

The Evolution of the CHW Hub within Public Health

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Program Overview



Riverside County



- 4th largest county in California by area and population
- 10th most populous county in U.S. serving 2.4 million people
- 2nd fastest growing county in U.S. (of 3k counties)



Background Information

- Sunsetting Public Health grants
- Medicaid Expansion
 - Newly covered Medicaid and Medicare services (doula, peer support specialists, community health workers)
- Growing interest in SDOH and Equity



Why CHW(s)?

- **Social Determinants of Health**
- **Lived experience**
- **Facilitate access to services**
- **Serve as liaisons between healthcare professionals and community members**
- **Help improve health outcomes**



Strategic Initiatives

Empower communities to make healthy choices and actions



Provide resource navigation to community members to help build their capacity

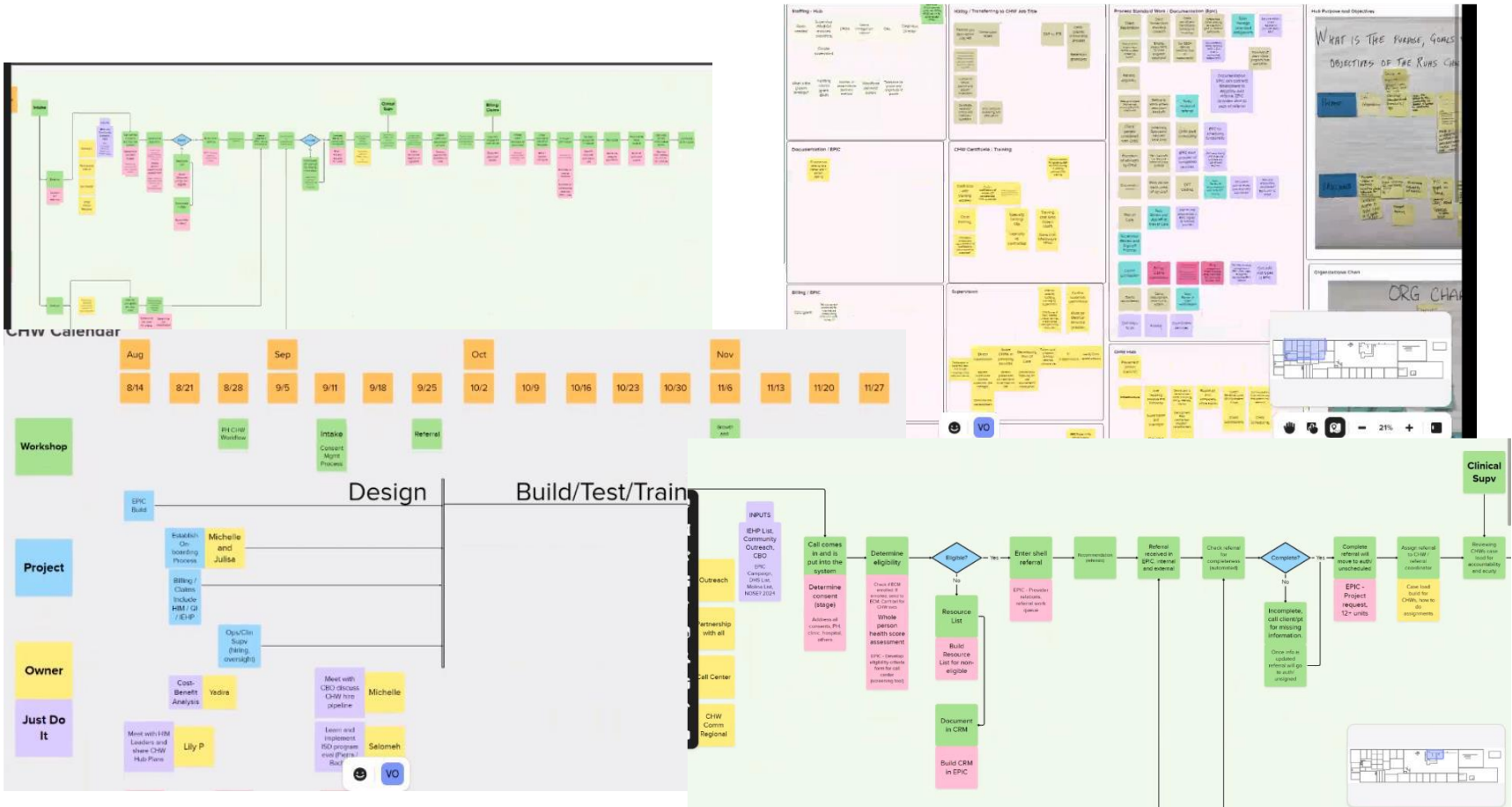


Public Health CHW Hub Model

- Used LEAN methodology to design and plan
- Collaboration with other county agencies including:
 - Department of Social Services
 - Clinics
 - Medical Center
 - CBOs
 - Office on Aging
 - First 5



Organizing the Work



CHW Hub Components



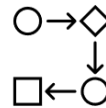
Training & CHW Certificate

Intake & Assessments

Eligibility



Referrals &
Partner Engagement



Workflows & Processes



EPIC EHR



Documentation &
Claims Management



Community Based Organizations (CBOs)

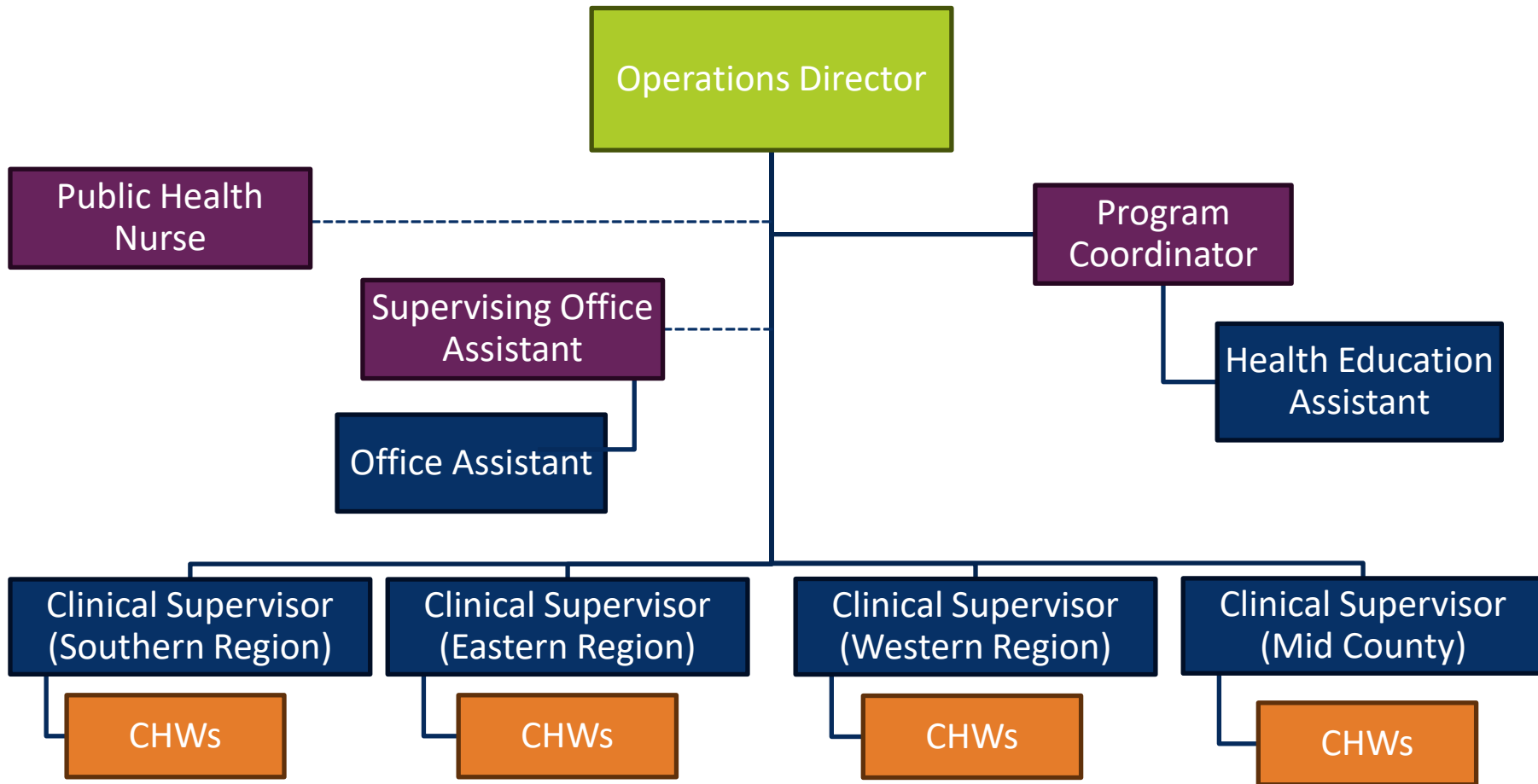
- Partnering for CHW certificate of completion
- Opportunity to create documentation & billing pathways for CBOs (future)
- LHJ/CBO internship opportunities



Hiring and Deployment



CHW Hub Organizational & Reporting Structure



| YEAR 1 | |
|-----------------------------|------------|
| Positions | FTE |
| Operations Manager | 1 |
| Clinical Supervisor | 4 |
| Community Health Workers | 26 |
| Referral Coordinator | 2 |
| Office Assistant | 1 |
| Sr. Insurance Billing Clerk | 1 |
| Medical Records Technician | 2 |
| Research Analyst | 1 |
| TOTAL FTEs | 38 |

| YEAR 2 | |
|-----------------------------|------------|
| Positions | FTE |
| Operations Manager | 1 |
| Clinical Supervisor | 4 |
| Community Health Workers | 51 |
| Referral Coordinator | 4 |
| Office Assistant | 2 |
| Sr. Insurance Billing Clerk | 2 |
| Medical Records Technician | 2 |
| Research Analyst | 1 |
| TOTAL FTEs | 68 |



CHW Training

1 Month of CHW Onboarding

- Week 1 – CHW Hub
 - Includes CHW scope of work, CHW core competencies, Whole Person Health Score (WPHS) Assessment, surveys, and Public Health mandated trainings, etc.



- Week 2-4 – Job Shadowing
 - Includes eight (8) Public Health Programs, RUHS Medical Center, and one (1) Community Health Center (CHC), and Electronic Health Record (EHR) EPIC training.



CHW Training Con't

CHW Certificate of Completion

Following six (6) months of employment, CHW will begin certificate of completion training, if not already having earned certificate, provided by local Community Based Organizations (CBOs) contracted with RUHS-PH



Riverside University Health System (RUHS)

RUHS Public Health



RUHS Medical Center



RUHS Behavioral Health



RUHS Community Health Centers



Riverside County Dept of Public Social Services



EPIC and Billing



Electronic Health Record Considerations

- Access
- Scheduling
- Registration
- Documentation
- Billing
- Referrals (incoming and outgoing)



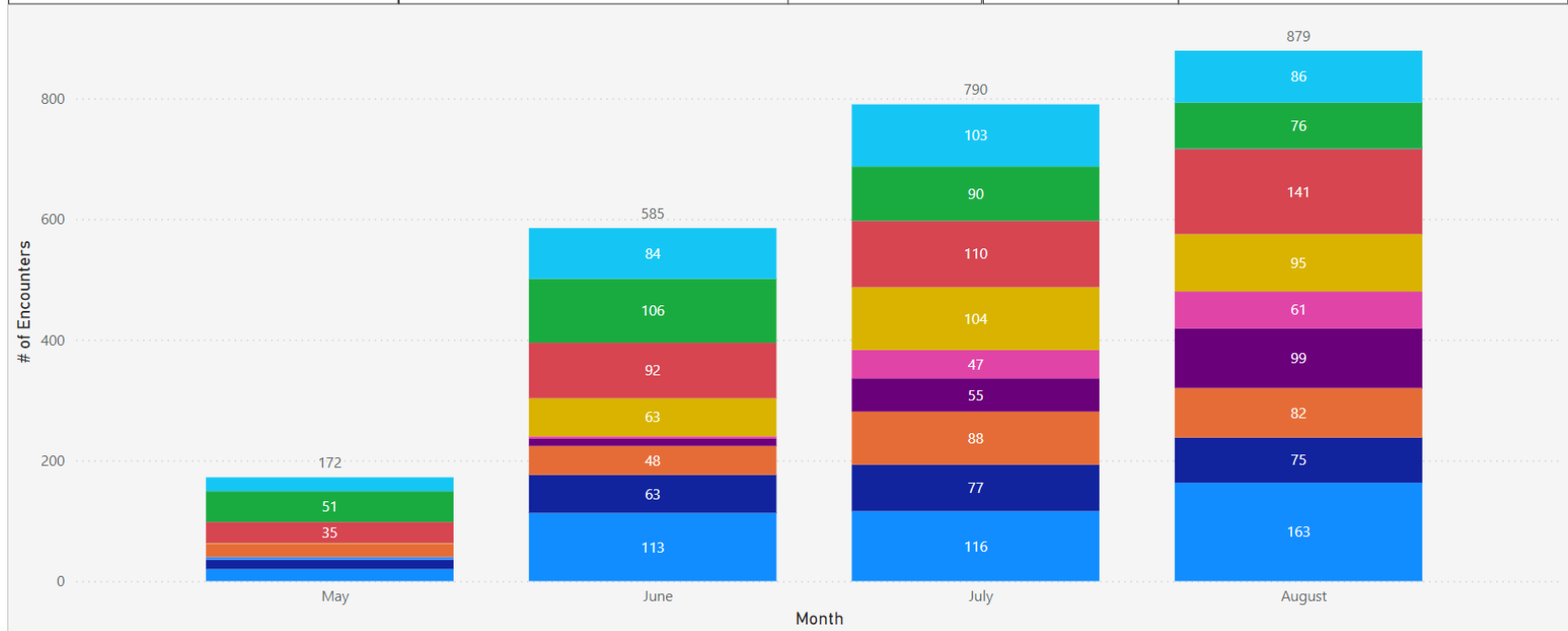
Billing Considerations

- National Provider Identification (NPI) number
- Taxonomy
- Managed Care Plan agreements
- Clinical supervision
- Supporting documentation
- Referral authorization
- Revenue cycle team



CHW Productivity Dashboard

| | | | | |
|------------------------------------|---------------------------------------|--------------------------------|---------------------------------------|--|
| # of CHW Encounters 2426 | # of Patients Assisted 2195 | # of Current CHWs 10 | # of Locations with a CHW 8 | IEHP Ins All <input type="text" value="All"/> |
|------------------------------------|---------------------------------------|--------------------------------|---------------------------------------|--|



CHW Budget and Sustainability Model

Leveraging Dollars to Seed CHW Positions

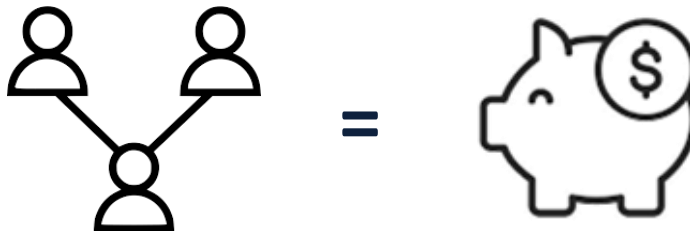
- Public Health Grants (e.g., CDC Infrastructure)



- Managed Care Plans



- DPSS (Department of Public Social Services)



Program Outcomes



Program Observations

Accomplishments

- Deployed EPIC EHP in three phases (concluded June 2024)
- Submitted two test billing claims to IEHP
- **2300+** billable encounters in queue
- Total # of patients assisted = **2000+**

Lessons learned

- EPIC Engagement (i.e., billing, training environment, etc.)
- Organizational readiness (receiving sites)
- Importance of incorporating frontline staff to the development of program



Community Health Worker Hub Roadmap

February 2024

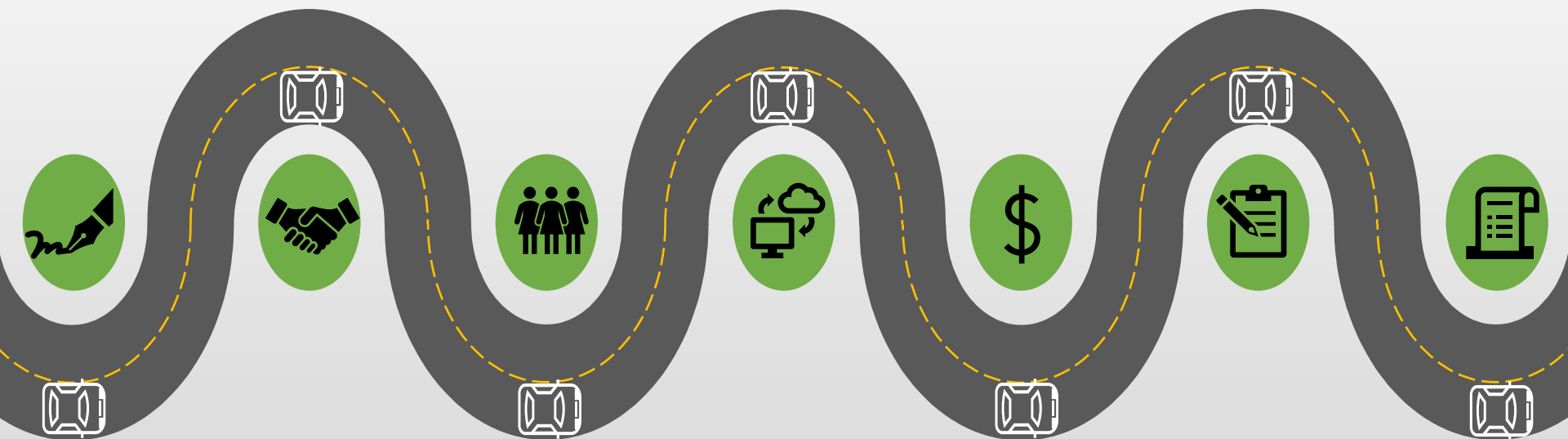
- Board of Supervisors approves Managed Care Plan Agreement with IEHP for CHW services

April 2024

- CHW documentation goes live in the electronic health record system, Epic

May 2024

- Standard work is created for different settings in which CHWs are placed



October 2023

- CHW job classification approved by the Board of Supervisors

March 2024

- First cohort of CHWs onboarded along with the clinical lead

May 2024

- CHW billing goes live in Epic

August 2024

- First test claims submitted to IEHP

CHW Story



Questions?



Thank you!

<https://www.ruhealth.org/ruhs-public-health>

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