COMMUNITY HEALTH WORKERS

PROGRAM REVIEW

COMMUNITY HEALTH MISSION + VISION

MISSION

We improve the health and wellbeing of our neighbors by delivering social care support, evidence-based interventions, and education.

VISION

Helping our community thrive through radical access and holistic patient -centered services.

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Community Health Workers

at a glance

- Established in 2019
- Located in Behavioral Health, Emergency Department, Primary Care, School-Based Wellness Centers, Trauma Department, Women's Health, and more

Community Health Workers (CHWs) are essential members of the clinical care team. No matter the setting, CHWs improve patient health and well-being by helping set and achieve self-identified goals and addressing social care needs.

Program Objectives

- Identify and address social care needs
- Reduce health disparities
- Refer patients to community-based resources

Evaluation Metrics

- Connection to primary care
- Social Drivers of Health (SDoH) screenings
- Admissions and utilization of Emergency Department
- Health outcomes

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Women's Health
Community Health Workers

Blanca Sandoval
Inpatient/
Postpartum

Brandi Doxie
Outpatient Suite
1900

Ashley Dorsey
Outpatient
Wilmington

Cynthia Concepcion
NICU

Jaree' Jackson
OB/GYN
Emergency

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Assistance Includes

- Support during pregnancy and postpartum
- Referrals to community resources
- Referrals for baby supplies and essential needs
- Providing in-home and community visits for support and well-being
- Patient navigation of the health care system

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Eligibility Criteria

- Medicaid, Medicare, or uninsured **and**
- Past first trimester (except OB Emergency) **and**
- Lives in New Castle County or Kent County: 19977 **and**
- Meet one of the following:
  - Late entry into prenatal care
  - Chronic disease and/or mental health/substance use issues
  - BMI of 30 or above
  - History of poor birth outcomes At risk for birth defects

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Social Care Services

at a glance

- Social Drivers of Health (SDoH) account for 80-90% of health outcomes
- Social risk factors contribute to negative health outcomes
- By addressing social care needs such as housing, food, and transportation we seek to improve those outcomes

Health Guides

Assist with mediation assistance programs, insurance, financial assistance, and Medical Legal Partnership | **'PC Healthguides'**

Social Care Connection Center

A multidisciplinary team addressing social care needs in acute and ambulatory settings including scheduling transportation to/from medical appointments and more | **'Care Connection Center CHW'**

Community Health Workers

Provide episodic and longitudinal community-based care to improve patient outcomes through patient-centered goal-setting and connection to healthcare and community resources | **'CH – Community Health Workers'**

Embedded Social Workers

Assist patients unable to ambulate or that need assistance with power chairs, primary care at home, palliative care, and/or completion of DART Paratransit and Long-Term Care Medicaid applications, | **'PC Outpatient Social Work'**

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Questions?

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