Indian Country CHR ECHO
National CHR Strategic Plan 2023-2028:
"A Community Health Representative
Instructional"

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Health Promotion Disease Prevention /
CHR Coordinator

APHA CORE ELEMENTS OF THE COMMUNITY-BASED PUBLIC HEALTH CAUCUS

- Community lies at the heart of public health, and that interventions work best when they are rooted in the values, knowledge, expertise, and interests of the community itself.
- We believe that *health* encompasses the physical, mental, spiritual, environmental and economic well-being of a community and its members.
- We recognize the power of *equal* partnerships including community-based organizations, academic institutions, and health agencies, addressing health issues of the community.
- We understand that in order for these partnerships to be equal and for interventions to be community-*based*, community members must participate fully in the identifications of health issues and the selection, design, implementation and evaluation of programs that address them.

The CHR. The essential.

"Basically, [CHRs are] a proponent of that circle of full health and ensuring...needs are actually being met, because people are not taught to advocate for themselves, especially regarding their own health."
— Anonymous, CHR Manager

"CHRs are the community subject matter experts.... They know the ins and outs of resources. They know families by first name, and they are the backbone when it comes to community health."
— Nicole Conroy, BSN, RN, PHN, Public Health Nurse & CHR Consultant, GPA Division of Nursing Services, Indian Health Service Area Office
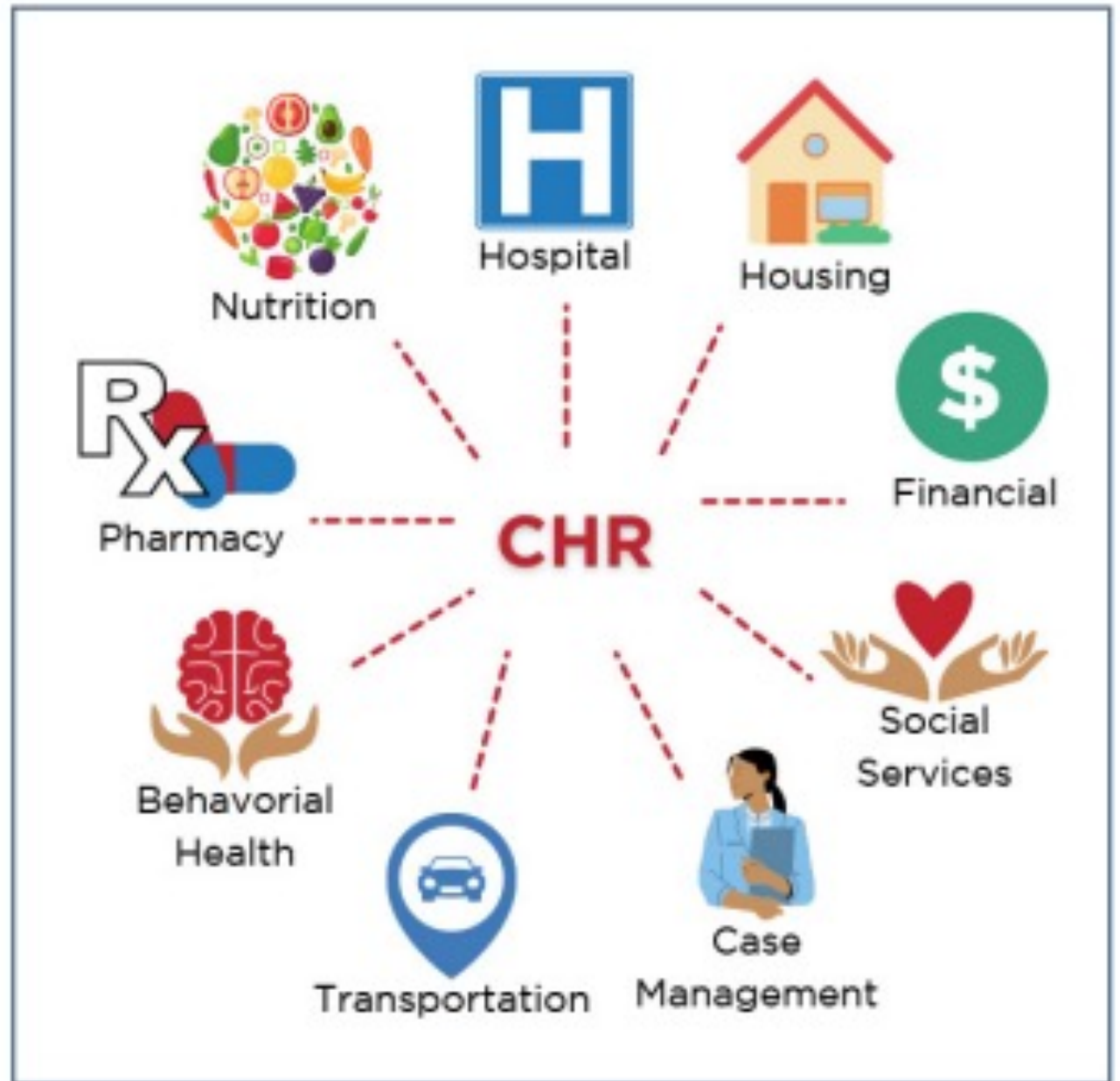
CHR Instructional for Indian Country Timeline

Fall 2023	Winter 2024	Spring/Summer	Fall 2024
➤ **Instructional finalized** ➤ Then posted on the webpage	➤ **Instructional released** ➤ Tucson in December ➤ CHR ECHO Kickoff	➤ **Promote, educate, and inform** ➤ CHR Program Leadership ➤ IHS Leadership ➤ 2024 3rd Annual South Dakota CHW Conference	➤ **Expansion and building momentum** ➤ Partnerships ➤ Workforce Strengthening ➤ Advocacy and Awareness ➤ Sustainability ➤ Data Systems

Mission and Vision of the CHR Instructional

Mission

Community Health Representatives provide outreach, education, informal counseling, social support, patient-centered care, and advocacy services that improve the health and wellness of the American Indian and Alaska Native people

Vision

Good health and wellness for all American Indian and Alaska Native individuals, families, and communities

**Priority Area 1:
Advocacy and Awareness**

Focuses on ways to increase awareness and advocacy to support the National CHR Program and ensure that CHRs receive comprehensive support in providing continuous care for AI/AN people

**Priority Area 2:
Partnerships**

Focuses on ways to strengthen partnerships across the National CHR Program and other health care teams to improve systems of care for AI/AN people

**Priority Area 3:
Sustainability**

Focuses on ways to strengthen and sustain the National CHR Program and integrate CHRs into health care teams to ensure continuous care for AI/AN people

**Priority Area 4:
Workforce Strengthening**

Focuses on ways to develop and enhance CHR workforce training and strengthen CHR competencies

**Priority Area 5:
Data Systems**

Focuses on ways to optimize CHR data collection and use to support individual and community-level well-being

Advocacy and Awareness

"[For] a lot of Tribes, every time there's an election and they get a new leader...their directors change out...The director of the CHR program...it's kind of like a political position at many Tribes, so having... guidelines would be good because it's something for someone new who comes in saying, 'Okay, this is what I should do.'"
— Pamela Aguilar, CHR Contractor

- Goal 1: To increase awareness and advocacy for the National CHR Program and workforce
  - Objective 1.2: Promote and support advocacy for the CHR workforce across the IHS, Tribal, and Urban Indian health system
    - Strategy 1.2.1: Increase understanding among Tribal health care systems about the role of CHRs in maximizing resources and supporting community health

Partnerships

"CHRs bring healthcare to the remote areas, addressing the provider shortages. They serve as a link between the providers and the communities, and they provide education to the patients."
— Carmen Licavoli Hardin, MSN, ANP-BC, Director, Division of Diabetes Treatment and Prevention, Office of Clinical & Preventive Services, Indian Health Service

- Goal 2: Strengthen partnerships that support the National CHR Program and CHR workforce
  - Objective 2.1: Develop opportunities for alignment and integration across clinical, preventive, and public health programs
    - Strategy 2.1.2: Increase opportunities for CHR programs to connect, collaborate, and share best an emerging practices in providing culturally responsive clinical, preventive, and public health programs

Sustainability

> "[We have] a referral system set up and an MOA set up with IHS to work with the different clinics within IHS. Everyday a CHR picks up the referrals from the hospital. This referral system is effective because the majority of referrals are related to case management."
> — JT Naisho, CHR Director

- Goal 3: Strengthen and sustain the CHR workforce to promote continuity of care
  - Objective 3.1: Promote, educate, and advance CHR sustainability
    - Strategy 3.1.1: Increase awareness and understanding across I/T/U Indian health systems about CHW certification

Workforce Strengthening

"You have a lot of people that have been community health representatives...some people for 10, 15 years... you might have this woman that's like 68 years old, and she's been doing it for years, and she's does an awesome job. She knows month by month what the needs are, and what the gaps are and she's out there doing everything...[We need] to honor that, move it forward, and use those [CHRs] as some of the teachers."

— Anonymous, CHR Manager

- Goal 4: Develop capacity of the CHR workforce
- Objective 4.1: Strengthen training and professional development for the CHR workforce
  - Strategy: Increase awareness of and access to training and professional development opportunities

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Users Online

Whitney Moseley

Guests are not listed

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My Tests and Surveys

Certificates

Workforce Strengthening

Community Health Representative
Resource Patient Management System
Patient Care Component Training
Coding and Forms
April 8-9, 2024
<mark>Registration still open</mark>

Community Health Representative

Resource Patient Management System

Patient Care Component Training

Data Entry/Reports

April 10-11, 2024

<mark>Waitlist (registration still encouraged)</mark>

Phoenix Area Indian Health Service

2 Renaissance Square 40 North Central Avenue, Suite 601

Phoenix, Arizona 85004

Save-the-Dates:

Oklahoma City (week of May 6)

ABQ (week of July 15)

Data Systems

- Goal 5: Optimize CHR Data Systems
- Objective 5.1: Increase awareness of the importance of CHR data to support clinical, preventive, and public health goals and outcomes
  - Strategy 5.1.2: Increase opportunities to support IHS initiatives using the RPMS PCC, EHR, and other data related systems

"CHRs should have access to patient health records... just having them gain access to RPMS database is a constant conversation...All CHR programs are Tribal programs so service program has to grant them access to data...Data is important...as we push for integration, CHRs are going to have to have a place to document and, if they don't, how are they going to share information?"

— Commander Loretta Haven, Phoenix Area PHN/ CHR Consultant

"Many of us have been trained in the RPMS system, have done all the paperwork, the security... have downloaded the software to our computers and still didn't have access... We don't get any credit for all the things that we do."

— Monica Vigil, Pueblo of Nambe SDPI/CHR Program Director

CORE ELEMENTS OF THE NATIONAL CHR STRATEGIC PLAN:

Are the **five priorities** relevant to you and the organization you represent?

1

Priority Area 1:
Advocacy and Awareness

Focuses on ways to increase awareness and advocacy to support the National CHR Program and ensure that CHRs receive comprehensive support in providing continuous care for AI/AN people

2

Priority Area 2:
Partnerships

Focuses on ways to strengthen partnerships across the National CHR Program and other health care teams to improve systems of care for AI/AN people

3

Priority Area 3:
Sustainability

Focuses on ways to strengthen and sustain the National CHR Program and integrate CHRs into health care teams to ensure continuous care for AI/AN people

4

Priority Area 4:
Workforce Strengthening

Focuses on ways to develop and enhance CHR workforce training and strengthen CHR competencies
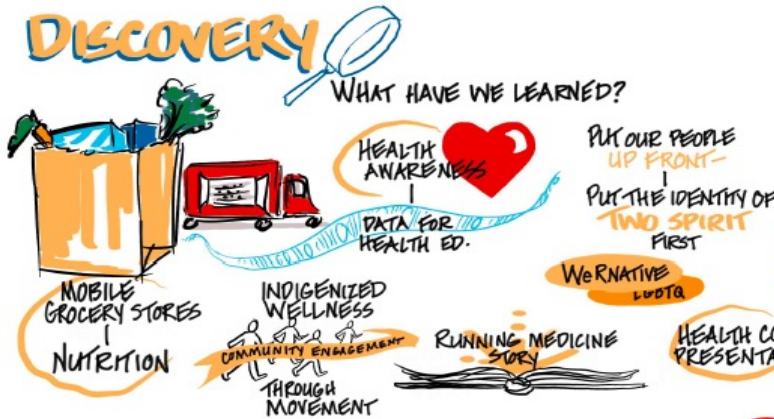
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Priority Area 5:
Data Systems

Focuses on ways to optimize CHR data collection and use to support individual and community-level well-being
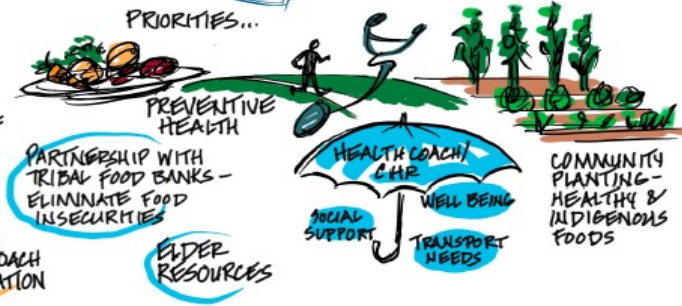
Measuring your Progress
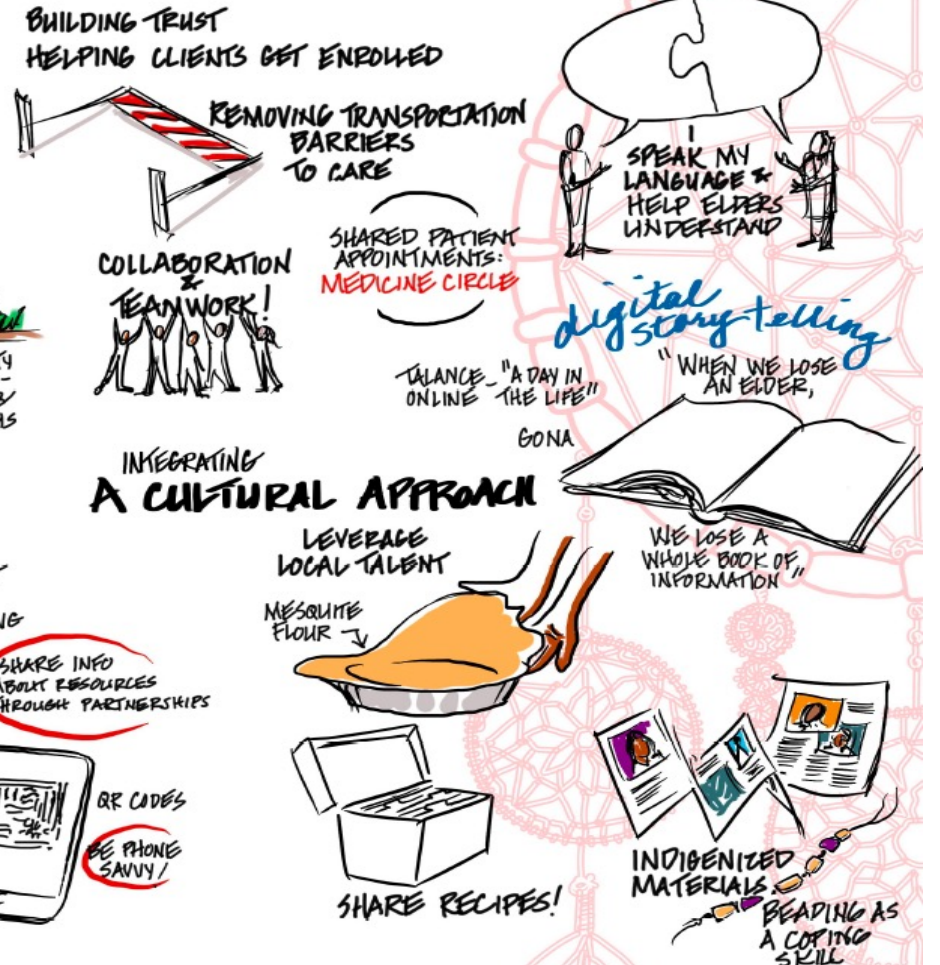
Advocacy and Awareness

Priority Area 1: Advocacy and Awareness

◆ Total number and type of materials/resources developed that communicate the role of CHRs to AI/AN communities

◆ Percent of staff at I/T/U Indian health systems aware of the role of CHRs in…

   ◇ Addressing the social determinants of health

   ◇ Addressing the social determinants of equity

   ◇ Maximizing resources

   ◇ Supporting community health

◆ Percent of AOCs and Tribal CHR Leadership who report capacity to promote and advance the role of CHRs in improving community and population health

◆ Development of recommendations for integrating a cultural wellness model into the National CHR Program

"It is important to educate the leadership of these health departments, like the Public Health Division, because without that buy in and awareness, there's not going to be any hope for real sustainable change. It's incredible what the CHRs are doing…for the service to the community."

— Kristen Speakman, Family Spirit Project Manager, Johns Hopkins University Center for Indigenous Health

Partnerships

Priority Area 2: Partnerships

2

◆ Percent of AOCs and Tribal CHR Leadership who report new partnerships between I/T/U Indian health systems and key clinical, preventive, and public health partners

◆ Total number of opportunities developed for CHR programs to connect, collaborate, and share best and emerging practices in providing culturally responsive clinical, preventive, and public health programs

◆ Total number of opportunities developed for CHR programs to collaborate with other community workforce programs

Sustainability

◇ **3**

Priority Area 3: Sustainability

◆ Descriptions of funding and of billing and reimbursement activities identified to sustain CHR programs

◆ Percent of staff at I/T/U Indian health systems aware of opportunities for…

   ◇ CHW certification

   ◇ Billing Medicaid for CHW/CHR services

   ◇ Expanding the ISDEAA related to CHR PSFA

◆ Total number and percent of CHRs with CHW certification by IHS Area

◆ Total number of Tribal CHR programs with established processes for billing Medicaid for CHW/CHR services by IHS Area

◆ Total number and percent of I/T/U Indian health systems with guidance for CHR integration into their systems

◆ Percent of CHRs who are integrated into patient-centered medical home initiatives by IHS Area

Workforce Strengthening

Priority Area 4: Workforce Strengthening

◆ Percent of CHRs who are aware of CHR training and professional development opportunities

◆ Percent of CHRs who access CHR training and professional development opportunities

◆ Total number of opportunities developed to facilitate peer-to-peer connections and learning opportunities across CHR programs

◆ Total number of opportunities developed to support collaboration between CHR programs and clinical health programs, state CHW associations, national CHW organizations, and other related groups and organizations to share resources and learnings

◆ Development of advanced and specialty modules to increase CHR knowledge and skills at clinic and community levels

◆ Updated policies and procedures for the National CHR Program including policy recommendations and guidance on CHR roles and responsibilities

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Data Systems

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Priority Area 5: Data Systems

- ◆ Percent of staff at I/T/U Indian health systems aware of the importance of CHR data to support clinical, preventive, and public health goals and outcomes

- ◆ Percent of CHRs aware of…

  - ◇ The importance of CHR data to support clinical, preventive, and public health goals and outcomes

  - ◇ The IHS initiatives that integrate CHR services using CHR RPMS PointClickCare (PCC) or EHR

  - ◇ Best practices in billing and coding for CHR services

- ◆ Percent of Tribal CHR Programs using CHR Data Mart

- ◆ Development and dissemination of best and promising practices for accessing and effectively using data systems to support CHR service delivery

- ◆ Total number of Tribal CHR programs with access to health data systems (e.g., EHR data system)

Thank you!

Please contact me with any questions! Whitney.Moseley@ihs.gov