

## CoP Meeting Agenda

**Project:** Health Worker Community of Practice

**Date:** Tuesday, August 29, 2017

**Time (Pacific):** 10-11AM Pacific

**Dial-in:** +1.404.400.8750, 361073661

**Screen share:** <https://join.me/talanceinc>

### Attendees:

Monique Cuvelier, Pres. of Talance Inc., Facilitator of CHW

Chris Nasso, CADCA

Bill Applegate, CHW alliance in Iowa

Margarita Allen, working on a Spanish course for CHWs

### Agenda Items:

1. Welcome
2. Introductions
  - a. Margarita Allen
    - i. Their department received their grant late in July. Could not confirm with WA what they were getting because of the delayed approval of their grant.
    - ii. WA core modules are being translated to Spanish
      - 1) Oral Health Module (not part of the core)
      - 2) Documentation Skills
      - 3) Time Management
      - 4) Organization
      - 5) Assessment
      - 6) Service Coordination
      - 7) Writing and Presenting a Case Study
  - b. Bill Applegate
    - i. Working on translating some modules into Burmese due to large demand.
  - c. Chris Nasso
    - i. Has an international team that develops courses and modules in different languages for further resources.
      - 1) South America
      - 2) Central America
      - 3) Asia
      - 4) Eastern Europe
3. Discussion topic: Review Needs Assessment Results
  - a. Will need to gather more responses.
  - b. Resend link of Needs Assessment survey to the group.
    - i. Send out both English and Spanish version.
    - ii. Discussion and review of results, delayed.
      - 1) Focus topics:
        - a) Current projects.

b) Best practices in the CoP.

4. Open Discussion

a. Bill

- i. Working on Coach trainings
- ii. Upsurge of CHWs getting hired by organizations, clinic systems and ACOs especially in the East Coast.
  - 1) Issue: Who is a community health worker?
    - a) No defined workforce of CHWs.
    - b) CHWs see themselves working on a variety of different roles.
    - c) Employers do not fully understand the work of CHWs, as well.
  - iii. Trainings / meetings that are very healthcare-related.
    - 1) C Suite speakers, speak of the value and efficacy of CHWs.
    - 2) More and more keynote speakers speak about social determinants of health.

b. Chris

- i. Disconnect between local level and state level policies for CHWs.
  - 1) Federal policy has put money towards things like patient navigators.
  - 2) When Affordable Care Act was signed into law, it created a provision that allowed the CDC to give money to states to provide training, but it didn't specify certain preparations.
    - a) Nevada, CHWs are called Patient Navigators so they can get funded.
  - 3) Interest: Different ways to utilize federal legislations or regulations to standardize what different states / localities are doing and set out some guidelines.

c. Bill

- i. Accountable Care Organization has poor connections.
- ii. CHWs not necessarily directly funded by Affordable Care Act.
  - 1) Strategies are done to connect CHWs and other health workers to services.

d. Are there insurers pushing providers to use CHWs?

- i. Bill working with Delta Dental to provide training for their CHWs.
- ii. Managed Care Organizations employ CHWs.
  - 1) United Health Care in Tennessee employs 500-600 CHWs.
  - 2) In Iowa, CHWs work for managed care organizations such as United Health One and AmeriHealth.

e. Training for case managers to become CHWs.

f. Bill, just came back from a Boston event on Diabetes Management, put up by the hospital association in Massachusetts.

- i. All five speakers or presenters talked about utilization of CHWs.

- ii. 3-day training. (*Copy of the agenda of the training to be sent by Bill.*)
    - 1) First day: Communication Engagement
    - 2) Second day: Professional Skills
    - 3) Third day: Technical skills:
  - iii. Everyone were students of training.
  - iv. 40 different sources were used including those from CDC.
  - v. One of the highlights was teaching coaching skills.
    - 1) Teaching behavioral change strategies related to healthcare.
5. Decide next meeting topic
- a. Thoughts from people about creating CHW trainings.
    - i. Best way to manage condition specific training.
      - 1) Initiatives put out by different states to determine how much depth, emphasis, and how much condition specific training for CHWs is managed, handled and looked at.
    - b. Next meeting, last two weeks of September, week of September 18<sup>th</sup> – 25<sup>th</sup>.
6. Other feedback
- a. Link to needs assessment survey to be sent out to the community.