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Community Health Workers: Putting "Community" in the MaineHealth Vision

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Introduction/Summary of Abstract

Community Health Workers (CHW) play an increasingly key role across the MaineHealth system. The integration of CHWs and growth of the workforce enhances care and improve patient engagement and outcomes. Utilizing data from FY24, modelling from the MH CHW Work Group as well as patient feedback, this poster illustrates the impact CHWs are having on the lives of patients, the care teams they support and the communities in which they live, work and play.

What is a Community Health Worker?

A **Community Health Worker** is a trained and trusted public health worker who applies his/her unique understanding of the experience, socio-economic needs, language and/or culture of the communities served to:

- Act as a bridge between providers and individuals, to promote health, reduce disparities, and improve service delivery.
- Empathizes with and advocates for individual and community needs.
- Helps to build individual, family and community capacity by increasing health knowledge and self-sufficiency through a range of activities such as outreach, community education, informal counseling, social support, and advocacy. (MaineCare Benefits Manual Chapter VI)

Patient Experience

Out of all the people who say they'll help, you're the only one who has done anything.



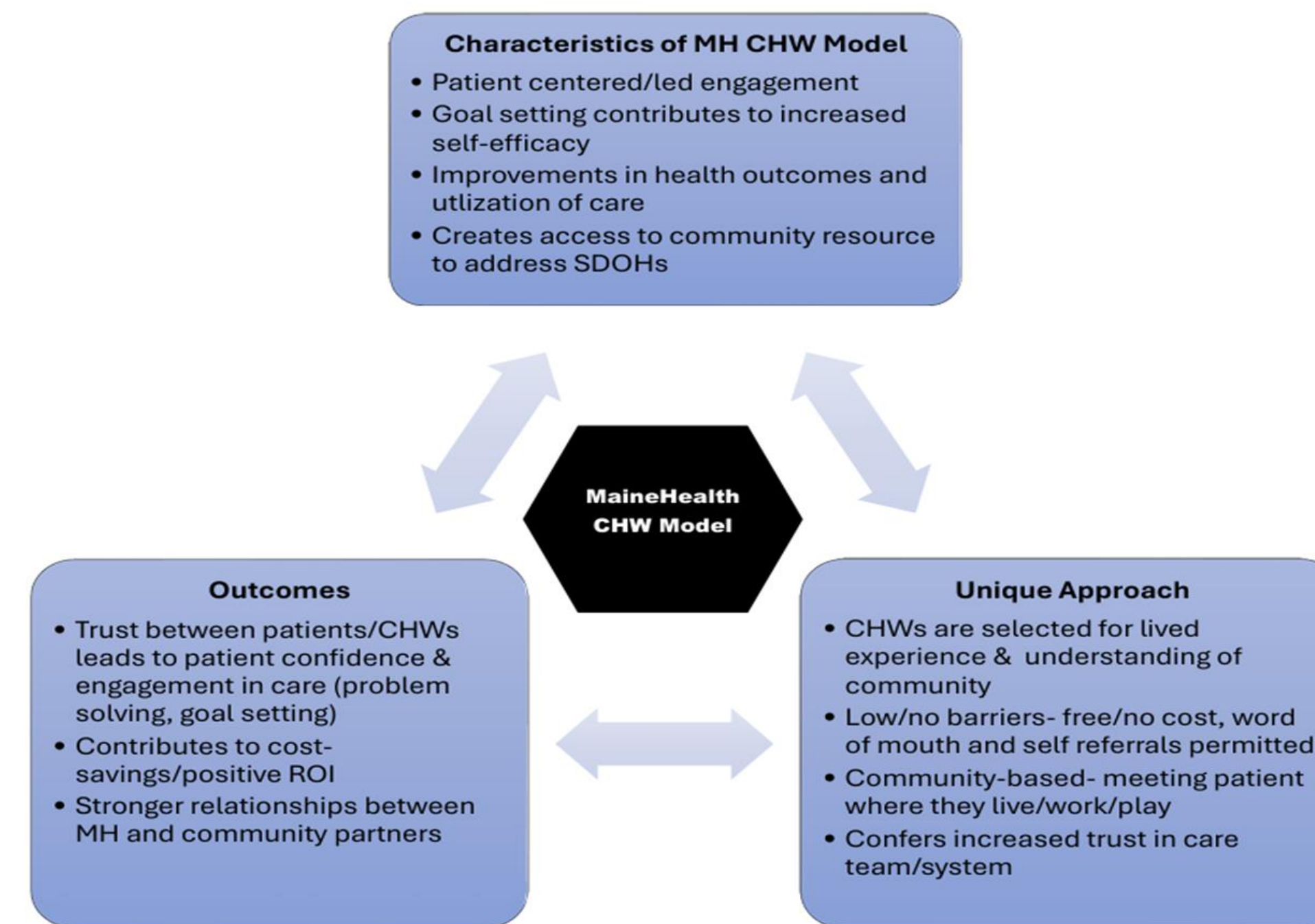
We didn't know where to go or what to do, but Kim stood by us through everything.

Acknowledgements

The authors acknowledge the contributions of the MH CHW Workgroup, the CHI Evaluation and Surveillance team and all of MH's CHWs working to better the health of their communities- Terri, Alexa, Frances, Adi, Alysia, Alana, Grace, Michaela, Sylvie, Richard, Joao, Kim, Tyler, Nicole, Maria, Christian, Diana, Joseph, and Cheryl.

Model- The MH CHW Approach

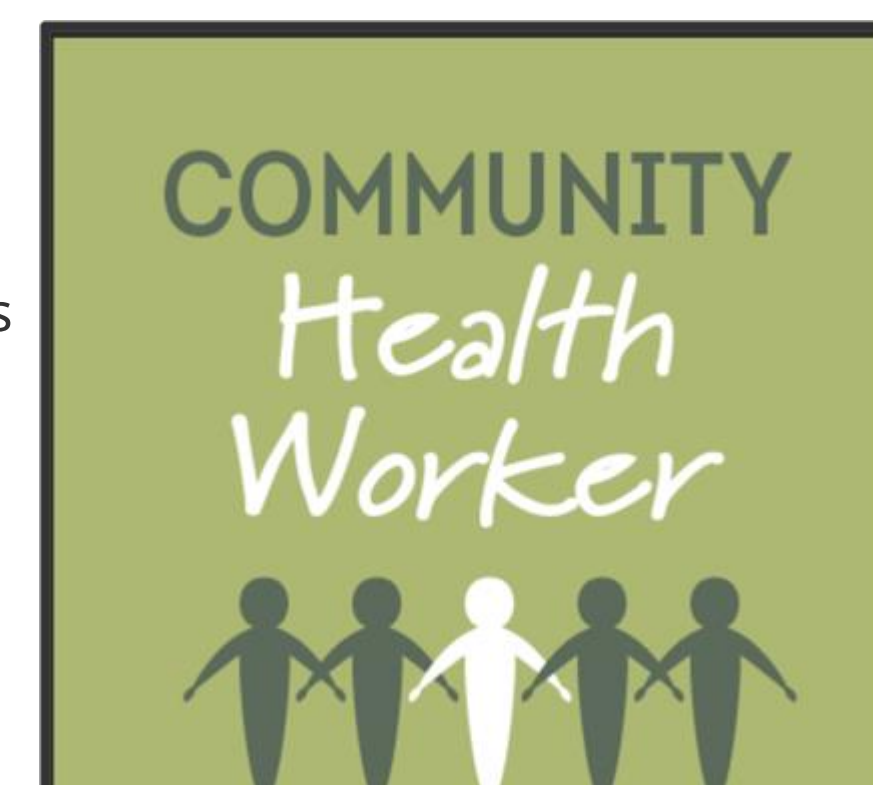
The MH CHW program is centered around patient-driven engagement and addressing unmet drivers of health. It sets itself apart through CHW use of EPIC, allowing for real-time exchange of information and enhancing MH's ability to evaluate the CHW strategy



MH CHW Workgroup Vision/Future

The CHW Workgroup is supporting the growth and sustainability of the MH CHW model by:

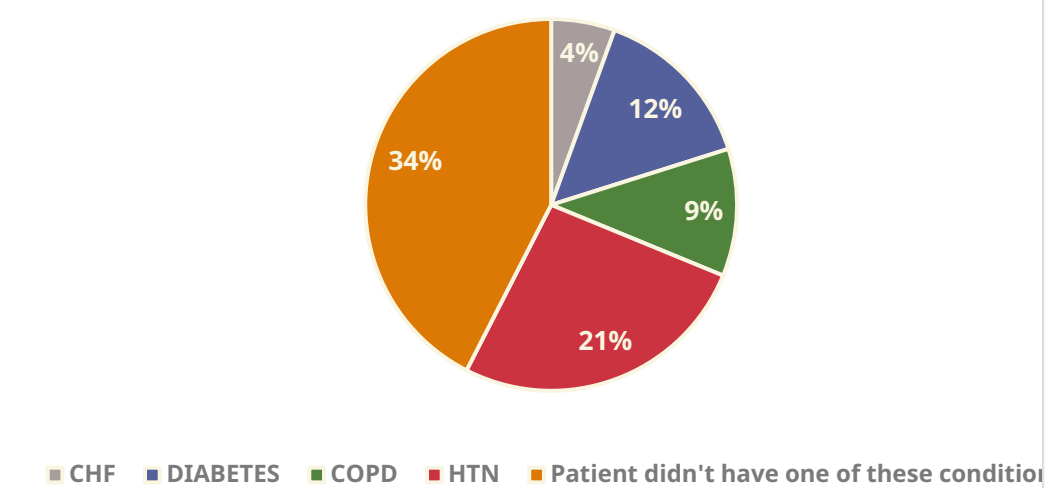
- Supporting retention/recruitment of CHWs
- Equitable access to CHWs across system
- Standardization of practices and processes
- Advancement of data dashboard/ monitoring outcomes
- Sustainable and diversified funding
- Growing allyships and partners within MaineHealth



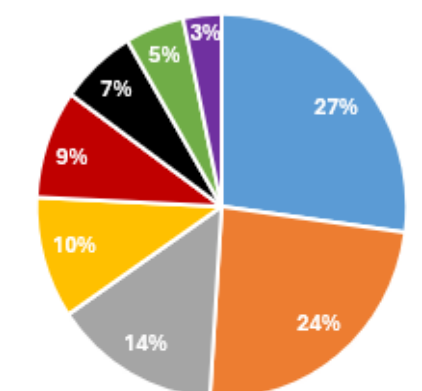
Results- CHW Patients and SDOH

Franklin/Pen Bay/Waldo Patients by Condition: CHF, Diabetes, COPD, HTN

10/01/23-12/31/24
N= 944

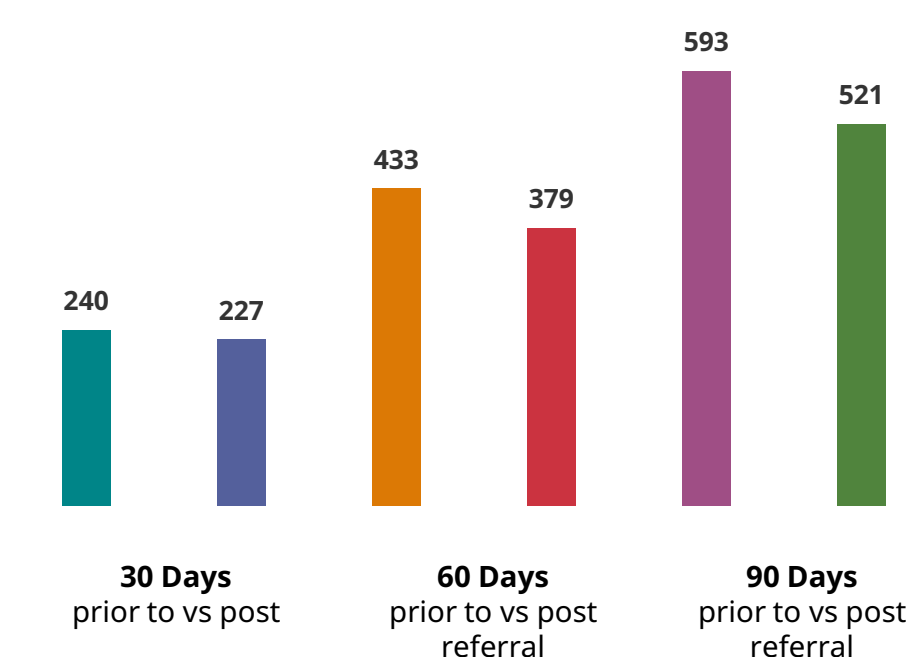


Total Franklin/PenBay/Waldo SDOH Referrals 10/01/23-12/31/24
N= 1620

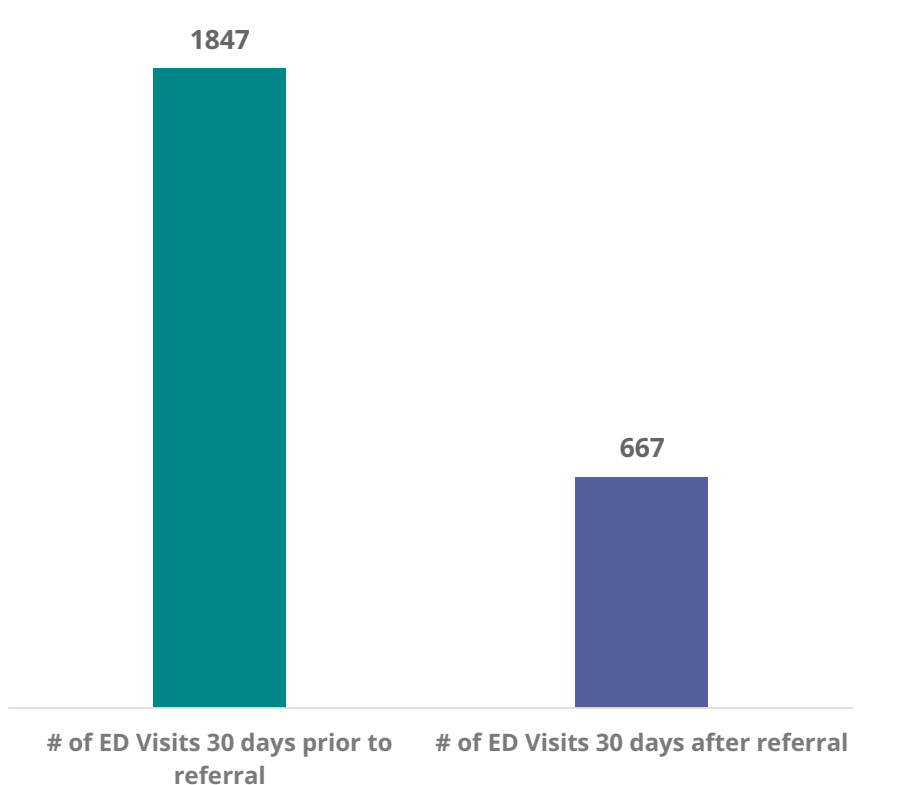


Results- CHW Patient Outcomes

Unplanned Hospital Admissions (PB/W/F) 10/01/23-09/30/24
N= 944



ED Visits (PB/W/F) 10/01/23-12/31/24
N= 944



Conclusion

FY24 data suggests that patients working with a CHW experience a reduction in their use of the emergency department and are less likely to have an unplanned readmission.

There has been a substantial increase in CHW capacity (1.5 FTE in 2022 to 12+ FTEs in 2025) across the MH system. Uniformly, these CHWs address drivers of health, navigate the system of care and support patient self-efficacy. Alignment of the CHW model across the MH system is critical to the future of the workforce and to MH's ability to fulfill the shared vision of having the healthiest communities in America.