

## Traditional Health Worker Transformation Fund Projects by Coordinated Care Organization

CCO	Focus Area	Project	Aim(s)	Metric(s)	(January 2015 Report)	Contact and Website
Cascade Health Alliance	Community health, including traditional health workers	<b>Non-Traditional Healthcare Worker and Non-Emergent Medical Transportation</b>	Reduce high-use members' emergency department usage by establishing a health care worker cadre in Klamath County in conjunction with a system of Non-Emergent Medical Transportation (NEMT) separate from the traditional NEMT system	For the population enrolled in non-emergent medical transportation: <ul style="list-style-type: none"> <li>• Emergency department utilization</li> <li>• Readmissions</li> <li>• Primary care provider enrollment</li> </ul>	<ul style="list-style-type: none"> <li>• 3 community health workers hired</li> <li>• Launched August 1, 2014. As of January 5, 2015, more than 100 members assigned to a health care worker and case manager if warranted.</li> <li>• 150 referrals to non-emergent medical transportation</li> </ul>	Molly Jespersen, MPH molly.jespersen@skylakes.org
Eastern Oregon CCO	Community health, including traditional health workers	<b>Malheur County Health Dept.: Community Health Worker Training and Support</b>	Conduct community health worker training for 25 participants in Malheur County	<ul style="list-style-type: none"> <li>• Recruited trainees</li> <li>• Participants certified</li> </ul>	Recruited over 25 interested trainees and confirmed 17	
Eastern Oregon CCO	Community health, including traditional health workers	<b>Good Shepherd Health Care System: Community Health Worker Workforce Development</b>	Establish a community health worker program to reduce health disparities among low-income families, children, the elderly and racial/ethnic minorities	<ul style="list-style-type: none"> <li>• Emergency department utilization</li> <li>• Improvement on patient health risk assessment tool</li> <li>• Duplicated and missed services</li> <li>• Patient experience</li> </ul>	<ul style="list-style-type: none"> <li>• Training and equipment in place</li> <li>• Began serving clients at the end of October 2014</li> <li>• Held Motivational Interviewing training</li> </ul>	
Eastern Oregon CCO	Community health, including traditional health workers	<b>Malheur County Lifeways, Inc.: School-based Adolescent Health</b>	Hire and train a certified community health worker to coordinate integrated school-based care and develop culturally and linguistically competent service delivery, co-management and referral services for school age youth and Hispanic families	<ul style="list-style-type: none"> <li>• Students enrolled</li> <li>• Contacts with community health worker per enrolled student</li> <li>• Contact time per case</li> <li>• Completed referrals</li> <li>• Participants in outreach events</li> <li>• Outreach events</li> <li>• Ratio of health and social service providers to students</li> </ul>	<ul style="list-style-type: none"> <li>• Convened multidisciplinary advisory team: public health, primary care, education, child development, dental, pediatrics, social services, corrections</li> <li>• Fielded parent and student survey on service/support barriers</li> <li>• Hired community health worker</li> </ul>	<a href="http://www.healthycommunitiescoalition.com">www.healthycommunitiescoalition.com</a> Megan Gomeza 208-772-4051 mgomeza@lifeways.org

FamilyCare, Inc.	Community health, including traditional health workers	<b>Community Health Education (Homeless Youth Care Team, Family Resource Coordination)</b>	<ul style="list-style-type: none"> <li>• Develop community-based education programs for members and the community</li> <li>• Coordinate care and community-based partnership of health-supporting social services for homeless youth (includes Outside In, New Avenues for Youth, and Janus Youth programs)</li> <li>• Support a family resource coordinator at Gladstone Center for Children and Families</li> </ul>	• Milestones	<ul style="list-style-type: none"> <li>• Increased connection to Outside In's clinic for preventive care for youth</li> <li>• Average clinic interactions per youth increased from 2.34 to 3.1</li> <li>• 317 participants received direct services including 48 early childhood screenings and 158 connections to pediatricians and medical homes. Ninety percent of the participants followed through with the agreed upon referrals and recommendations.</li> <li>• RFP issued for community health education programs; 32 proposals received; hiring a Community Health Improvement Plan Coordinator</li> </ul>	
Family Care inc.	community health workers	<b>Asian Wellness connection Program</b>	Increasing access to care, effectively using traditional health workers, improving health literacy, building trust in the health care system, decreasing health disparities, and assisting in the navigation and coordination of health care.			<a href="http://ahscpdx.org/">http://ahscpdx.org/</a> <a href="#">Christine Lau,</a> <a href="#">Chief Operating Officer</a> <a href="tel:503-872-8822">503-872-8822</a> <a href="mailto:clau@ahscpdx.org">clau@ahscpdx.org</a>
PacificSource Community Solutions – Columbia Gorge	Community health, including traditional health workers	<b>Community health worker training center</b>	Builds workforce capacity through a sustainable training center for community health workers	<ul style="list-style-type: none"> <li>• CHWs trained</li> <li>• Supervisors trained</li> <li>• CHWs certified</li> <li>• CHWs trained to teach</li> </ul>	<ul style="list-style-type: none"> <li>• Implemented Train the Trainers program, certified 8 trainers</li> <li>• Trained 26 CHWs, outreach workers, case managers and other providers (90 hours)</li> <li>• Trained 12 CHW supervisors</li> <li>• Developing advanced CHW certification</li> <li>• Secured additional \$75,000 funding to sustain and expand program</li> </ul>	
PacificSource Community Solutions – Columbia Gorge	Community health, including traditional health workers	<b>Intentional Peer Support (IPS) Training</b>	Contribute toward a stronger, healthier, inter-connected community by supporting training for at least 20 persons in the region in the Intentional Peer Support model	• Participants	<ul style="list-style-type: none"> <li>• One-week course held</li> <li>• 21 participants representing 6 agencies</li> <li>• Participants said class increased their skills and was personally enriching</li> </ul>	

Health Share of Oregon	Community health, including traditional health workers	<b>Enhancing Community Health Integration: Community Health Improvement Plan</b>	Support community-based organizations to employ community health workers and peer support specialists to work with members with chronic disease and behavioral health issues	North by Northeast Community Health Center <ul style="list-style-type: none"> <li>• Patients assigned to community health worker</li> <li>• “Clinical topics for community health workers” trainings held and # of attendees</li> <li>• New primary care patients established through outreach efforts</li> </ul>	North by Northeast Community Health Center <ul style="list-style-type: none"> <li>• Provided six-week, 24-hour training</li> <li>• 14 patients assigned to community health worker</li> </ul>	NXNE - Suzy Jeffreys sjeffreys@nxneclinic.org 503-946-6380 <a href="http://nxneclinic.org/">http://nxneclinic.org/</a>
Health Share of Oregon	Community health, including traditional health workers	<b>Enhancing Community Health Integration: Community Health Improvement Plan</b>	Support community-based organizations to employ community health workers and peer support specialists to work with members with chronic disease and behavioral health issues	Familias en Accion <ul style="list-style-type: none"> <li>• Referrals and enrollments</li> <li>• Trainings provided and participants</li> <li>• Completion of programs</li> </ul>	Familias en Accion <ul style="list-style-type: none"> <li>• Received 49 referrals that became 30 new, low-income clients</li> <li>• Helped with social services, food, insurance applications, medication reconciliation, medical referrals and chronic disease management</li> </ul>	<a href="http://familiasenaccion.org/">http://familiasenaccion.org/</a>
Health Share of Oregon	Community health, including traditional health workers	<b>Enhancing Community Health Integration: Community Health Improvement Plan</b>	Support community-based organizations to employ community health workers and peer support specialists to work with members with chronic disease and behavioral health issues	Northwest Family Services <ul style="list-style-type: none"> <li>• Clients served</li> <li>• Peer Support Specialists trained</li> <li>• Trainees provided and participants</li> <li>• Community presentations delivered</li> </ul>	Northwest Family Services <ul style="list-style-type: none"> <li>• 29 referrals for additional services</li> <li>• 37 individuals receiving mental health support services</li> <li>• Held peer support specialist and Mental Health First Aid training</li> </ul>	<a href="http://www.nwfs.org/">http://www.nwfs.org/</a>
Health Share of Oregon	Community health, including traditional health workers	<b>Enhancing Community Health Integration: Community Health Improvement Plan</b>	Support community-based organizations to employ community health workers and peer support specialists to work with members with chronic disease and behavioral health issues	Center for Intercultural Organizing <ul style="list-style-type: none"> <li>• Wellness Life Guides contracted with</li> <li>• Members participating in intercultural group process work</li> <li>• Group process workshops offered</li> <li>• Community specific events held and participants</li> </ul>	Center for Intercultural Organizing <ul style="list-style-type: none"> <li>• Hired 4 Life Guides</li> <li>• Started monthly community wellness cohorts (Somali, Latino, Marshallese and Iraqi communities)</li> </ul>	<a href="http://www.interculturalorganizing.org/">http://www.interculturalorganizing.org/</a>
Kaiser Permanente and Health Share of Oregon	Community Health Workers	Warriors of Wellness	The project aims to build a model through which healthcare systems can partner with community health worker (CHW) programs to improve health and decrease health disparities among communities of color in the Portland metro area.			<a href="http://www.orchwa.org">www.orchwa.org</a>

## Innovation CAFÉ Projects

Cascadia Behavioral Healthcare and Outside In	Peer Wellness Specialists and Coaches	Oregon Partnership for Health Integration	The partnership includes mental health, primary care, and wellness services at easily accessible locations so that you have one health team.			<a href="http://www.casadiabhc.org/ophi/">http://www.casadiabhc.org/ophi/</a>
WVP Health Authority	Peer Outreach and Peer Support	Emergency Department Intervention Team (EDIT)	Over the course of six months Peers work with OHPmembers at Willamette Valley community Health in preventative health practices.	emergency room visits	Hired 5 peers. EDIT peers have intervened with 147 WVCH CCO members and reduced total unnecessary WVCH CCO emergency department utilization by 26%.	Kathryn Lueken, MD klueken@mvipa.org 503-587-5105 www.wvhealthauthority.org
Oregon Community Health Worker Consortium	Community Health Workers research and education	Education, Research, and Policy	To enable CHWs to make an optimum contribution to improving community health and reducing inequities by bring the field together around best and promising practices.	research, presenations, and conveneing	ORCHWC - has produced an educaitonal video. Published several papers. Presented at numerous conferences and events.	Education Team: Edna nyamu ednaglena@orchwa.org Research team: Noelle Wiggins noelle.wiggins@multco.us Policy Team: Jessica Rodriguez-Montegna montegna@pdx.edu <a href="http://oregonconsensus.org/projects/community_health_worker_consortium/">http://oregonconsensus.org/projects/community_health_worker_consortium/</a>

Providence Health and Services	Doulas and Patient Navigators	Integrated maternal Care Model including Doulas and Patient Navigators	The Providence pregnancy care package patients receive care from certified nurse midwives, registered nurses, certified doulas, patient navigators, social workers, and medical assistants.	<ul style="list-style-type: none"> <li>• Cost of pregnancy care</li> <li>• Total C-section rate</li> <li>• Elective deliveries: 39&gt;&lt;41weeks</li> <li>• Epidural use</li> <li>• Patient satisfaction with prenatal care</li> <li>• Patient satisfaction with inpatient care</li> </ul>	<ul style="list-style-type: none"> <li>• Reduced overall cost of pregnancy care -15%</li> <li>• Total C-section rate baseline 32% - 2014 20.5%</li> <li>• Elective deliveries: 39&gt;&lt;41weeks 0.8%</li> <li>• Epidural use baseline 85% - 2014 47.5%</li> <li>• Patient satisfaction with overall prenatal care baseline 90.7% - 2014 98.4%</li> <li>• Patient satisfaction with overall inpatient care baseline 75.5% - 2014 88.00%</li> </ul>	Jamie Donnelly jamie.donnelly@providence.org 503-216-4615 <a href="http://oregon.providence.org/our-services/d/doula-services/">http://oregon.providence.org/our-services/d/doula-services/</a>
Providence Health and Services	Promotoras de salud	Health eXpress mobile community clinic outcomes	The Promotores de la salud de la iglesia (Promotores - parish health promoters) and Providence Telehealth received a grant to pilot virtual health care visits with a licensed health care provider in our local partnering parishes.	dental, blood pressure, and a1c	<p>58 preventative dental hygiene appointments 48 urgent dental care appointments 99 completed or are scheduled to complete 6 week chronic condition self-management workshop 17 are scheduled to complete the yearlong National Diabetes Prevention Program</p>	<a href="http://www.providenceoregon.org/video/?view=65f6325805ecbx480x293">http://www.providenceoregon.org/video/?view=65f6325805ecbx480x293</a>
Clackamas Coutny	Peer Support Specialists	Peer Services	Recognition of peer support as a critical component to sustained recovery for mental health and addiction	engagement, overall wellness, quality of life,		<a href="http://www.clackamas.us/behavioralhealth/support.html">http://www.clackamas.us/behavioralhealth/support.html</a> Ally Linfoot Alinfoot@clackamas.us 503-742-5951
AllCare CCO	Community Health Workers	Southern Oregon Child and Family Council, Inc.	Through the placement of two Community Health workers through AllCare's support, SOCFC will have the capacity to move forward in supporting joint goals toward improving health and well-being in young children and their families.			<a href="http://www.socfc.org/">http://www.socfc.org/</a> Susan Fischer, M.Ed sfischer@mripa.org

Jackson Care Connect	Community Health Workers, community care worker	La Clinica Del Valle Family Health Care Center	La Clinica and Community Health Center who work one-on-one with Jackson Care Connect members to remove barriers to care. Barriers might include not knowing how to access care, needing transportation to medical appointments, requiring mental health or addiction services, or needing education about treatment. In conjunction with Addictions Recovery Center, Jackson County Health and Human Services and OnTrac, La Clinica is providing community health wokers to coordinate ongoing outpatient care for patients with frequent hospitalizations or emergency room visits.	ER visits	LaClinica is also phasing this project in slowly, and is starting to see promising early results in emergency room usage.	<a href="http://www.laclinicahealth.org/Page.asp?NavID=93">http://www.laclinicahealth.org/Page.asp?NavID=93</a>
Yamhill CCO	Community Health Workers	Community Health Worker HUB				<a href="http://yamhillcco.org/news/2014/04/02/we-want-you!-yamhill-cco-is-hiring-a-community-health-worker">http://yamhillcco.org/news/2014/04/02/we-want-you!-yamhill-cco-is-hiring-a-community-health-worker</a>
Primary Health of Josephine County	Community Health Workers	Community Health Worker Program				<a href="http://www.primaryhealthjosephine.com/memberResources.html">http://www.primaryhealthjosephine.com/memberResources.html</a>