



**MARIPOSA
COMMUNITY
HEALTH CENTER**

Clinical Integration of CHWs

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**The Power & Promise of Community Health Worker
Voluntary Certification Workshop**

May 16, 2022

Flagstaff, AZ

Our Community

Nogales is located in rural Santa Cruz County, smallest county in Arizona (population-46,498)

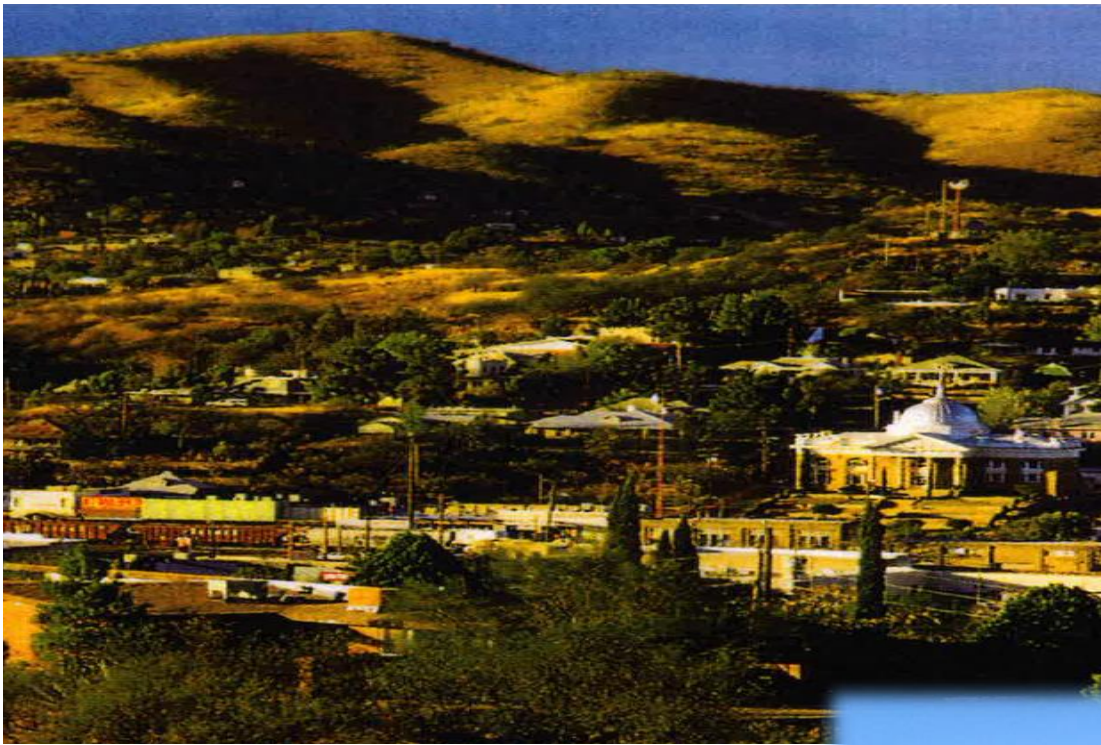
Nogales, Arizona shares the border fence with Nogales, Sonora, Mexico (population of municipality-264,782)

95% of residents in Nogales are of Latino/Hispanic origin

25% of residents live below the federal poverty level

Importation of fresh produce from Mexico is principal industry in area-\$2.5 billion worth of produce annually

Strong cross border and family ties



On the Border



About our Health Center

- Established in 1980
- Federally Qualified Health Center (FQHC)
- Major provider of primary care, prevention and public health services
- 5 health center sites



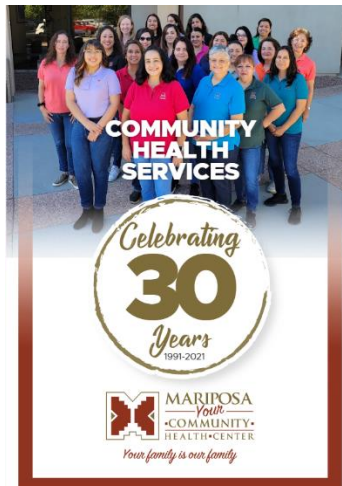
Complete Primary Care

- Pediatrics, Obstetrics and Gynecology, Family Practice and Internal Medicine
- Dentistry
- Behavioral Health
- Full-Service Pharmacy
- Lab
- X-ray/Mammography
- Ultrasound
- Telemedicine
- Transportation



About Community Health Services/*Platicamos Salud*

- *Platicamos Salud* (Let's Talk Health)
- Began with one grant to develop CHWs in 1991 (Office of Rural Health Policy)
- Now 25% of health center workforce
- Promotoras de Salud, MCH Case-Managers, Case-Monitors, Teen Health Facilitators, Research Specialists, Cross Functional Coordinators, Nutrition Education Specialists, Lifestyle Coaches, Education Facilitators, Community Care Coordinators, etc.



Mariposa CHWs are everywhere!

- Community Outreach
- Screening
- Referral
- Group & one-on-one education
- Case management
- Surveys
- SDOH
- Change Agents
- Advocacy
- CHWs as researchers
- Community development



Training for CHWs

- MCHC CHWs are trained according to specific programs/requirements (community vs. clinical)
- CHS builds staff capacity by sending CHWs to relevant conferences /workshops/AzCHOW
- Examples of trainings- Hearing loss, Diabetes, Cardiovascular Disease, Leadership/Advocacy, Oral Health, Breast & Cervical Cancer, Brain Fitness, Childhood Obesity, Stress Reduction/Mindfulness, Domestic Violence/Human Trafficking, Motivational Interviewing, mental health, chronic disease management, medication knowledge, case management, and many more!

Why CHWs?

Reflect the cultural and linguistic needs of the community

- Predominantly Spanish-speaking
- Understand cultural norms, values beliefs
- Familiar with health care in US & Mexico
- Understand issues related to migratory status

CHWs are trusted by the communities they serve



Why CHWs? Cont.

Act as a bridge to healthcare and social services

- Provide one-on-one and/or group education in a manner that is culturally sensitive, empathetic
- Enhance team-based care – members all working at the top of their license
- Have the time & skills to identify and address socioeconomic needs, conduct home visits, transportation, referrals to services based on specific health or social needs.

CHW Clinical Integration

Integration of CHWs into clinical care began in 2012 to help chronic disease patients navigate the health system for better outcomes

Lessons learned:

- Medical providers must be trained on the unique skills and benefits of CHWs
- Training and clinical care team meeting format didn't sufficiently support CHWs-which stymied effective communication with medical providers
- Can't just add CHWs to a care team, need to change the system so it recognizes and values (supports) CHWs
- Need for a more efficient and targeted system which led to the elimination of weekly clinical care team meetings
- CHWs were trained in use of EHRs, allowing them to identify patients who needed their services to easily communicate with clinical staff
- Now: we have a more clearly defined scope and target population, so we can focus on the highest risk patients and their care transitions

Mariposa Care Plus

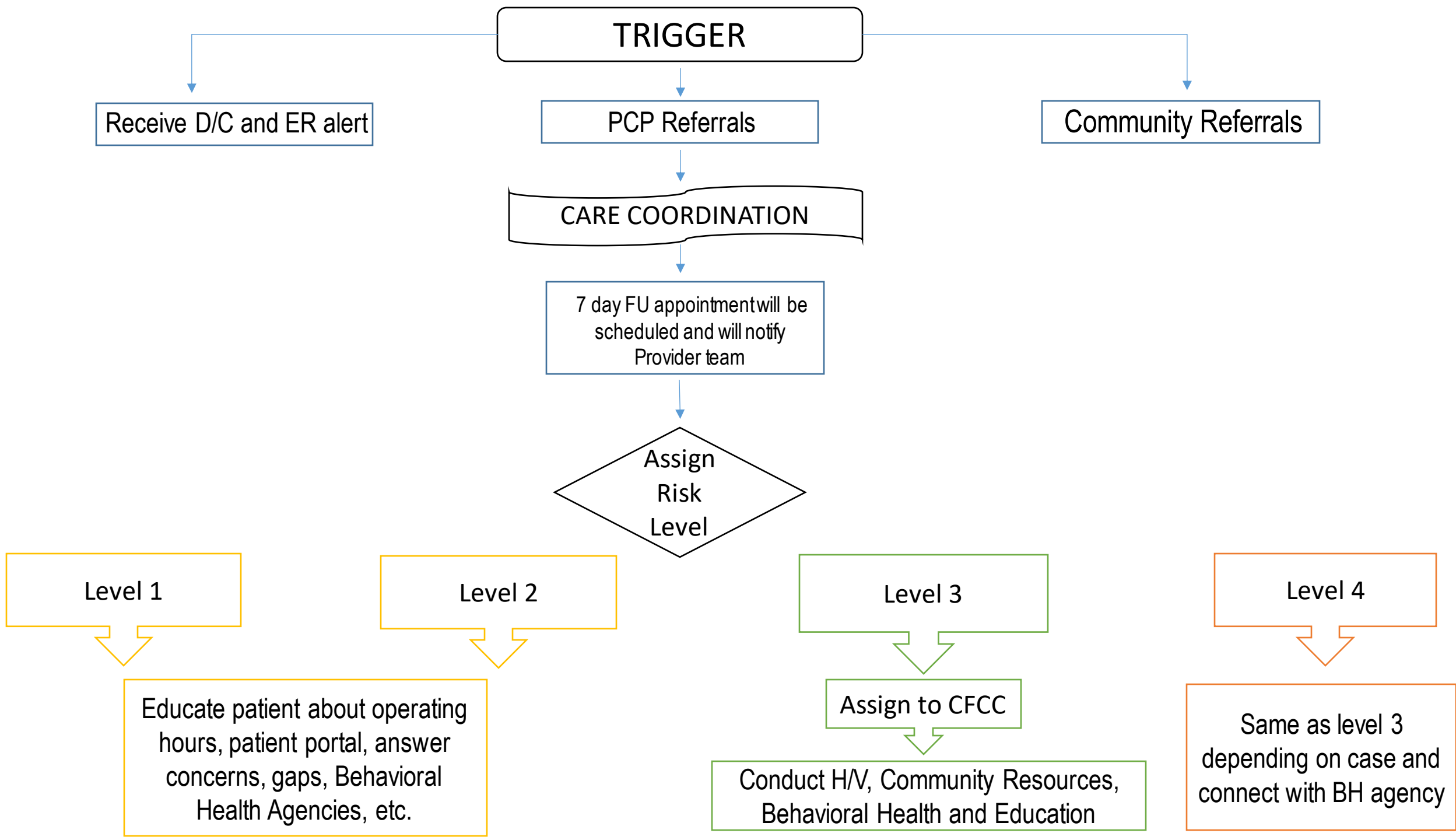
- **Mariposa Care PLUS** is a provider lead, care team program that is a collaboration between Mariposa's **Physicians and Nurse Practitioners** who have special training centered on the diagnosis and management of complex chronic medical conditions such as diabetes, hypertension, asthma, arthritis, heart disease, etc.

TOGETHER WITH

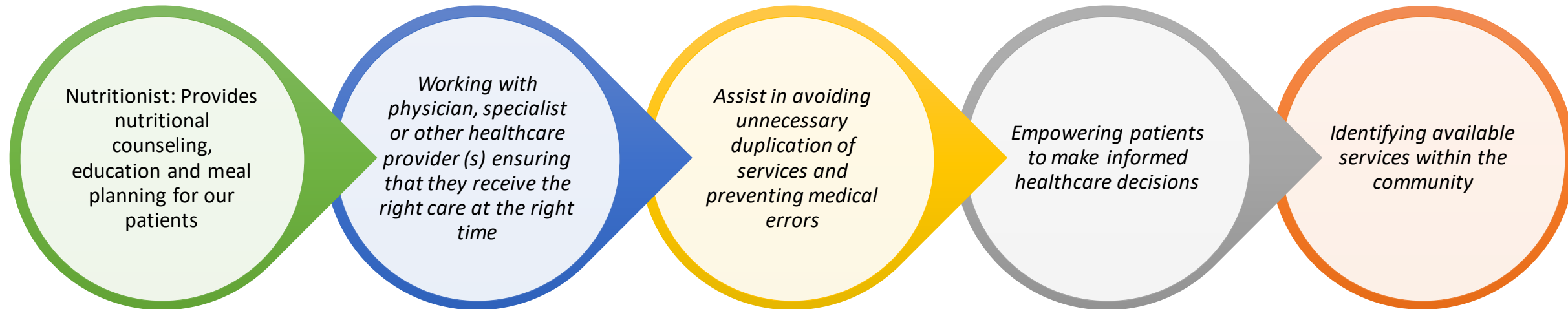
- A trained **Care Coordinator** that is committed to the promotion of healthy lifestyle and the prevention and management of chronic disease through an array of culturally appropriate outreach, education, practical instruction, care coordination, community services and in house referral services.

**Our professional team
will work
collaboratively PCP
and other health care
providers placing
special emphasis on
patients as a “Whole
Person”.**

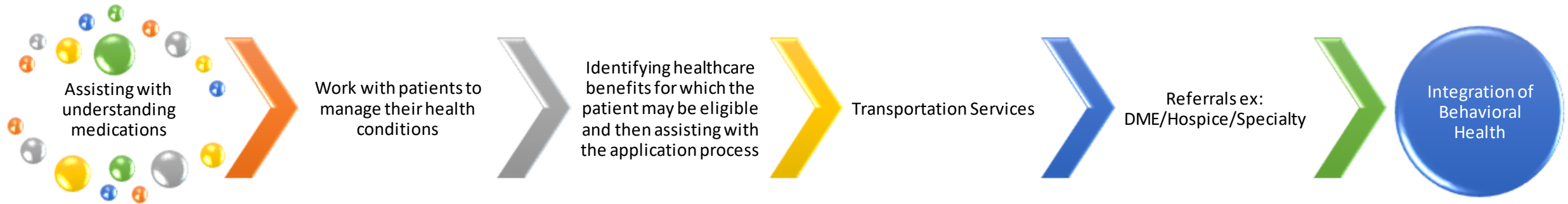




Mariposa Care Plus Purpose



Mariposa Care Plus Purpose cont.



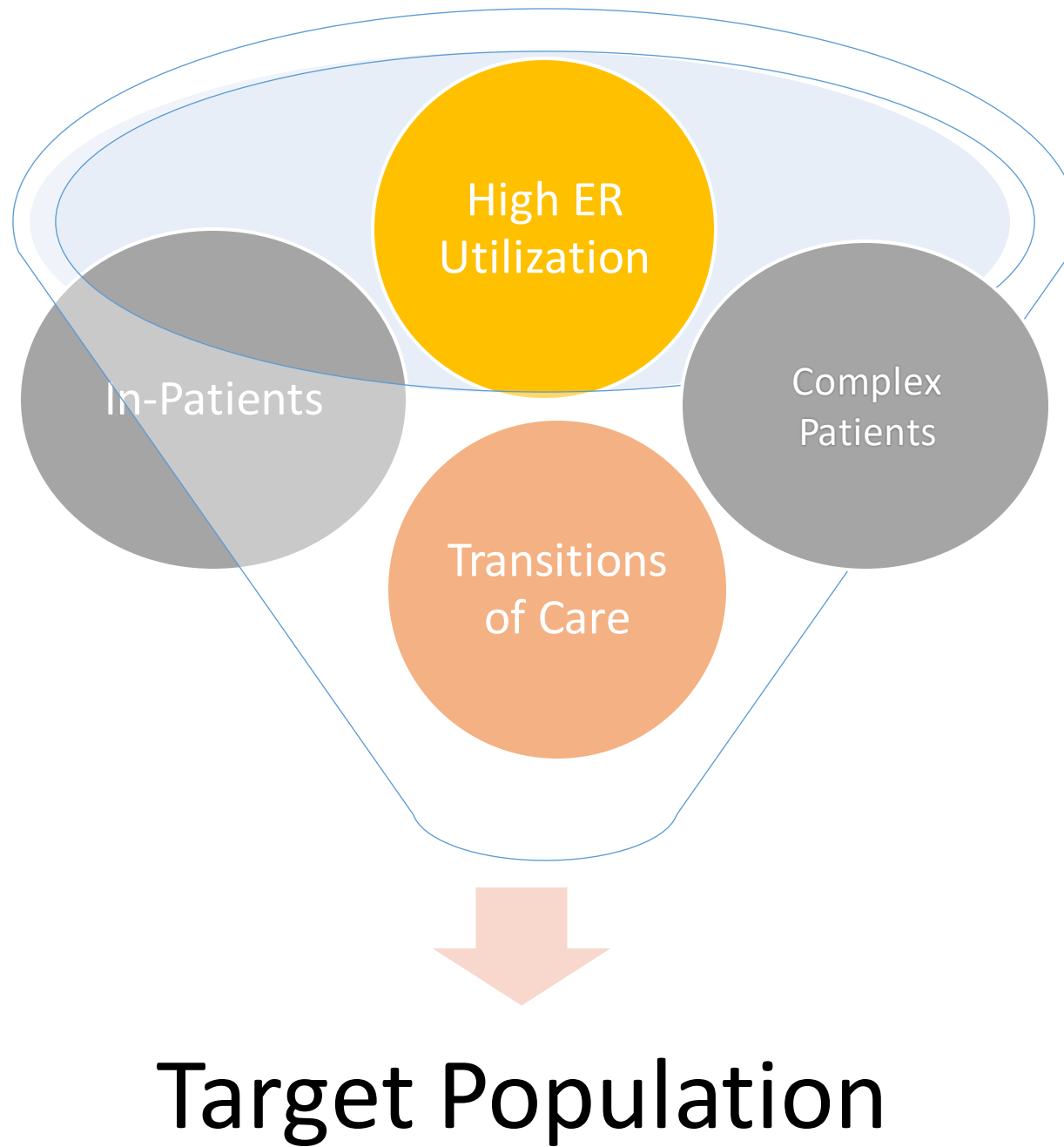
Mariposa Care Plus Purpose cont.

Transitions of Care

- Hospital
- Skilled Nursing Facility (SNF)
- Hospice

Internal Clinical Pharmacist

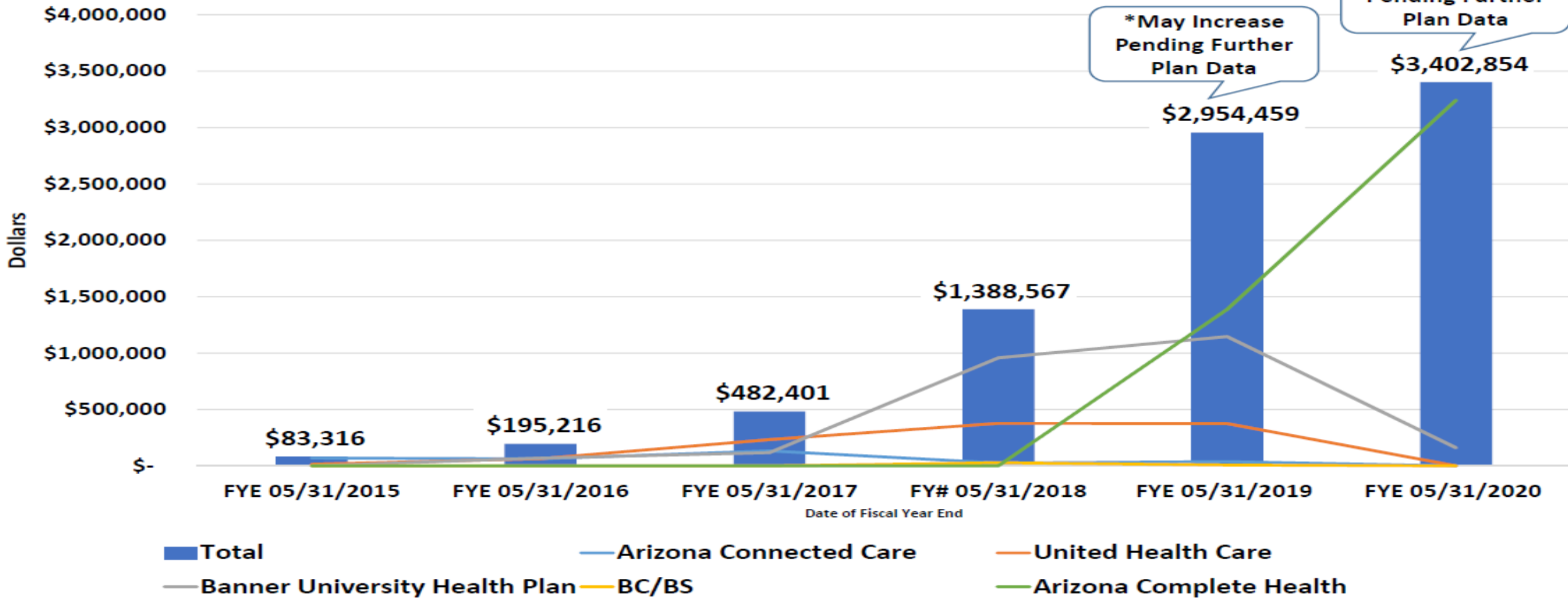
- Medication Reconciliation
- Medication Management
- Mutual Home Visits



Target Population



Mariposa's Value Based Contract Financial Performance History



In conclusion.....

- CHWs are invaluable to the success of our programs
- Have gained national recognition
- We are proud to be part of the CHW movement in Arizona and the US



CERTIFICATE OF ACHIEVEMENT

awarded to

**Mariposa Community
Health Center, Inc.**

In recognition of exemplary service and
commitment to quality health care.

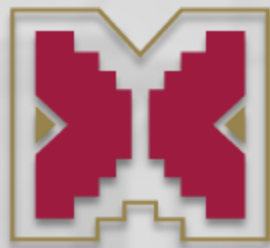
A handwritten signature in blue ink that reads "George Sigounas".

George Sigounas, M.S., Ph.D., HRSA Administrator

This recognition is given to Community Health Centers who exceeded national clinical quality benchmarks, including Health People 2020 goals, chronic disease management, preventive care, and perinatal/prenatal care

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Thank you/ Questions?



MARIPOSA
Your
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