

Community Health Workers: Addressing the Triple Aim Through a Culturally-Informed Approach

AUTHOR(S): Oregon Community Health Workers Association and partners

PRESENTATION FORMAT: 15 minute oral presentation

TOPIC/TARGET AUDIENCE: Traditional health workers, social service providers, physicians, administrators, policy makers, non-profit executives students, CCOs, insurance

ABSTRACT: CHWs have been working specifically in communities of color or in minority populations who experience health disparities. Because CHWs are members of the communities they serve, they are able to bring their inherent cultural knowledge to bear on their work and create meaningful bridges to the health system. They also have a unique understanding of the difficult work of eliminating health disparities, since they themselves have experienced those disparities.

The Warriors of Wellness is a project that serves the Portland metro area that brings together a variety of community organizations that employ Community Health Workers, along with health systems and insurers. The goal of the project is to build a model where CHWs can provide culturally-specific services to Medicaid members by contracting with health systems as a community collaborative. Organized by the Oregon Community Health Workers Association and funded by Kaiser Permanente NW, this group of social service agencies came together to make sure CHWs are able to share their full knowledge and skills with community members, health insurers and providers. CHWs involved in the WOW project work with community members who access services through the social service agencies where they are housed, and provide education, information and support to help individuals and communities to meet their health goals. Representatives from the WOW project will share their experiences of designing, building and implementing this project and lessons learned thus far.

OBJECTIVE(S): Create a forum for discussion about the roles of Community Health Workers and how health systems can integrate this workforce

Share information about a unique project designed to support Community Health Workers in addressing health disparities

Share from each other about how to partner with community-based organizations and health systems to address the Triple Aim and improve health equity

Explain Popular Education methodology and why this methodology is a crucial part of the model for effective Community Health Workers

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