NM CHW partnerships
and collaborations

Why are CHWs Important for New Mexico?

New Mexico characteristics:

- Ranks at or near bottom of many national health statistics
- Population is one of the most diverse in the nation
- Critical shortage of primary, oral, mental health care providers, particularly in rural and inner-city areas
- More than 1/3 of population lives in frontier areas
- Poverty level above the national average
- Health disparities among racial and ethnic groups
CHWs are Uniquely Equipped

A matter of trust

- Reside in community they serve
  - Share same language, ethnic, cultural, educational background
- Link individuals and families to care systems
- Advocate for services to meet community needs
- Provide culturally-responsive, cost effective health information
- Teach & support families to learn knowledge/skills needed to manage treatment & prevent disease
- Empower individuals and communities to advocate for their own health

Promote Positive System Changes

- Full integration of CHWs into NM systems of care
- Increased access to health care
- Reduced health care disparities
- Evaluate implementation of CHW Model in NM
- Build infrastructure to support CHW Model in NM
- Certify CHWs meeting requirement
- Assess CHW competency

- Standardize competency-based trainings for NM CHWs
- Assess CHW competency
- Certify CHWs meeting requirement
- Evaluate implementation of CHW Model in NM

NM CHWs

- Currently 800-900 CHWs in NM
- Serve all racial and ethnic groups
- Located in urban, rural, frontier settings
- Not as numerous in SE quadrant of the state where most chronic disease rates are highest
- Historic focal areas include:
  - Maternal & child health
  - Diabetes & chronic disease prevention
- Majority are female
- Wide age range
- About 1/3 have at least some college experience
- Wage generally ranges between $8.00-$12.50 / hr
PromotoresTribal CHRs
Community
Educators
Patient
Navigators
Community
Connectors
Peer Health
Promoters
Lay Health
Advisors
Outreach
Workers
Health
Educators

CHWs: a long standing, yet emerging workforce

CHWs help improve health status

- Critical role in:
  - Increasing access to care
  - Reducing health disparities
  - Coordinating comprehensive care

- Research demonstrates:
  - Reduce health care costs
  - Extend reach and quality of health care
  - Improve individual health status
    - UNM study (2012) Medicaid managed care consumers receiving CHW interventions demonstrated cost savings of $2,044,465
    - U.S. study found 2.3:1 benefit: cost ratio

Health Care Reform Opportunities

- HHS Action Plan to Reduce Racial and Ethnic Disparities, using CHWs
- NM Centennial Care identifies provider classification codes for CHWs
- Federal Patient Protection and Affordable Act (PPACA) emphasizes need for CHWs as member of care teams
- PPACA CHW considerations:
  - Education/enrolling families in appropriate programs
  - Coordinating access to care/services for hard-to-reach & vulnerable
  - Education to prevent/control chronic diseases
  - Expansion of health care workforce
History of NM CHW Initiatives

- 2003 - SJM 076 tasked the DOH to study feasibility of developing a community health advocate program
- 2006 – established NM CHW Advisory Council
  - Serves as an advisory body to DOH to ensure that future action represents community needs
- 2008 – DOH Office of Community Health Workers (OCHW) established by Executive Order with no funding
  - Establish standardized, competency-based CHW curriculum and associated voluntary CHW certification
  - Works closely with NM CHW Advisory Council & stakeholders

2014 CHW Legislation

Senate Bill 58
Allows the New Mexico Department of Health to offer voluntary Community Health Worker Certification

- Develop / create:
  - Certification board
  - Rules & Regulations doc.
  - Application for certification process
  - Grandfathering and renewal of certification status
  - Public awareness campaign
- Evaluate long-term impact of NM CHW Model

Benefits for a competency based training program and certification process

- Community college based CHW training provides academic credit and career advancement
- Community-based training allows CHWs to be trained where they live and work
- On-the-job training improves capacities and enhanced standards of practice
- Legitimates work and increases recognition of CHW work
- Promotes long-term funding sources and reimbursement for services
- Develops common knowledge base among CHWs
CHW Certification Features

- Voluntary
- Provided on ability to demonstrate competency
  - Knowledge & skills
- Offered in multiple formats:
  - Community settings
  - College courses
- Supports career advancement
- Offered for minimal cost
- Mandatory background check
- Inclusive eligibility:
  - 18 years of age
  - High school diploma or equivalent

What do we mean by certification?

- NOT licensure
- Certification: credential received after successful completion of an accredited training program
  - Grandfathering clause option for individuals currently working as CHWs
  - Renewal required every 2 years
- Accreditation: Endorse current and future training programs that meet core competencies
- Registration: NMDOH CHW Registry
  - List of individuals serving NM communities
  - Recognition to CHW workforce

Strategic Approach

- Break it down
  - 5 Project areas
    - Interdependent and mutually re-enforce one another
    - Must be addressed simultaneously
    - Requires multi-disciplinary expertise and action
Our Logic Model

Summary: CHW Scope of Practice and Roles

NM CHW Scope of Practice and Core Competencies
Standardizing CHW Training: Eleven Core Competencies

CHW Advocacy Efforts at the New Mexico State Capital

CHW Advocacy Efforts, Governor Martinez invites CHWs to her office

CHW Day at the New Mexico Legislature

CHW programs showcase their work
INCLUSIVE PROCESS POST-LEGISLATION MEETING

Community Health Representatives, CHWs & Promotoras were invited to provide their input regarding Medicaid reimbursement as it pertains to their scope of work in assisting their clients.
Piloting the CHW Certification Curriculum

Pilot trainings

Collecting feedback on the curriculum from CHW attendees
• 11 modules for the Certification are being developed
• Each module will be piloted before distribution
• CHWs participating in the training will have the opportunity to provide feedback on each module

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