Tipping Point: Health Navigator Workforce Training & Patient Navigation Program

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December 9, 2015

Sessions:
• 9:30am-10:45am
• 11:15am-12:30pm

Disclaimer

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The research presented here was conducted by the awardee. Findings might or might not be consistent with or confirmed by the independent evaluation contractor.
PROBLEM:

PROWERS COUNTY

61% of Medicaid Funds used by
3.7% of Medicaid Members

NATIONALLY

50% of Medicaid Funds used by
5% of Medicaid Members

QUESTION:
How can we get patients to show up for their routine and preventative care appointments?

ANSWER:
To seek out high utilizers of health care services and focus intense resources on individuals to help them get control of their health situation and manage chronic disease.
STRATEGY:

Thirteen incumbent health workers and six new-hire SHG employees trained in a disruptive innovation called “Health Navigation”

INNOVATION:

Navigators are embedded at the local ER (on-going) and FQHC (first 9 months of project) to recruit high-risk patients for services.

Five Health Navigators have been trained to conduct “Healthier Living” classes, based on the Stanford University model of Chronic Disease Self-Management. These classes will be offered to anyone in Prowers County with a chronic disease of any kind.

SHG has changed its identity to be actively responsible for population health rather than sitting on the sidelines waiting to be called with a behavioral health referral.

Navigators have been given carte blanche to use whatever means are available to assist individuals in accessing routine health care and managing chronic disease. This includes transportation to routine medical appointments, out-of-town specialist visits, and pharmacy pick-ups. It also addresses the social determinants of health: income, employment, education, housing, recreation, safety, healthy foods, transportation, personal social networks and support systems.
Results

<table>
<thead>
<tr>
<th></th>
<th>TOTAL</th>
<th>N</th>
<th>TOTAL SAVINGS AGAINST BASELINE</th>
</tr>
</thead>
<tbody>
<tr>
<td>FY 11</td>
<td>$3,440,487</td>
<td>120</td>
<td>Baseline</td>
</tr>
<tr>
<td>FY 12</td>
<td>$3,021,724</td>
<td>116</td>
<td>-$418,763</td>
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<tr>
<td>FY 13</td>
<td>$2,197,215</td>
<td>108</td>
<td>-$1,243,272</td>
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<tr>
<td>FY 14</td>
<td>$2,140,399</td>
<td>99</td>
<td>-$1,300,088</td>
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<tr>
<td>FY 15*</td>
<td>$1,972,546</td>
<td>90</td>
<td>-$1,049,178*</td>
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<tr>
<td><strong>TOTAL:</strong></td>
<td></td>
<td></td>
<td><strong>-$4,011,301</strong>*</td>
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*Claims data is not finalized

INNOVATION:

In order to address the growing interest in integrating CHWs and HNs in the US health care and human services systems, OJC developed a CHW Certificate and Health Navigator AAS. The curriculum was designed using the Health Navigator Prototype Curricular Framework proposed by the Community Colleges and Public Health Project, a joint effort of the Framing the Future Task Force, convened by the Association of Schools and Programs of Public Health (ASPPH) and the League for Innovation in the Community College (League).
INNOVATION:

**Phase 1**
(2012-2013)
- Three-credit Health Navigation Overview course for thirteen incumbent health workers and six new-hire SHG employees.

**Phase 2**
(2013-2014)
- One-year program for Community Health Workers (CHWs), that requires the successful completion of 32.5 credit hours, including 90 hours of field work, which will count as the first year for;

**Phase 3**
(2014-2015)
- Two-year Health Navigator (HN) Associate of Applied Science degree program that requires the successful completion of 61.5 credit hours, including 225 hours of field work.
Otero Junior College’s Health Navigator Program received honors as the Colorado Community College System Outstanding Program on April 8, 2015 in Denver, CO.
Leverage funding to expand program from Prowers County to six county region with 4 Health Navigators

Utilize Peer Specialists to assist with transportation needs

Goal: Ensure linkages between clinical or health care settings and effective, evidence-based community resources for Coloradans with chronic disease and those at risk for chronic disease.

Objective: Implement standardized training programs for patient navigators and community health workers.

- PA 1: Curriculum
- PA 2: Enrollment
- PA 3: Completion
- PA 4: Job Placement
- PA 5: Advisory Committee
- PA 6: AAS Degree
- PA 7: Evaluation & Sustainability

3 Year Grant
July 1, 2015 - June 30, 2018