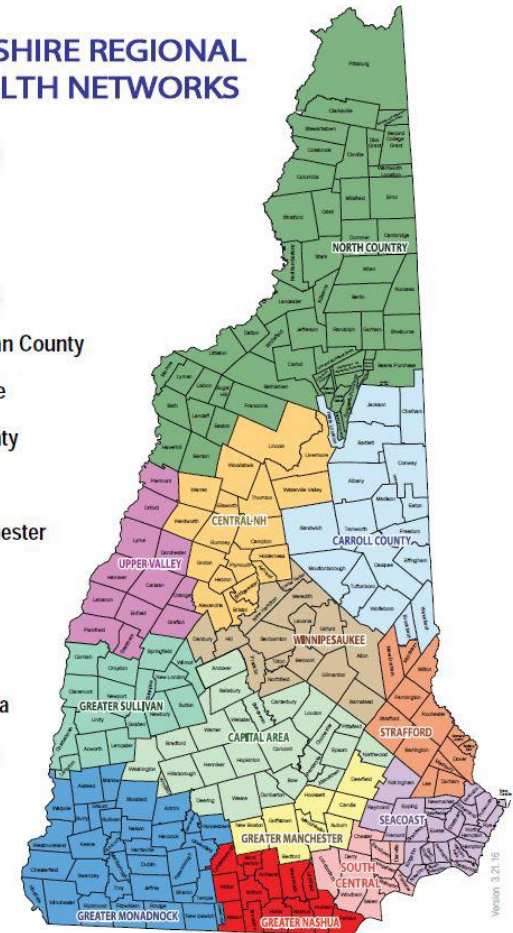
**Leading innovative collaboration
to improve the health status of
northern New Hampshire**

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

NEW HAMPSHIRE REGIONAL PUBLIC HEALTH NETWORKS

- North Country
- Upper Valley
- Central NH
- Carroll County
- Greater Sullivan County
- Winnipesaukee
- Strafford County
- Capital Area
- Greater Manchester
- Seacoast
- Greater Monadnock
- Greater Nashua
- South Central

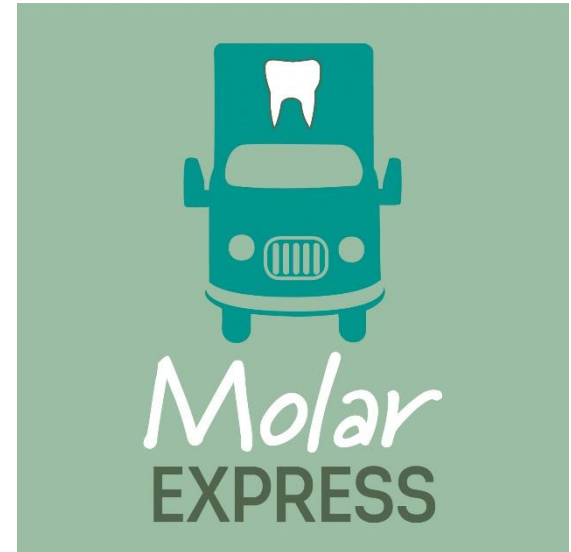


THESE REGIONS ARE USED FOR PUBLIC HEALTH PLANNING AND THE DELIVERY OF SELECT PUBLIC HEALTH SERVICES.



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

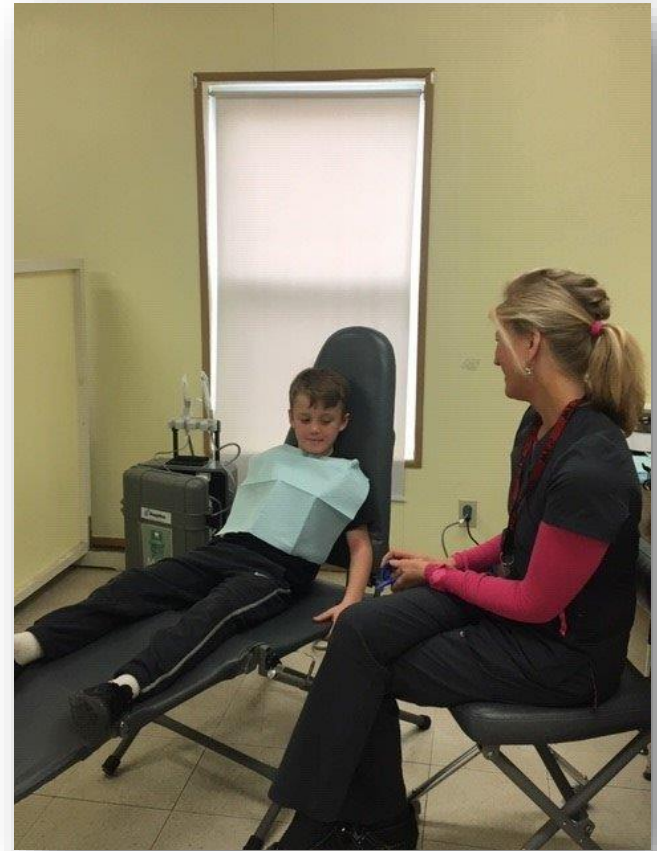
- Currently prevention only school-based program
- Providing oral health education to:
 - Schools
 - The community
 - Organizations within our regions



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?

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

COMMUNITY
Health
Worker



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

COMMUNITY
*Health
Worker*



- 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

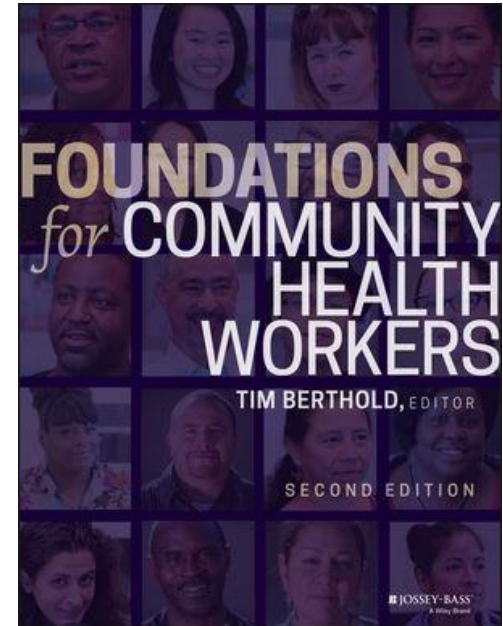


Education and Training

COMMUNITY
*Health
Worker*



- 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.



NH CHW Coalition

- 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
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