



**EQUALITY  
HEALTH.**

## **Community Health Workers: Key Members of Interdisciplinary Care**

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# Equality Health



## Phoenix based whole-health delivery system created to:

- End health disparities
- Reduce cost of care
- Improve the health of individuals, families and communities
- Help improve the ways a patient receives care

Removing barriers and creating healthier communities within diverse populations is what we're all about. Treating the whole person through the lens of culture to enhance and improve lives is **what we believe.**

- Hugh Lytle, Founder & CEO, Equality Health

# Equality Health Network



# Equality Health Holistic Approach



**BODY**

Physical Health

**MIND**

Behavioral Health

**SPIRIT**

Spiritual Support

**ENVIRONMENT**

SDOH

# Equality Health Interdisciplinary Care Team



## Nurses and NP

Clinical needs

## Social Workers

Behavioral health  
and substance use  
disorder needs

## Chaplains

Spiritual support  
regardless of religious  
or spiritual beliefs and  
preferences

## CHWs and Care Specialist

Social determinants  
of health and care  
coordination needs



# Community Health Workers



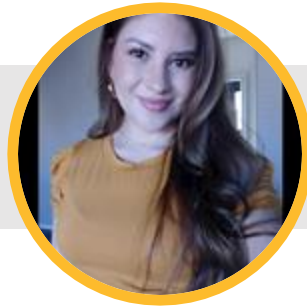
AZ CHWs	<b>Communication</b>	<b>Relationship Building</b>	<b>Service Coordination</b>	<b>Capacity Building</b>	<b>Advocacy</b>	10 CORE Competencies
	Education and Facilitation	Assessment	Outreach	Professional Conduct	Knowledge Base	

# EH CHW Team



**Nora Lozano**  
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## ARIZONA



**Silvia Ochoa**  
Community Health Worker Lead



**Miriam Angel**  
Community Health Worker

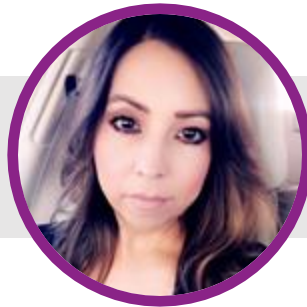


**Nallely Vasquez**  
Community Health Worker



**Iris Herrera**  
Community Health Worker

## TEXAS



**Gloria Mills**  
Community Health Worker



**Vanessa Tobias**  
Community Health Worker



**Tina Colunga**  
Community Health Worker

## EH CHWs Are Key Contributors in Promoting Health and Enhancing Health Equity

“We enter value-based contracts with health plans. The revenue we generate is directly from success in these contracts and funds the work of the community health workers. The community health workers are an essential component for our success in increasing quality and decreasing cost with our population of patients.”

Troy Garland,  
Vice President, Clinical & Quality Operations  
Equality Health





# CHW'S Common Goals

**Reduce hospital admission**

**Increase and improve the patient-provider relationship**

**Address social determinants of health (SDOHs)**

**Increase health equity and reduce health disparities at a population level**

**Prevent disease and improve quality of life**

CHWs are part of the member services contracted with health plans and network providers to increase access to quality healthcare services while decreasing cost



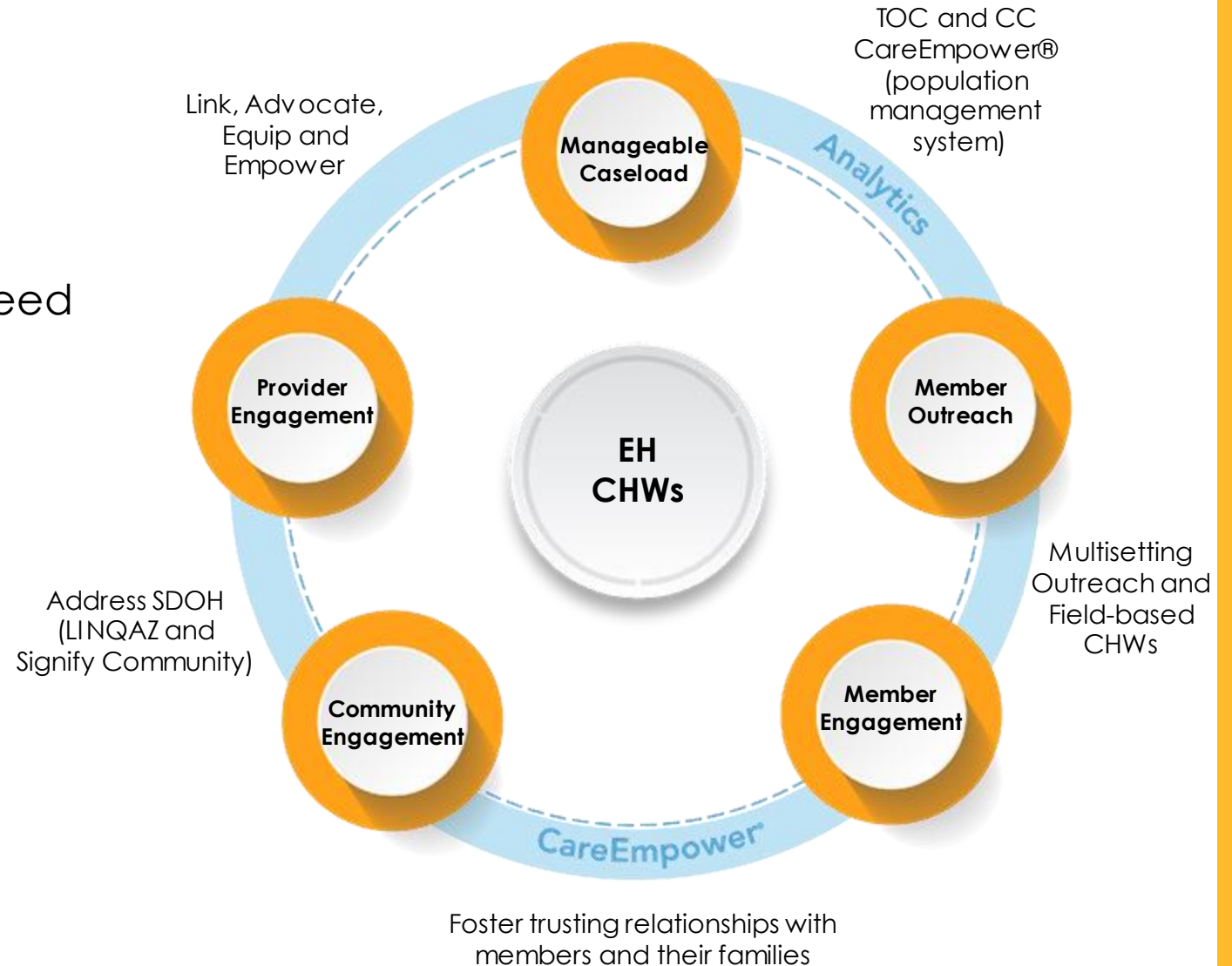
# Member, Provider and Community Engagement

## How We Do Our Work

- Engage the patient
- Get the patient to the provider
- Make sure the provider has what they need

## Clinical Model

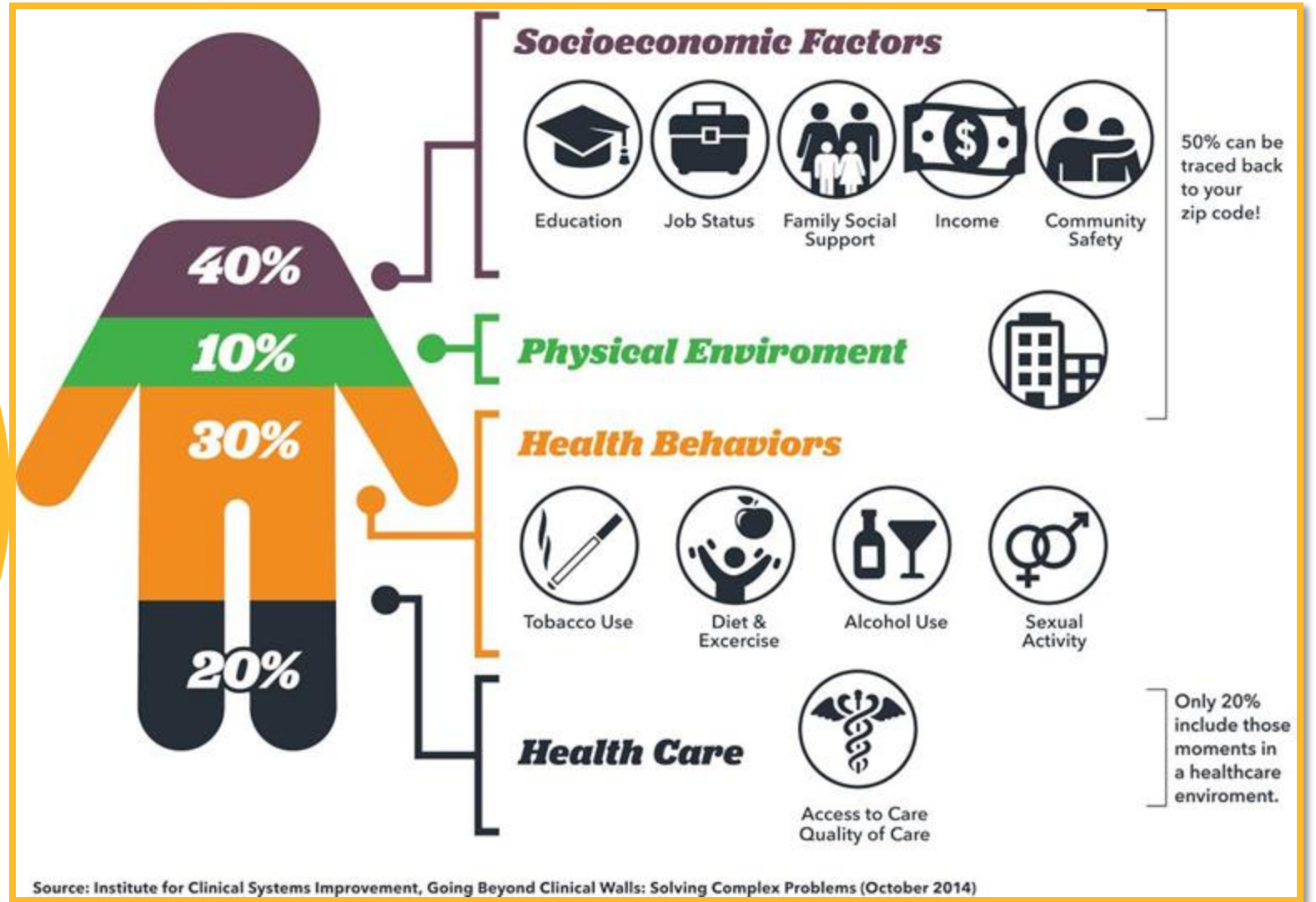
- Cultural approach
- SDOH focus
- Field-based multidisciplinary team
  - + chaplain
  - + community health worker
- Digitally equipped
- Long-term relationship-based strategy



# SDOH and Health Outcomes

SDOH are the conditions in which people are born, grow, live, work and age shaped by the distribution of money, power and resources at global, national and local levels

(World Health Organization, 2010)



# SDOH Screening Social Cultural Risk Assessment (SCRA)



Tell me how you get to and from places such as your appointments, when picking up your meds or grocery shopping.  
How often do you need help finding a ride to your health care services?



Tell me about your medications.  
Do you understand what your medication is for, when to take it and how to take it?  
How often do you use medicine or remedies from outside the U.S.?



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How often do you use medicine or remedies from outside the U.S.?



Tell me about any difficulties you've experienced in the past six months that resulted in you being unable to pay for your living expenses such as rent, utilities, food, medications, etc.



Tell me about your support system, like the support you have living in the home and the support you have in the community.



Tell me what is most important to you today.

# LINQAZ – Addressing SDOH by Creating a Care Ecosystem



**Social Cultural Risk Assessment (SCRA)**

Assess

Equality Health's proprietary tool proactively assesses patient need through an integrative lens of social and cultural disparities

**LinQAZ** Community Resources Network

**LINQAZ Community-Based Organization (CBO) Network**

Convene

Curated network of high-performing CBOs, currently deployed throughout Arizona



**Community-Based Technology Platform**

Coordinate

Equality Health-sponsored tech solution offered at no cost to participating CBOs



**Supporting Outcomes and Growth**

Amplify

Identify win-win-win solutions to support our most vulnerable community members and strengthen CBO's ability to deliver



# Integrating CHWs Into Healthcare Systems

## Current CHW Workforce Advantages

- Growing recognition
- Organizational readiness and action towards integration of CHW
- Outreach expansion for healthcare providers and services
- Delivery of culturally and linguistically appropriate services
- Bridge healthcare, social systems, patients and families
- Strengthen prevention, education and coordination of care
- Help improve health outcomes
- Cost effective, CHWs are of high value at a lower cost
- CMS reimbursement for preventive services offered by non-licensed professionals such as CHWs

## Future CHW Certification Advantages

- Validate knowledge across professions and systems
- Increase workforce marketability
- Increase workforce earning power
- Improve reputation and respect for the profession
- Standardized understanding among providers of CHW competencies
- Enhance academic performance
- Build a path for professional development
- Movement toward Medicaid financing for value-based purchasing or health plan reimbursement for patient population outcomes



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Thank You  
Questions and Answers