

HEART DISEASE AND STROKE PREVENTION & INNOVATIVE HEART HEALTH LEARNING COLLABORATIVES

MAY 2025

Agenda

- 1. Welcome, Program Updates**
- 2. Grantee Report Out – Bread for the City**
- 3. IPHI Community Health Worker Academy**
- 4. CHW Supports in Practice**
- 5. Q & A and Next Steps**

Welcome!



Come on Video



Introduce Yourself in the Chat

Name, Title,
Organization/Affiliation



What do you have planned for the summer?

Program Updates

Bonny Nunez, MPH, Public Health Analyst, DC Health

Heart Disease and Stroke Prevention Learning Collaborative: *September 2024-August 2025*

Learning Collaborative Structure



Quarterly Cycles:

Informed by Strategic Plan and participant-identified priorities based on the HIT/EHR Assessment



Capacity Building Calls:

- Framed in data
- Health equity focus
- Focus on building and applying knowledge



Workplan Report-Out:

- Health system grantees selected to report
- Identify share problem solving, best practices, innovative approaches, and partner engagement



Bi-Annual In-Person Strategic Planning:

To foster shared vision and progress toward goals



Collaboration and Engagement:

All virtual and in-person events focused on participatory engagement and collaboration, include team members where relevant



Next Cycle

Collaboration Between Partners to Strengthen Referral Making



- **April 23:** Screening and Referral - Leveraging Shared Technology Solutions



- **May 21:** Team-Based Care to Support Referral Making – Institute for Public Health Innovation CHW Opportunities and Bread for the City Workplan/Action Cycle Report out



- **June 18:** Workplan/Action Cycle Report out

Grantee Report-Out

Bread for the City



Goal: Design and Implement Innovative QI and EHR Pilot Projects to Improve Care

Objective:	Contact ~100 patients with at least one high blood pressure (over goal) reading in the previous 12 months to encourage their participation in this project.
Population of focus:	patients with at least one high blood pressure (over goal) who have a cell phone
Key Activity	Healow texting campaigns
Health indicators tracking	Measures: scheduled appointments; updating BP readings
Key personnel	Margaret: pulling reports, Ashley: sending campaign, Front Desk: Scheduling appts, Providers: seeing patients
Key partners	DCPCA's technical support

First Texting Campaign: *A Success Despite it All Going Wrong*

- **Successes**

- Testing out new workflows and ecw features
- Integrating custom campaigns
- Huge learning curve for us but helping us rethink our work

- **Challenges**

- Healow hypertension campaign texting 500 patients one day
- Limitations of custom campaigns
- What technical assistance would support you here? From DC Health? From other partners? Ongoing DCPCA support

- **Next Steps**

- Waiting on ECWs ticket and upgrade
- Expanding other uses of texting campaigns
- Trying other Healow features including Healow sign and questionnaire
 - Ex., Healow sign for collecting bp numbers

Discussion

- 1. Is anyone else using texting campaigns? In what ways?**
- 2. Has anyone else had success with collecting home BP readings in a way that can easily be added to the chart?**

Contact: Ashley Moore, amoore@breadforthecity.org

Care Team Supports with Community Health Workers

Institute for Public Health Innovation

Optimizing the Care Team to Support Referrals and Follow-Up Through Community Health Workers

Christine Stewart, MPH

Dwyan Monroe

Nephtalie Dorceus, MPH, MCHES



Institute for Public Health Innovation

The official public health institute serving Virginia, the District of Columbia and Maryland

Who are we?

Started in 2009, IPHI is one of 50+ public health institutes within the National Network of Public Health Institutes (NNPHI). IPHI is a change agent to improve health equity and highlight regional resources.



What do we do?

Simply put – IPHI adds capacity to the public health system.

Our work strengthens health systems and policies, enhances conditions that promote health, and builds community resilience to ensure equitable health opportunities for all.

How do we do it?



Innovative Strategies

Working with various partners to develop, implement, and evaluate effective solutions to help create healthier communities.



Cross-sector Partnerships

Seeking and working with community partners (government, public, and private) to protect and improve the public's health.



Training and Support

Offering workforce training opportunities and provides technical assistance to build capacity to advance population health.



Support Effective Policies

Supporting and advocating for the development and implementation of equitable and effective public health policies.

IPHI's History

CHW Workforce Development

- ✓ **Trained** over 1,400 CHWs
- ✓ **Employed** hundreds of CHWs across the region
- ✓ **Developed** and **implemented** CHW programs in partnership with health departments, hospitals, MCOs, FQHCs, universities, CBOs, and others
- ✓ Helped **establish** and **grow** the region's CHW associations
- ✓ Worked for CHW policy alongside CHWs in DC, MD, & VA
 - ✓ State CHW certification passed in MD, VA



13+ years leading CHW workforce development

Zee Turner Center for Community Health Worker Workforce Development (ZTC)



Zee Turner Center *for*
Community Health Worker
Workforce Development

Practice

- Develop and implement training and continuing education for CHWs
- TA to organizations to plan, implement, and sustain CHW programs

Research

- Research and identify innovative CHW models
- Clearinghouse for regional, national, and international best practices

Policy & Advocacy

- Engaged in policy research to finance and sustain the workforce
- Collaborative development of regional standards and scopes of practice
- Convene stakeholders to facilitate engagement and action

Why Utilize CHWs?

Build trust with historically mistrusted/distrusted systems

Facilitate cultural navigation and serve as a liaison between community, health and social service systems

Allows other professionals in health and social services to operate at the highest level of their scope

New CMS Requirements for screening SDOH started Jan 1, 2024 with penalties in 2025

Leverage Medicare reimbursement for CHWs started Jan 1, 2024

Different Ways to Integrate CHWs

Integration Model	How	Example
Community-clinical linkage	Partnerships between CBOs or other local health care organizations	CHWs connect community members to care through outreach or provider referrals, offering support for social needs, health coaching, and advocacy.
Employment within health care	CHWs are employed by FQHCs or health care centers	CHWs on care teams improve communication, support care navigation via EHR access, build patient trust, and enhance care experiences. They are valuable in primary care, post-discharge, and outreach roles.
Integration with payers	Organizations or programs with state Medicaid plans utilizing several different strategies for integrating CHWs with health care teams	States can use a Medicaid waiver to fund CHWs through direct employment, centralized coordination hubs, and support for embedding CHWs in primary care and hospital teams.
Coordination by public health department	Public health departments to provide CHW services to patients from multiple health care entities	CHWs are embedded in public health departments in response to specific public health crisis ex. HIV/AIDS, COVID-19

Supporting Patient Navigation to Address Social Needs

Supports for Navigators and Care Teams

Tools to identify resources and make referrals

Workflows that integrate social needs screening into routine care

Team-based models that pair CHWs/navigators w/clinicians, and social workers

Better Identify Patients with Complex Needs

Leverage CHWs to conduct outreach

Use social needs screening tools

Leverage encounter data to track frequent users or those with multiple conditions

CHW Academy Apprenticeship Program

One year (2000 hours) of paid on-the-job training with classroom instruction (total of 144hrs), preparing CHWs for highly-skilled careers

CHWs Receive

- 120 hours of classroom education and training (accredited in MD and VA)
- 24 hours of Continuing Education
- Mentorship
- Financial support
- Certificate of completion
- Case Manager
 - Helps navigate barriers to successful completion of program
 - Support with certification

CHW Practicum



- 40 hour minimum **on-site/hybrid** agency experience
- Pair with an agency mentor at a clinical and/or community agency that employs CHWs
- Works under the direction of an approved agency mentor
- Required for CHW certification
- Journaling and assignments to complete
- Weekly check-in survey with IPHI

CHW Students in Action

- Mrs. Rogers plays a critical role at MCO by helping vulnerable patients, especially youth in underserved areas, navigate the healthcare system, access needed services, and build lasting connections with care providers. Her daily outreach, appointment coordination, and collaboration with medical and social service partners directly improve care continuity and address broader health disparities like chronic conditions, food insecurity, and behavioral health. Through specialized CHW training, she became a more empathetic advocate and effective communicator, making her work not only essential to the organization's mission but transformative for the community she serves.
- Mrs. Joicelice recently began working in a CHW-like role for a local CBO. In this role, she supported clients, including those dealing with substance use challenges, by helping them build essential life skills, connect with community resources, and work toward greater independence. Her responsibilities include conducting home and community visits, coordinating care with treatment teams, and maintaining accurate documentation of client progress. After participating the CHW Academy she also received additional on-the-job training by shadowing her experienced colleagues. As a newer CHW she benefited by working closely with her colleagues and gaining additional essential skills to help support the organizational mission.



Support for Employers:
Technical Assistance for
Successful CHW Integration

Team Integration Training



Supervisor Training

Supervisor Strategies I – The CHW Role

Format: Virtual

Length: 4 hours

Target Audience: Individuals who are supervising CHWs and /or who are managing CHW Supervisors.
Open to organizations who have already hired CHWs and those who are planning to hire CHWs.

Course Description:

This provides CHW supervisors with a detailed overview of the CHW role, core functions and responsibilities. Participants will explore strategies for how they can best support their CHWs in their work, and how to effectively communicate about the CHW role to colleagues and community members. Topics include the CHW Code of Ethics and Core Values and methods for supportive supervision.

Learning Objectives: At the end of this course, participants will be able to:

1. Define 3 core functions of the CHW Role
2. Identify 3 ways you can support your CHW in carrying out the functions of their role
3. Explain why the CHW Code of Ethics and Core Values are important for the CHW profession
4. Describe what Supportive Supervision is and why it is important to your CHW's success

Pre-Requisites: CHW Foundations

CHW SUPERVISOR STRATEGIES I

4 hours

- CHW Core Skills and Functions
- Supervisor Support Strategies
- CHW Code of Ethics and Core Values
- Supportive Supervision

Supervisor Training

Supervisor Strategies II– The Supervisor Role

Format: Virtual

Length: 4 hours

Target Audience: Individuals who are supervising CHWs and /or who are managing CHW Supervisors. Open to organizations who have already hired CHWs and those who are planning to hire CHWs.

Course Description: This course equips CHW supervisors with the skills needed to best support their CHWs. Topics include models of CHW supervision, supervisor roles and competencies, and effective conflict management strategies. Tips for effective and supportive oversight of CHW work and conducting CHW performance reviews will also be discussed.

Learning Objectives: At the end of this course, participants will be able to:

1. List 3 characteristics that make great CHW Supervisors
2. Describe 3 CHW Supervision Models
3. Use conflict management best practices to address a variety of Supervisor challenges
4. Implement a variety of supervision techniques to promote CHW performance

Pre-Requisites: Supervisor Strategies I – The CHW Role

CHW SUPERVISOR STRATEGIES II

4 hours

- CHW Supervision Models
- CHW Supervisor Competencies
- CHW Supervisor Roles and Responsibilities
- Conflict Management Strategies
- Challenges and Best Practices

Strategies to Support CHW Utilization in a Limited Resource Environment

Explore Volunteer Options

Engage DC Health

Implement Shared Staffing Models

Collaborate with a CHW HUB Organization*

Coordinate Across Systems

Leverage Emerging Funding Opportunities

*No current Hub models available in DC



Engaging with the Zee Turner Center



Zee Turner Center *for*
Community Health Worker
Workforce Development

Connect with Us
for your CHW
Workforce
Needs



Onboarding guidance



Strategic planning and model design



Core training for CHWs



Experiential learning opportunities (i.e. apprenticeship and practicum)



Continuing Education for CHWs



Supervisor Training



Team Integration Training

Upcoming Zee Turner Center Opportunities

- Core CHW training - Only 2 more **free*** trainings

	Start Date	End Date	Days	Times	Application Deadline
*	June 23, 2025	August 28, 2025	M, T, W, Th	12:00 – 3:00 pm	June 4th
*	July 7, 2025	September 3, 2025	M, T, W, Th	6:00 – 9:30 pm	June 24th
	<i>October 7, 2025</i>	<i>December 11, 2025</i>	<i>T, W, Th, Sat</i>	<i>6:00 – 9:30 pm 10:00 am – 1:00 pm</i>	<i>Not accepting applications at this time</i>

- Save the Date: August 21 – 22nd Zee Turner Center Conference



CHW Supports in Practice

La Clínica del Pueblo

Upcoming Key Deadlines and Other Opportunities

Key Deadlines for National CVD Program Grantees

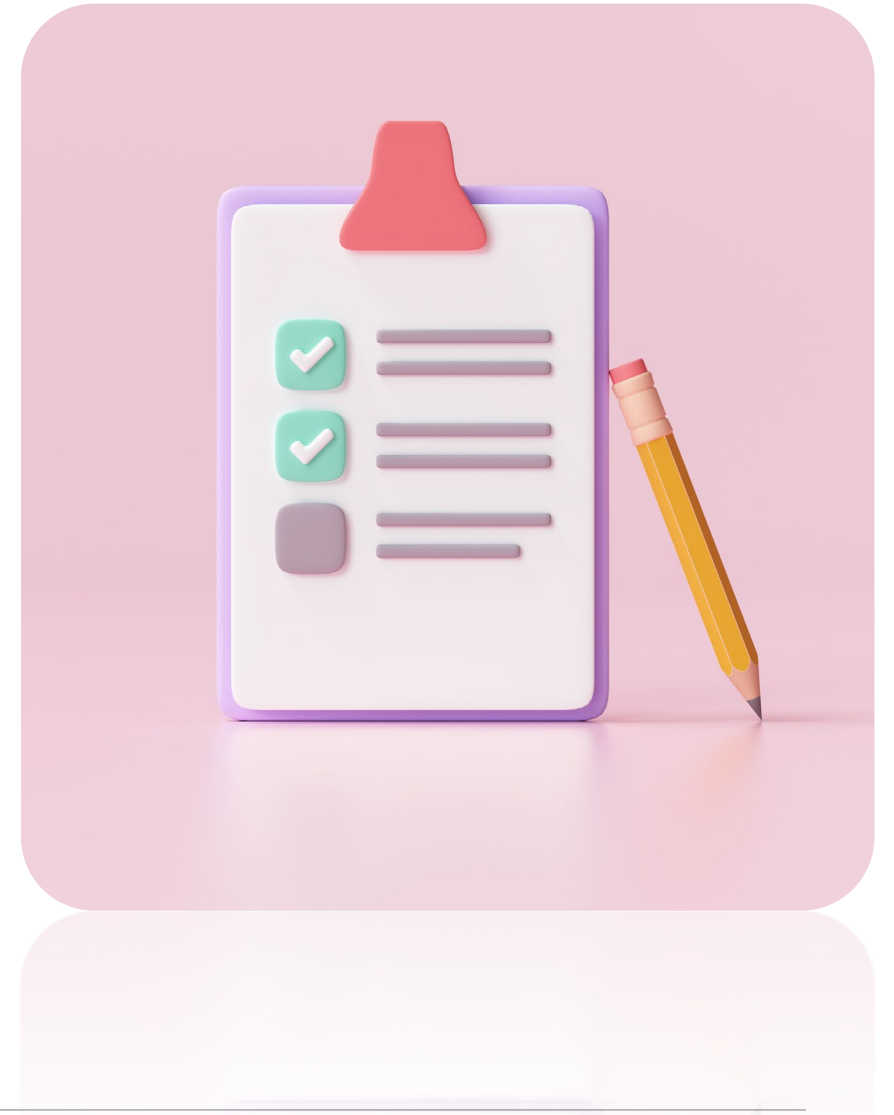
- **By 5/23:** Submit initial grantee workplan, project budget, and budget justification.
- **By 6/13:** DC Health will review and provide input on workplans.
- **By 7/1:** New project period and workplan implementation begins. DC Health completes final action plan for implementation, including grantee workplan interventions and metrics.

Next Steps and Q&A

Bonny Nunez, MPH, Public Health Analyst, DC Health

Quick Evaluation Poll

- 1. To what extent did the session meet objectives?**
(1 - not at all to 5 - met all objectives)
- 2. How would you rate the session overall?**
(1 - poor to 5 - excellent)



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🕒 Last Cycle Session

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DC | HEALTH

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