



State Innovation Model  
Emerging Professions Learning Community

# STATE INNOVATION MODEL: EMERGING PROFESSIONS LEARNING COMMUNITY

**Lessons Learned & Implications for Ongoing Work**

**October 2016**

**HCMC & MVNA**

**Rainbow Research**



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# AGENDA

Objectives

Process

Outcomes

Outstanding Challenges & Action Taken

Case Study: HCMC & MVNA

Questions

- Gary Wingrove, The Paramedic Foundation
- Joan Cleary, Minnesota Community Health Worker Alliance
- Lydia Karch, MVNA
- Peter Carlson, North Memorial Health Care
- Rainbow Research: Ann Zukoski, Katie Fritz Fogel & Razeena Shrestha

## CORE TEAM MEMBERS

**SIMEPLC**

# LEARNING COMMUNITY OBJECTIVES

- Develop Relationships
- Learn
- Act/Do
- Create New Knowledge
  - Summarize current situation in the field, key challenges, best practices, and suggestions for organizational and policy change

# LEARNING COMMUNITY PROCESS

- Kick Off: Value of Emerging Professions
- Learning Topic Events
  - Role Delineation
  - Multi-Disciplinary Team-Based Models
  - Supervision & Management
  - Payment under Health Reform
- Phone Interviews with Participants
- Strategic Planning Meeting
- Closing Meeting

# INTEGRAL ELEMENTS

- ▶ Highly interactive, facilitated engagement: Art of Hosting strategies including Fish-Bowl, World Café, Pair/Share
- ▶ Didactic Teaching: Presentations from Leaders in the Field
- ▶ Social/Relational Spaces: food, coffee, space configuration
- ▶ Personal Reflection → Action
- ▶ Remote Engagement: live and recorded

## Values In Action:

- ▶ Balance of multiple perspectives
- ▶ All as contributors

# OUTCOMES: PARTICIPATION

- ▶ Total number of unique participants :141
- ▶ Total Number of CHWs: 36
- ▶ Total Number of CPs: 17
- ▶ Total Number of unique organizations that participated in at least one of the six meetings : 65
  - ▶ Accountable Care Organizations – 2
  - ▶ Community Clinics – 3
  - ▶ Community Members (Individuals not affiliated with any organization) – 10
  - ▶ Educational Institutions – 6
  - ▶ Government Agencies – 13
  - ▶ Health Care Providers – 23
  - ▶ Health Plans – 3
  - ▶ Human Service Providers – 2
  - ▶ Nonprofit Organizations – 13
  - ▶ Other:
    - ▶ Outreach – 1
    - ▶ 4 County Collaborative – 1
    - ▶ Advocacy – 1
    - ▶ Funder – 2

# OUTCOMES OF LEARNING COMMUNITY

- Learning: Sharing lessons and raising awareness about CHW/CP roles
- Building Relationships: Expanding connections/networking for current/future collaborations
- Taking Action: Implementing learnings

# OUTCOME: LEARNING

- ▶ **Sharing lessons and raising awareness about CHW/CP roles**
- ▶ Organizations and individual participants have *taken what they have learned back to their organizations* and shared information that guided internal discussion of policies and procedures.
- ▶ Participants *exchanged resources between organizations and other stakeholders* post learning community meetings.
- ▶ Participants also *learned from each other*:
  - ▶ Sharing about successes and failures
  - ▶ Participated in ride-alongs
  - ▶ Shift perceptions of CHWs/CPs within care team
  - ▶ Expanded *awareness about the roles of CHWs/CPs* and how different organizations utilize these roles

# OUTCOME: RELATIONSHIPS

- ▶ **Expanding connections/networking for current/future collaborations**
- ▶ Participants were able to *meet others (actors of different levels) in their own and complementary fields*
- ▶ Participants *re-connected with presenters* after meeting sessions for additional partnerships, connections, and resources

# OUTCOME: TAKING ACTION

- ▶ **Implementing learnings**
- ▶ Incorporating/*piloting* of CP/CHW roles in care teams, amplifying the work of both CHWs and CPs
- ▶ Applying for *funding* for support for CP/CHW roles.
- ▶ Informing the formulation of *toolkit*.
- ▶ Learning Community meetings have shaped plans for additional action on topics around:
  - ▶ Funding and Sustainability of Payment
  - ▶ Clinical Coordination
  - ▶ Education and Professional Development
  - ▶ Measurement
  - ▶ Continuing Collaboration

# OUTSTANDING CHALLENGES

## CONTINUED NEED TO...

Build buy-in. Address lack of awareness among patients, care teams, internal agency priorities and external potential partnering agencies.

Clarify best practices in care coordination.

Address lack of available resources; need for models of financial sustainability.

Demonstrate success and measure outcomes.

Increase inclusion of non-metro voices and leadership of people of color.

# REVIEW

- ▶ Which of the following was **NOT** one of the objectives of the Learning Community
  - a) Develop Relationships
  - b) Learn
  - c) Act/Do
  - d) Create New Knowledge
  - e) Advocate for Policy Change

# REVIEW

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# REVIEW

- ▶ Which of the following are **NOT** one of the challenges that emerged out of the Learning Community?
  - a) Building buy in and awareness for emerging professions
  - b) Clarifying best practices in care coordination
  - c) Developing job descriptions and management protocols for CHWs and CP's
  - d) Addressing resource needs
  - e) Measuring outcomes
  - f) Increasing inclusiveness of non-metro voices and leaders from communities of color

# REVIEW

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  - b) Clarifying best practices in care coordination
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  - e) Measuring outcomes
  - f) Increasing inclusiveness of non-metro voices and leaders from communities of color

# SUSTAINABILITY

## AREAS FOR WHICH ACTIONS STEPS WERE IDENTIFIED

**Funding and Sustainability of Payment:** Collaborative meetings with Council of Health Plans

**Clinical Coordination:** Alignment with Toolkit

**Education and Professional Development:** Curriculum & additional Training for current workforce

**Measurement:** Alignment with Toolkit

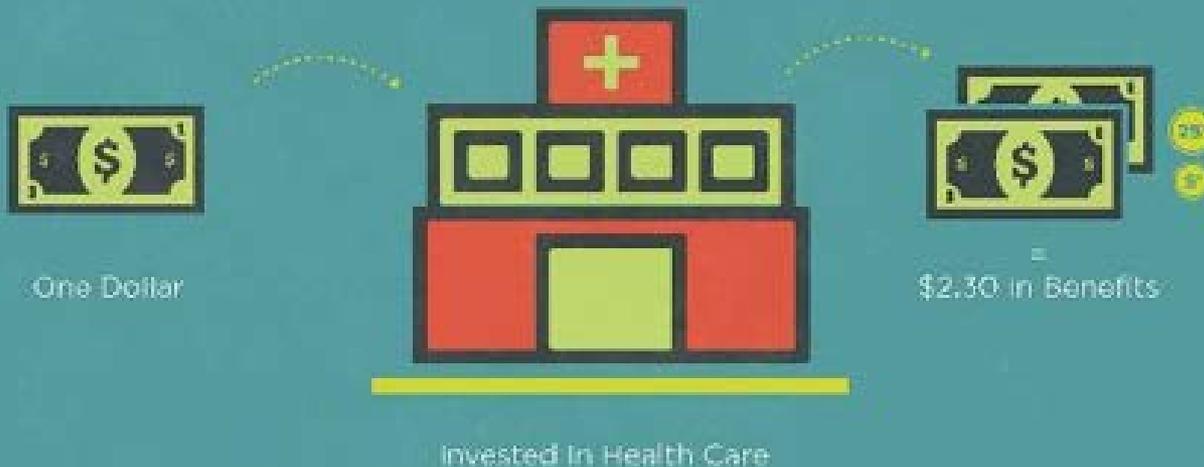
**Continuing Collaboration:** Supervisor Roundtables & Streamlined Communication

# BENEFITS *of* CHWS

HOW COUNTY HEALTH WORKERS  
SAVES MONEY AND IMPROVE LIVES

01

## SAVE ON HEALTH CARE COSTS



# BENEFITS *of* CHWS

HOW COUNTY HEALTH WORKERS  
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## 04 CONNECTED RESOURCES



# CASE STUDY: HCMC & MVNA

- ▶ MNVA Community Health Workers video
- ▶ <https://www.youtube.com/watch?v=F6Ia-bcs83I&feature=youtu.be>

THANK YOU!

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