

STATE OF CONNETICUT
State Innovation Model
Community Health Worker Advisory Committee
Meeting Summary
Tuesday, April 19, 2016
2:30 pm – 4:30 pm

Location: UConn Health, Cell and Genome Sciences Building, 400 Farmington Ave., Farmington CT, Conference Room R1673

Members Present: Yolanda Bowes, Thomas Buckley, Juan Carmona, Grace Damio, Tiffany Donelson, Loretta Ebron, Peter Ellis, Liza Estevez, Linda Guzzo, Terry Nowakowski, Jacqueline Ortiz Miller, Chioma Ogazi, Nicholas Peralta, Lauren Rosato, Milagrosa Seguinot, Mayce Torres, Robert Zavoski

Members Absent: Migdalia Belliveau, Ashika Brinkley, Darcey Cobbs-Lomax, Michael Corjulo

Other Participants: Bruce Gould, Meredith Ferraro, Stanley Zazula, Luisa Casey, William Tootle, Jenna Lupi, Faina Dookh, Katharine London, Tekisha Everette, Susan Yurasevecz, Supriyo Chatterjee

The meeting was called to order at 2:38 pm.

1. Introductions and Roles

The facilitator, CHW Initiative staff, and committee members introduced themselves.

2. Collection of Conflict of Interest Forms

3. Public Comments

No public comments were submitted for discussion.

4. Project Goals and Timeline

Bruce Gould reviewed the draft CHW Advisory Committee Charter with the members. He also reviewed the two overarching goals of the committee: (1) development of a CHW policy framework (or model) to recommend to the Health Innovation Steering Committee (phase 1, first six months) and (2) development of a toolkit of best practices for utilizing CHWs (phase 2, last six months).

5. SIM Overview and Goals

Jenna Lupi reviewed the goals and major components of the Connecticut State Innovation Model. She stressed that the CHW Initiative will impact all areas of the SIM and concluded by noting that two of the biggest challenges for the committee will be determining how most effectively to integrate CHWs into care teams and payment models.

6. Overview of CHW Landscape, Nationally and Locally

Based on slides from Carl H. Rush, Meredith Ferraro reviewed definitions and distinctive features of CHWs, CHW-related activity at the national and state levels, and key challenges in CHW policy and workforce sustainability. Stanley Zazula surveyed CHW-related activities to date in Connecticut. And Milagrosa Seguinot outlined the mission and core values of the Community Health Worker Association of Connecticut.

7. Open Discussion

Katharine London asked members to describe both what they see as the best possible outcomes/opportunities for the committee and the challenges to achieving or realizing them.

Best outcomes and opportunities mentioned:

- a clear, straightforward process for becoming a CHW
- recognition by providers that the CHW position is a humanistic one
- integration of fragmented/siloed health, social, and advocacy services by the bridging potential that CHWs possess
- robust ROI and CHW-intervention-efficacy data
- making it routine for all patients to see a CHW before ever seeing a clinician
- improved medication management among patients and reduced readmission rates
- treatment of whole persons in the context of their environments and relationships rather than as isolated parts
- scale-up and sustainable funding of existing quality CHW-training programs
- development of sustainable payment models for CHW services
- identification by CHWs of time- and cost-saving healthcare practices
- a formalized, well-defined and valued role for CHWs on care teams
- a seamless healthcare system and positive experience for patients facilitated in large part by CHWs
- reduction in no-shows and improved follow-up care
- recognition and certification of CHWs' invaluable ability to interact with patients in their homes

Challenges mentioned:

- providers' lack of understanding of the value that CHWs bring to care teams and provide outside the clinic
- developing sustainable funding streams for CHW services and not creating unfunded mandates
- overcoming a sense of competition that may exist between people providing CHW services under different titles and fostering a common identification with the title "community health worker"
- finding funding for CHW education and training
- creating employment opportunities for CHWs
- not preventing outreach workers who do not wish to be credentialed as CHWs from giving back to their communities by requiring certification to perform CHW services
- not losing the essence of CHWs through credentialing
- imparting the specialist knowledge necessary for creating a seamless healthcare system
- providing clinicians with standardized, easy-to-implement guidance on utilizing CHWs

Ms. London asked members if they think certain topics in the charter will require more discussion time than others. Some topics (e.g., financing) were identified as perhaps presenting more challenges than others, but overall there seemed to be widespread agreement that each topic will require at least one meeting.

Tiffany Donelson noted that addressing all the topics and being ready to recommend a model or policy framework to the Health Innovation Steering Committee by October might be overly ambitious. Grace Damio responded by saying that the CHW symposium on May 24, 2016, might allay some of her concerns because it will bring the committee, stakeholders, and experts together for an intensive day-

long workshop on the key topics of the charter. Peter Ellis and Linda Guzzo suggested that topic-based committee workgroups could help with addressing the topics in a timely and efficient manner. Jenna Lupi explained that that is certainly a possibility and completely up to the committee to decide.

Ms. Donelson also asked what kind of guidance the committee will receive from the Practice Transformation Task Force (PTTF) and Community and Clinical Integration Program (CCIP). Ms. Lupi said that a committee meeting will likely be devoted to the PTTF and CCIP and suggested that in the meantime members consult the [PTTF](#) and [CCIP](#) websites.

8. Confirmation of Committee Charter

Motion: to approve the Community Health Worker Advisory Committee Charter – Grace Damio; seconded by Milagrosa Seguinot.

Discussion: none.

Vote: all in favor.

9. Next Steps

Jenna Lupi will send out a meeting schedule for the remaining meetings and solicit volunteers to serve on the Executive Committee.

The next meeting will be by webinar on May 19, 2016, 12-1 pm. The committee is invited and strongly encouraged to participate in the CHW symposium scheduled for May 24, 2016, 10 am – 4 pm.

The meeting adjourned at 4:31 pm.