

Ways2Wellness CONNECT and the provider.

What is Ways2Wellness CONNECT?

The Ways2Wellness CONNECT Program links Community Health Workers (CHWs) with patients who are struggling with unmanaged chronic disease and experiencing barriers to achieving overall health and wellness.

The program currently works with patients ages 55 and over with unmanaged chronic disease, such as hypertension, diabetes, congestive heart failure, COPD, etc. at no cost to the patient or provider.



What is a Community Health Worker (CHW)?

A Community Health Worker (CHW) is a front-line public health worker who is a trusted member of the community and has a close understanding of the North Country. The CHW serves as a liaison between the patient and healthcare and social services to facilitate access to care and improve the quality and cultural competence of service delivery.

How can a CHW assist my patients?

A CHW can provide a wide-range of services to patients outside of traditional settings, including in their home or community.

CHWs can serve patients ages 55 and over with unmanaged chronic disease who reside in Coos and Northern Grafton Counties, including:

- ▶ Participation in discharge planning to provide on-going support after hospitalization
- ▶ Helping them better understand provider instructions and medications
- ▶ Helping organize their day, integrating treatment and discharge instructions
- ▶ Communication and feedback to providers regarding changes in health status
- ▶ Maximizing engagement
- ▶ Helping manage chronic conditions to reduce ED utilization and re-hospitalization
- ▶ Improving their awareness of factors that impact their health and wellness
- ▶ Providing ongoing services to achieve long-term outcomes
- ▶ Providing education and support to improve their ability to manage their own health

CHWs are not able to provide:

- ▶ Patient transportation
- ▶ Financial or legal counseling
- ▶ Monetary support for patient care/needs
- ▶ Assistance with placement in assisted living or nursing home facilities
- ▶ Clinical services

What are the advantages for healthcare organizations to include CHWs as part of care teams?

Integration of CHWs has:

- ▶ Increased organizational capacity to achieve improved population health, enhanced patient experience, and reduced healthcare costs.*
- ▶ Enhanced the provider understanding of the patient's environment outside of the care setting.*
- ▶ Increased proper utilization of healthcare services resulting in cost savings for health systems.*

*Policy Brief by the National Conference of State Legislators

Other states have reported the following Return on Investment (ROI) resulting from the integration of CHWs into health systems:

Philadelphia, PA: a cost savings of \$1.80:1 has been achieved by integrating CHWs to provide a wide range of services to high-risk populations*.

New Mexico: a cost savings of 3.92:1 has been achieved through CHW integration to manage patients with complex health needs and high utilizers over 25 months, resulting in a savings of \$2,044,465*.

Texas: a total cost savings of 3:1 through 15:1 has been achieved by integrating CHWs to work with frequent ED utilizers*.

*Community Health Worker Toolkit, a guide for the employer. Minnesota Department of Health, Office of Rural Health and Primary Care.

What are examples of challenges patients experience to getting healthier?

The social and environmental influences on a patient's health vary and can keep them from reaching their health goals.

Challenges could include:



difficulty buying healthy food



struggling to afford proper heating

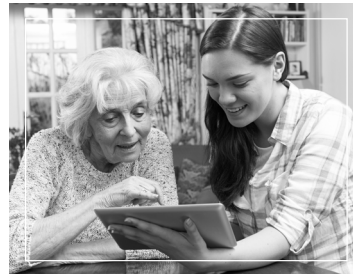


being overwhelmed with stress



being isolated from friends and family

A healthy life begins at home.



Ways2Wellness **CONNECT**



Provider Overview

Ways2Wellness CONNECT program offers chronic disease self-management tools and health information for patients. The program website, ways2wellness.org, provides resources for patients as well as specific provider information on the CHW program, services and outcomes.

The Ways2Wellness CONNECT program does not charge clients for Community Health Worker services.

For answers to your questions, please contact the Community Health Worker Program Manager at (603) 259-3700 x221



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603-259-3700 | NCHCNH.org

262 Cottage Street | Suite 230 | Littleton, NH 03561

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