



Good Shepherd Health Care System's

CONNEXIONS

PROGRAM



PRESENTERS



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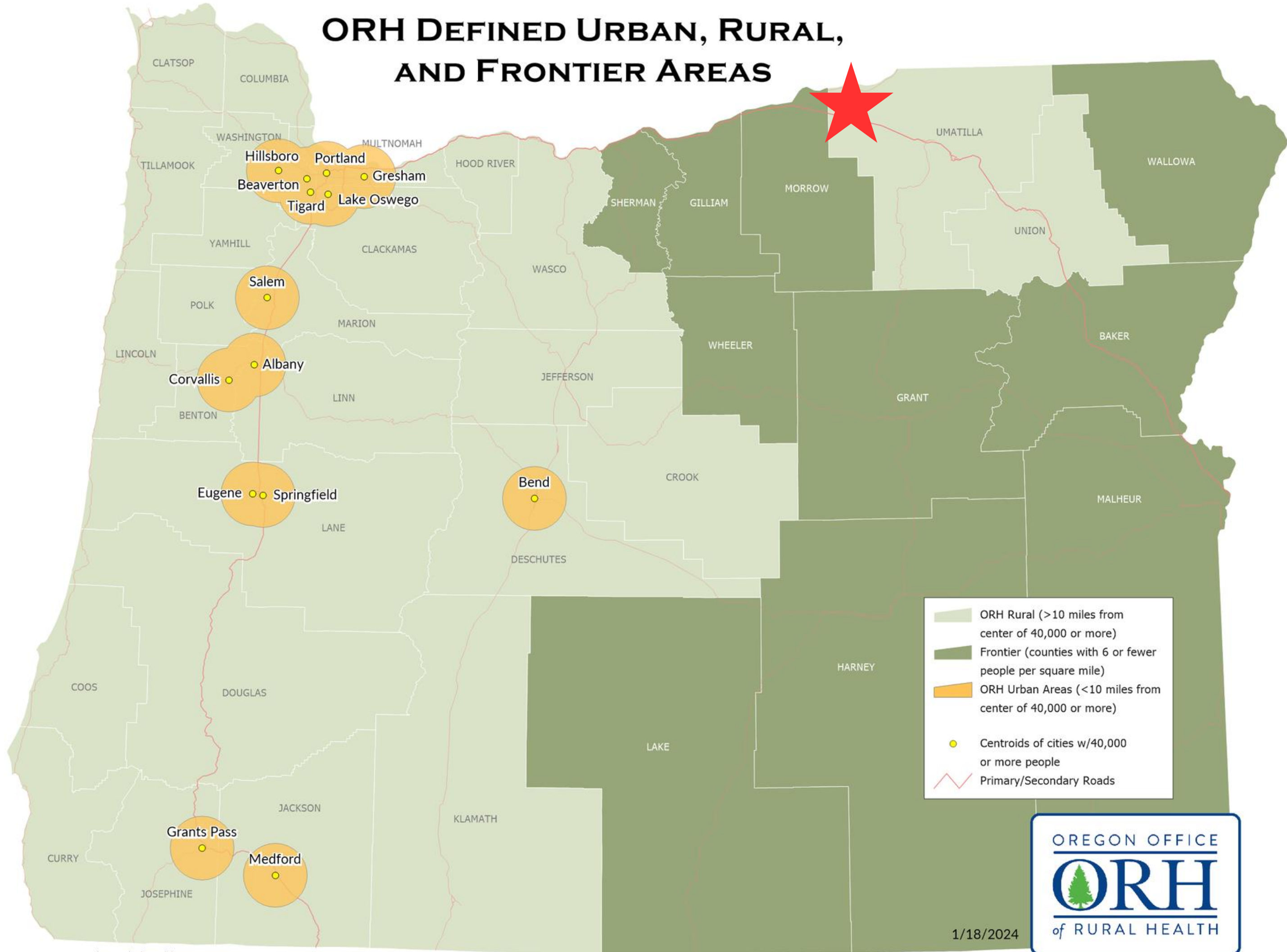


QUESTIONS?

Use the above QR code to submit questions at any time throughout the presentation.

We will answer questions at the end.

ORH DEFINED URBAN, RURAL, AND FRONTIER AREAS



ORH Rural (>10 miles from center of 40,000 or more)
 Frontier (counties with 6 or fewer people per square mile)
 ORH Urban Areas (<10 miles from center of 40,000 or more)
 Centroids of cities w/40,000 or more people
 Primary/Secondary Roads



1/18/2024



GOOD SHEPHERD HEALTH CARE SYSTEM

The Good Shepherd Health Care System (GSHCS) is a progressive, not-for-profit, critical access hospital located in Hermiston, Oregon. Good Shepherd is a major employer in the Hermiston area with over 700 employees. We have over 30 physicians on our active medical staff.

Established in 1954, the GSMC plays a major role in meeting the medical needs in Northeast Oregon and is the largest entity in the Good Shepherd Health Care System. We are fully accredited by Det Norske Veritas (DNV) and boast state-of-the-art equipment not typically found in smaller hospitals. GSHCS offers complete Medical/Surgical, OB/GYN, Critical Care, Surgery Services, IV Therapy/Oncology, Physical/Speech/Respiratory Therapy, Cardiac Rehabilitation, Pain Management, Sleep Therapy and Dermatology. GSHCS physicians include Family Medicine, Internal Medicine, Surgery, Obstetrics, Gynecology, Pediatrics and Urology. Our Trauma Level 3 Emergency Room is open 24 hours a day. Vange John Memorial Hospice, Good Shepherd Clinic Pharmacy, Good Shepherd Medical Group, Home Health & Home Medical Equipment are affiliated divisions of Good Shepherd Health Care System.



COMMUNITY HEALTH & OUTREACH

1

Community Health

2

ConneXions

3

Employee Wellness

4

CareVan Medical Transportation

5

Volunteers / Student Experiences

WHAT IS A THW?

Traditional Health Workers (THWs) have historically provided person and community-centered care by bridging communities and the health systems that serve them, increasing the appropriate use of care by connecting people with health systems, advocating for health plan members, supporting adherence to care and treatment, and empowering individuals to be agents in improving their own health.





TYPES OF THWS

- **Community Health Worker (CHW)**
- **Peer Support Specialist (PSS)**
- **Peer Wellness Specialist (PWS)**
- **Personal Health Navigator (PHN)**
- **Birth Doula**

CHWs can be identified by many titles such as community health advisors, lay health advocates, promotores(as), outreach educators, community health representatives, peer health promoters, and peer health educators.

ABOUT CONNEXIONS

ConneXions is a FREE service provided by Good Shepherd Health Care System in Hermiston, OR to bridge the gap between health care and social needs for patients.

ConneXions consists of 6 certified Community Health Workers (CHWs) with nurse oversight.



SERVICES

Services that ConneXions offers include:

- Finding a PCP
- Transportation needs
- Assistance with housing
- Food resources
- Medication management
- Health education and classes
- Mental Health/Peer support
- Doula services
- OHP assistance
- Medical interpreting
- Work on several various grants



CARE COORDINATION

between patients and health care providers, social services, and other agencies.



ADVOCACY

includes coordinating support services provided, as well as visits with the PCP, CHW, mental and behavioral health services, and the patient / family / caregivers



PATIENT NAVIGATION

of health care systems, insurance, finding a PCP or specialist, and more

OUR CHW SPECIALTIES

In addition to their CHW certifications, ConneXions CHWs also specialize in many other areas.

Current specialties:

- 2 Doulas
- 2 PWS
- 3 End of Life Doulas
- 2 Lactation Counselors
- 2 Certified Medical Interpreters
- 1 tobacco cessation counselor
- 4 child passenger safety technicians
- 2 OHP assisters
- 2 Self Defense instructors
- 2 Better Bones & Balance instructors
- 2 Healthy Eating Everyday coaches
- 2 Tai Chi instructors

In each specialty, there is at al least one bilingual CHW.



PROGRAM TIMELINE

2014

ConneXions is founded.
Partially funded by EOCCO grant.

2019

ConneXions has grown to 6 CHWs, facilitates weekly MDT meetings for patient care coordination, and assists in-person at the clinics and ED.

2020

Jessica and Brittany took over in ConneXions management. Implemented new and updated processes and offered specialty certifications to CHWs.

2023

Trained ConneXions' first Peer Wellness Specialist; helps patients with mental and behavioral health needs & facilitates local teen mental health group.

2024

ConneXions CHWs are certified in 8 different areas and offer 4-6 different classes to community members. Services continue to change and evolve with the needs of the community.

2025

Goal to continue expanding the program and hire additional THW/CHWs as needed.



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WHY CHWS?

- Improved access to health care services.
- Increased health and screening.
- Better understanding between community members and the health & social service system.
- Enhanced communication between community members and health providers.
- Increased use of health care services.
- Improved adherence to health recommendations.
- Reduced need for emergency and specialty services.

OUTCOMES

Study in 1997, Effect of a bicultural community health worker on completion of diabetes education in a Hispanic population:

80% of patients assigned to the CHW Intervention completed the program, compared with only **47%** of those without the CHW Intervention.



Study in 2003, The effectiveness of a community health worker outreach program on healthcare utilization of west Baltimore City Medicaid patients with diabetes, with or without hypertension:

Emergency room visits **decreased 38%** and hospital admissions **decreased by 53%**. Mean Medicaid expenditures **decreased 27%**.

OUTCOMES

Study in 1999, Linking community-based blood pressure measurement to clinical care: a randomized controlled trial of outreach and tracking by community health workers:

65.1% of intervention group participants completed a medical appointment within 90 days of referral, while only **46.7%** of the control group did so.



A randomized controlled study on CHW Support for Disadvantaged (High-Poverty and Publicly Insured Patients) with Multiple Chronic Diseases, showed:

Improvements in mental health, increased support for disease self-management (63% compared to 38% control group), lower hospitalization (16% compared to 17.8% after six months, 23% compared to 32% after one year.)



ROI STUDIES ON CHW INTERVENTIONS

Nevada CHW ROI Study: Health Plan Hired Three CHWs to Work With an Average of 37 Patients Each for 30-60 Days

Average medical costs decreased from \$1,223 pre-intervention to \$983 post-intervention.



New Mexico: 448 High-Resource-Consuming Medicaid Managed Care Clients Received Support From CHWs for Six Months

Total cost differential across categories of services provided was \$2,044,465 less post-intervention compared to pre-intervention.

Kentucky Homeplace Program ROI Study Rural Health Information Hub

The ROI was \$11.20 saved for every \$1 spent on CHW training.

Maryland CHW Outreach Program on Healthcare Utilization

Patients saw savings of \$2,245 per year with a total saving of \$262,080 across 117 patients per year.

Social ROI Research Report on CHWs in Cancer Outreach and Education Across the United States

CHWs generated lifetime benefits of \$12,348 per person served by a CHW, or \$851,410 by every CHW that serves at least 69 individuals per year.



STARTING A PROGRAM

1

Determine community need

- CHNA, surveys, etc.

Organization buy-in

2

3

Program funding

- Personnel, training, etc.

STARTING A PROGRAM

4

Community Partner/Provider support

Program data collection

Improved data collection systems are needed for better measurement of impact

5

6

Expand offerings based on community needs

- Certifications, continued ed, etc.





CONNECT WITH US



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REFERENCES

Community Health Workers National Workforce Study. (2007).
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2024 ORH Hospital Quality Workshop

June 26-27, 2024

St. Charles Medical Center | Bend, OR

Thank you!

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