

# Community Health Worker Research & Evaluation in Louisiana

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# CHW Definition

- “A Community Health Worker (CHW) is a frontline public health worker who is a **trusted member of and/or has an unusually close understanding of the community served**. This trusting relationship enables the CHW to serve as a liaison/link/intermediary between health/social services and the community to facilitate access to services and improve the quality and cultural competence of service delivery. CHWs also build individual and community capacity by increasing health knowledge and self-sufficiency through a range of activities such as outreach, community education, informal counseling, social support and advocacy.”
- – American Public Health Association

# CHW Job Titles

CHW is an umbrella term!

- Community health representatives/liaisons/advisers
- *Promotores de salud*
- Outreach workers/specialists
- Navigators
- Community case managers
- Community organizers
- And many more!



# Louisiana CHW Workforce Study Committee

- In 2019, the Louisiana Legislature passed a resolution to create that LA CHW Workforce Study Committee
- LACHON and LSU were named as co-leads

## **Additional members**

- **CHWs (at least half)**
- Medicaid
- FQHCs/ Primary Care Association
- LA Department of Health and Office of Public Health
- CBOs/Non-profit orgs
- University-based faculty and staff
- LA House of Representatives



# We conducted a study of CHWs in Louisiana

- Topics
  - CHW roles
  - CHW education and training
  - Need for certification
  - Financing strategies
  - Etc.
- 65 CHWs and 37 employers completed a survey
- 21 CHWs and 15 employers were interviewed



# Key Findings and Committee Recommendations

Based on the study, we developed a

[Louisiana CHW Workforce Study Committee Report](#) with recommendations

Some of them:

- Study Committee should continue.
  - **Study committee became the Louisiana CHW Workforce Coalition**
- Standardized training for CHWs
- Support CHW services through Medicaid

# CHW Quick Info and Study Flyer

<https://bit.ly/36Zop2l>

## COMMUNITY HEALTH WORKER WORKFORCE STUDY

**STUDY DESCRIPTION**  
In 2019, the Louisiana Legislature created the Louisiana Community Health Worker (CHW) Workforce Study Committee to provide recommendations about how expand the CHW workforce. The Committee surveyed CHWs throughout the state. Below is a snapshot of the CHWs who responded.

**65 CHW SURVEY PARTICIPANTS**

**54% AFRICAN AMERICAN/BLACK**

- 22% White
- 11% Hispanic or Latinx
- 9% Native American/American Indian
- 3% Asian/Pacific Islander

**ANNUAL INCOME**

**\$30-\$40K MOST COMMON SALARY**

**43** Average Age

**68%** Female

**81%** Work in Regions 1 and 2

**88%** Work full-time

**35% DO NOT HAVE A DEGREE**

- 22% Graduate degree
- 31% Bachelor's degree
- 12% No Answer

**5.7 AVERAGE YEARS OF EXPERIENCE**

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## COMMUNITY HEALTH WORKER WORKFORCE STUDY

**TOP EMPLOYERS**

- 40% Federally Qualified Health Centers
- 29% Community-based organizations
- 11% Health department
- 8% Managed Care Organizations

**TOP POPULATIONS SERVED**

- 63% uninsured individuals
- 52% homeless individuals
- 51% individuals with no primary care physician
- 45% individuals with a substance use disorder

**MOST COMMON ACTIVITIES**

- 80% conduct individual or community outreach
- 63% coordinate care
- 62% conduct community outreach
- 55% participate in community development activities

**TOP CLIENT REFERRAL TYPES**

- 68% health insurance
- 62% education
- 57% food security
- 52% transportation
- 49% housing
- 46% employment
- 42% interpretation
- 39% violence prevention

**MOST COMMON TEAM MEMBERS**

- 57% Other CHWs
- 55% Program Manager/Director
- 52% Front desk staff
- 45% Case Manager
- 32% Primary Care Provider

**TOP HEALTH CONDITIONS ADDRESSED**

- 45% mental health
- 42% HIV/AIDS
- 42% diabetes
- 40% substance use
- 34% hypertension
- 31% heart disease
- 26% obesity
- 26% tobacco cessation

**TRAINING CHWS HAVE RECEIVED**

- 49% Core competencies
- 43% Community advocacy
- 42% Patient navigation
- 40% Leadership
- 34% Motivational interviewing

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## RECOMMENDATIONS OF THE LOUISIANA CHW WORKFORCE STUDY COMMITTEE

**IMPLEMENT THE COMMITTEE'S RECOMMENDATIONS BY CREATING A CHW WORKFORCE COALITION THAT INCLUDES:**

- CHWs and their professional associations
- Health care providers and payers
- State health agencies
- Community-based organizations
- Other health and social services stakeholders

**ADOPT THE AMERICAN PUBLIC HEALTH ASSOCIATION'S CHW DEFINITION**

- A community health worker (CHW) is a frontline public health worker who is a trusted member of and/or has an unusually close understanding of the community served.
- View APHA's full definition [here](#).

**ADOPT CHW CORE CONSENSUS PROJECT GUIDELINES**

- Use CHW Core Consensus (C3) Project as a guideline for developing CHW programs.
- Ensure that Louisiana CHWs have the capacity and support to carry out the full range of CHW roles.

**PROVIDE ASSISTANCE TO CHW GROUPS**

- Provide technical assistance to CHW-led professional groups.
- These groups can support the workforce by convening CHWs and offering training and professional support.

**SUPPORT CHW CORE COMPETENCY TRAINING IN LIEU OF CERTIFICATION**

- Create a process to evaluate and recognize standardized CHW core competency training programs in lieu of certification.
- Certifying CHWs is not recommended at this time.

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## RECOMMENDATIONS OF THE LOUISIANA CHW WORKFORCE STUDY COMMITTEE

**CREATE AN ONLINE CHW REGISTRY**

- Create a voluntary, online CHW registry in partnership with CHW professional groups.
- A registry will allow for ongoing assessment of CHW workforce activities, distribution of CHWs throughout the state, and need for ongoing workforce support.

**PROVIDE EDUCATION ABOUT CHWS**

- Develop a statewide educational campaign about CHW roles and program models.
- Target audiences: health care providers, community-based organizations, public health practitioners, and the general public.

**PROVIDE ASSISTANCE FOR CHW EMPLOYERS**

- Provide technical assistance to organizations that currently employ or plan to hire CHWs.
- Assistance should include sharing best practices in CHW program development and implementation, as well as data collection strategies.

**USE COMMON DATA INDICATORS**

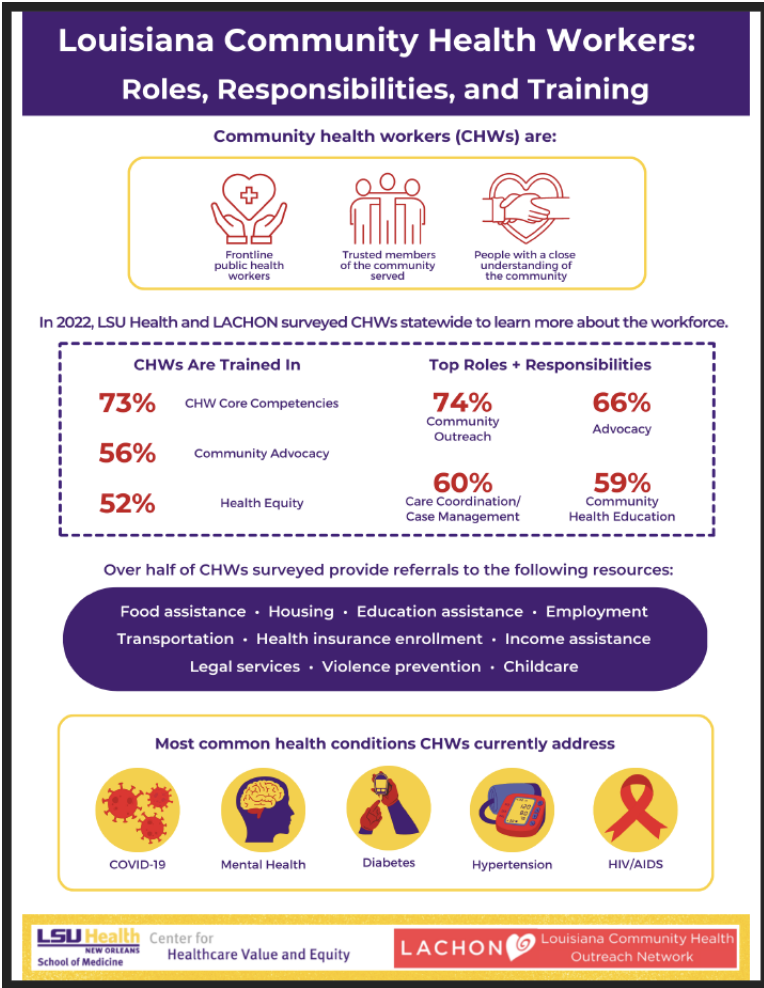
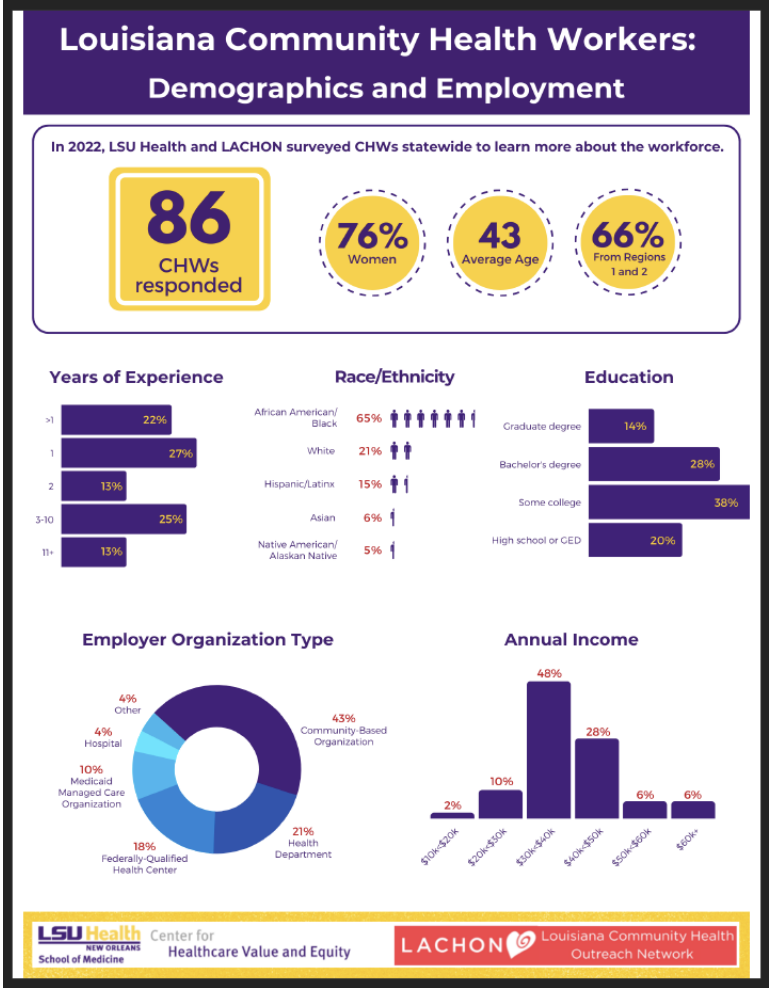
- All State of Louisiana CHW programs should use common, standardized measures to track CHW activities and outcomes.
- Programs currently use different indicators to assess outcomes, creating difficulties in tracking effectiveness across programs.

**IMPLEMENT A MEDICAID CHW BENEFIT**

- The Coalition should collaborate with Louisiana Medicaid to create a CHW benefit.
- This benefit should be financed on a per member per month basis.

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# 2022 Louisiana CHW Workforce Survey





# Studies of CHW Roles in Managed Care

- [Roles of Louisiana CHWs in Managed Care](#)

(Thank you to those who participated!)

- [What are the Roles of CHWs in Managed Care: Results from a National Study](#)
- [CHW Team Integration into Medicaid Managed Care: Insights from a National Study](#)
- Evaluation of shared CHW program for CRC in Region (forthcoming)

# New Research: Medicaid CHW Claims Analysis

- Questions to be answered:
  - To what degree have healthcare providers in LA billed for CHW services?
  - What are the characteristics of patients who receive services?
- 2022- most recent data
- Status: IRB approved, please stand by!

# Planned Qualitative Evaluation: Perinatal Care Coordination Among Louisiana MCOs

- Questions to be answered:
  - What are policies and practices around perinatal care coordination at Louisiana MCOs?
    - Patient eligibility, provider types, specific services and education provided, SDOH assessments, etc.
  - What are facilitators and challenges to providing care coordination?
  - What, if any, trends in uptake of services/attrition have been identified?
- Goal:
  - Interview ~3 knowledgeable employees at each health plan
    - E.g. Quality expert, CHW
- Status:
  - Project in development. Please share input!

# Contact Information

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