

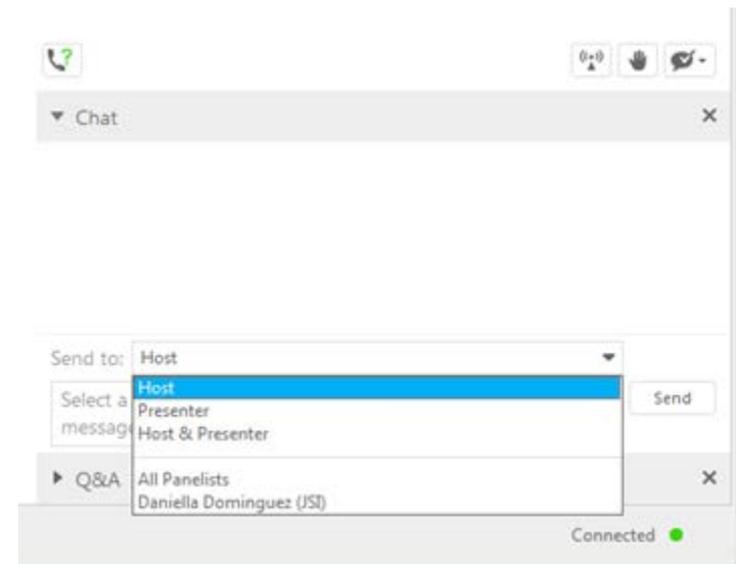
The Role of Community Health Workers to Support Linkage to and Retention in HIV Care

July 11, 2018



Housekeeping

- WebEx Information
 - Audioconference:
1-866-469-3239
 - Access code: 621 124 543
 - Please keep your line muted
- Questions
 - Please type all questions in the chat section on the right



Today's Presenters



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Learning Objectives

By the end of this webinar you will be able to...

- Describe how community health workers (CHWs) can improve linkage to care and services for people living with HIV
- Identify three strategies to incorporate CHWs into HIV prevention programs to support High-Impact Prevention activities



Quick Poll

Does your organization currently employ CHWs to improve linkage to and retention in HIV care?

- a. No, I just want to learn about CHWs**
- b. We think we want to start using CHWs but need to learn more**
- c. We are implementing a program that incorporates CHWs into our workflow**
- d. Yes, we currently employ CHWs in our HIV linkage and retention programs**

Who are CHWs?

CHWs serve as a bridge to a healthier community



Who are CHWs?

A yellow umbrella is open in the center of the frame, set against a blurred background of green foliage and a wet street. The umbrella's reflection is visible on the pavement below. The overall scene is rainy and atmospheric.

- Promotoras de salud
- Peer leaders
- Outreach educators
- Community health advisors
- Home visitors
- Community health aides
- Street outreach workers
- Outreach advocates
- Patient navigators
- Peer advocates
- Youth workers
- Community coordinators
- Family service coordinators
- Community health representatives

What does a CHW do?

The American Public Health Association defines a CHW as a frontline public health worker who:

- Is a trusted member of and/or has an unusually close understanding of the community served
- Serves as a link between health/social services and the community
- Facilitates access to services and improves the quality and cultural competence of service delivery
- Builds individual and community capacity by increasing health knowledge and self-sufficiency through outreach, community education, informal counseling, social support, and advocacy



Manny, CHW, Chelsea

I am a...
connector
advocate
health educator
coach

Community Health Worker

The bridge to a healthy community.

Community Health Workers are a special part of the care team. We know your community and are trained to help you:

- Understand your health and your care plan
- Connect to community programs or services
- Find ways to make lifestyle changes to improve your health and wellbeing

Ask your health care provider about working with a Community Health Worker!



Example of a poster that describes the role of a CHW in a clinical setting

A top-down view of a diverse group of people's hands stacked in a circle on a concrete floor. The hands are of various skin tones and are arranged in a circular pattern, with some hands showing rings and tattoos. The word "COMMUNITY" is centered in the middle of the image in a bold, white, sans-serif font. The background is a light-colored, textured concrete floor.

COMMUNITY

Your Thoughts?



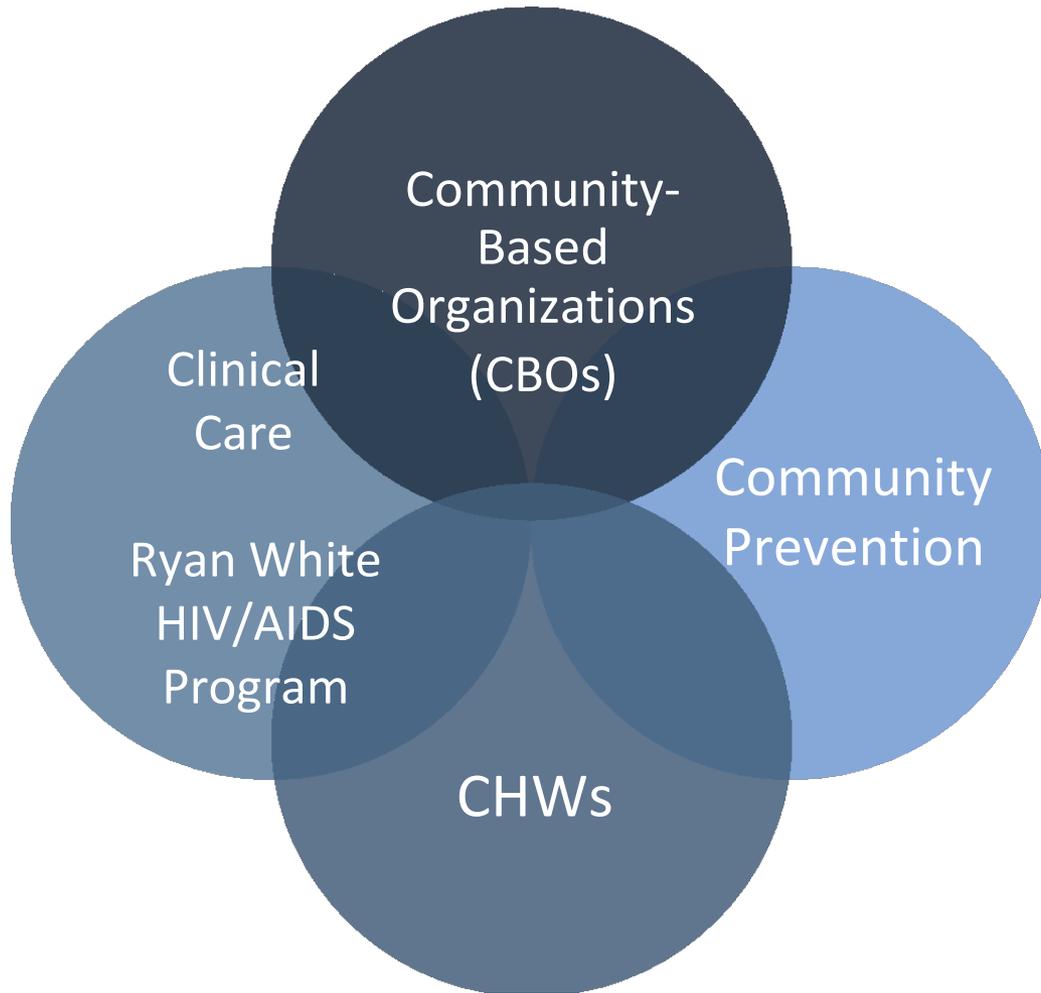
Considering the many titles and activities that CHWs do, how do you think CHWs can support linkage to care?

Bridging Community and Care Systems

with CHWs



Bridging Community and Care Systems



Populations Served

- Persons with substance use disorders
- Homeless persons
- Persons with disabilities
- Immigrants/refugees
- Older adults
- Adolescents/young adults
- Children
- Persons living with or at risk for HIV/AIDS
- Pregnant women
- Migrant workers



Quick Poll

Which of the below statements is NOT true?

- A. CHWs serve homeless persons
- B. CHWs often provide support for medication adherence
- C. CHWs provide services to help people with their pet care
- D. CHWs bridge community and care systems

Poll Answer

Which of the below statements is NOT true?

- A. CHWs serve homeless persons
- B. CHWs often provide support for medication adherence
- C. CHWs provide services to help people with their pet care
- D. CHWs bridge community and care systems

Benefits for People Living with HIV

CHWs add value



Access

- Increase access to health insurance and Ryan White HIV/AIDS Program services
- Increase access to and use of preventive education, screening, and treatment services
- Reduce unnecessary use of urgent care
- Increase use of primary care and medical homes
- Support adherence

Reducing Persistent Health Disparities

HIV/AIDS and comorbidities:

- Substance use disorders
- Mental health disorders
- Cancer (breast, colorectal, prostate)
- Cardiovascular disease
- Hypertension
- Diabetes
- Viral hepatitis
- Asthma
- Violence

Integrating CHWs into CBOs

to enhance community
and clinical linkages



Why Integrate CHWs into CBOs to Support Linkage to and Retention in Care?

- Highly effective with vulnerable populations
- Cited by the Institute of Medicine (IOM) for impact on health disparities
- Demonstrated clinical and cost-effectiveness



CHW Job Description Sample

Key Responsibilities:

- Coach clients in effective management of their chronic health conditions and self-care related to their HIV disease
- Provide education in individual or group sessions, screen for health issues, conduct brief interventions, and facilitate referrals to other community-based resources
- Assist clients in identifying and prioritizing barriers to engagement in HIV care
- Assist clients in developing HIV management/care plans and goals
- Document activities, HIV care plans, and outcomes in an effective manner consistent with the organization's policies and procedures
- Help clients schedule appointments and accompany them to appointments

CHW Job Description Sample *continued*

- Provide ongoing follow-up, basic motivational interviewing, and goal setting with clients to support HIV disease management and retention in care
- Help clients in identifying and using community resources, and assist them to complete program applications for which they may be eligible
- Facilitate communication and coordinate services between HIV providers; work collaboratively within multidisciplinary HIV care team
- Build and maintain positive working relationships with clients, providers, supervisors, and all staff
- Continuously expand knowledge and understanding of community resources, services, and programs

CHW Core Skills that Support Programs



1. Communication
2. Interpersonal and relationship-building
3. Service coordination and navigation
4. Capacity building
5. Advocacy
6. Education and facilitation
7. Individual and community assessment
8. Outreach
9. Evaluation and research
10. Knowledge

Quick Poll

When posting a CHW position, which activity do we suggest including?

- A. Continuously expand knowledge and understanding of community resources, services, and programs
- B. Exercise on a regular basis
- C. Facilitate focus groups
- D. None of the above

Poll Answer

When posting a CHW position, which activity do we suggest including?

- A. Continuously expand knowledge and understanding of community resources, services, and programs
- B. Exercise on a regular basis
- C. Facilitate focus groups
- D. None of the above

CASE STUDY

The McGregor Clinic in Ft. Myers, Florida



Case Study: CHWs in a CBO



The McGregor Clinic is a non-profit healthcare program that has been providing an integrated approach to patient care services for people living with HIV in the Ft. Myers area for more than 18 years.

Case Study: CHWs in a CBO

The McGregor Clinic provides:

- Client and community education
- Prevention services
- HIV counseling and testing
- Case management
- Access to clinical HIV trials
- Food pantry
- Clothing closet

Case Study: CHWs in a CBO

- McGregor is participating in the “Improving Access to Care: Using CHWs to Improve Linkage and Retention in HIV Care Project”
- One of the goals of the project is to enhance CHW capacity in identifying people living with HIV and linking/re-connecting them to care and services
- CHWs provide HIV testing, prevention, education, treatment support, outreach/case finding, advocacy, housing, care coordination, and navigation

Case Study: CHWs in a CBO

- CHWs work with the HIV care team and IT/EMR systems to identify clients lost to HIV care
- CHWs develop strategies to reach out to and communicate with clients
- CHWs use a mix of outreach and motivational interviewing skills to engage clients in conversations about re-engaging in care (barriers and facilitators)
- Once clients are engaged in care, CHWs use information counseling and others core skills to work with clients on retention in care
- CHWs are available to link newly diagnosed clients to care using some of the same core roles and skills they use to engage those lost to care

Case Study: CHWs in a CBO

- CHWs are integrated into the HIV care team and participate in all related team meetings
- CHW receives regular supervision and support
- McGregor works with the Boston University project team to support CHWs in their linkage and retention in care roles
- CHWs and supervisors participate in coaching calls
- CHWs and supervisors participate in quarterly learning community and quality improvement sessions



Questions for Participants

1. Now that you have heard more about the roles and skills of CHWs, what value do you think CHWs may bring to your organization?



Questions for Participants

2. What do you think would be a challenge for your organization in including CHWs in the workforce?



Questions for Participants

3. What more would you like to learn related to CHWs?

Next Steps

Determine if it is feasible to integrate CHWs into your HIV care program to enhance capacity for HIV client linkage and retention in care.

- Is CHW integration aligned with your mission?
- Is there funding available for CHW positions?
- Are there agency resources to implement promising practices to support CHW integration and supervision?

In Summary

- CHWs serve as a bridge for community and clinical linkages
- An interdisciplinary team approach, integrating CHWs can better support linkages and retention in HIV care, treatment, and prevention efforts
- There are many benefits to integrating CHWs into HIV care and prevention teams and many successful strategies that are being shared and published



Getting to Undetected
HIV Medication
Strategies for Your C

CDC Supported Medication Adherence Str

Access Training
Resources

- Benefits of ART adherence
- Components of each adherence strategy
- Key players and their roles and responsibilities
- Overview of evidence-based strategies
- Integration in various settings (e.g., medical vs. community)
- Integrating the strategies into practice
- Additional resources (e.g., implementation and consumer resources)

CHW Resources

- <https://www.cdc.gov/stltpublichealth/chw/index.html>
- <https://www.apha.org/apha-communities/member-sections/community-health-workers>
- <http://www.astho.org/community-health-workers>
- <http://www.nashp.org/category/community-health-workers>
- <http://www.centerforhealthimpact.org/wp-content/uploads/2015/12/CHW-Orientation-Toolkit.pdf>
- <http://cahpp.org/project/chw>

National CHW Core Consensus (C3) Project Links:

- <http://c3report.chwsurvey.com>
- English: <https://www.youtube.com/watch?v=rwCAMNxoMX4>
- Español: <https://www.youtube.com/watch?v=9tmiAZSNy5k>



Need Help?

For more assistance, please visit www.CBA.JSI.com

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