What is Ways 2 Wellness CONNECT and how are CHWs involved?

A program that links a Community Health Worker (CHW) to clients, ages 55+, with unmanaged chronic disease. The CHW serves as a liaison between the client, healthcare and social services to facilitate access to care and resources; and assist in overcoming their barriers to health and wellness.

Connecting the client to services that eliminate or lessen the barriers

Meeting with clients in their homes to identify the Social Determinants of Health that are barriers to their health and wellness

Increasing self-management of chronic disease and understanding of provider’s instructions

Communication with providers regarding client’s concerns or changes in health status

Where do we work and what are the barriers to becoming healthy?

- Coos and Northern Grafton Counties in rural Northern NH
- Population density of 15-49 people per sq. mile
- Higher population of older adults
- High rates of heart disease and diabetes
- Little public transportation
- Travel distance to healthcare can be 25+ miles
- Coos County is designated as a Medically Underserved Area (MUA)

Who do we work with?

Area health and social service providers including:

- 5 Critical Access Hospitals
- 3 Federally Qualified Health Centers (FQHCs)

Where are we now?

- Created a CHW program within a public health network
- Developed a CHW training course
- Established program policies and guidelines
- Branded marketing materials
- Built Ways2Wellness.org website
- Educated and built relationships with provider partners
- Grew CHW workforce to 4 full-time staff

How do we innovate?

Our program has set up a secure web-based electronic record named Apricot by SocialSolutions.

- Customizable
- Houses all client data with HIPAA compliance
- Track progress notes, collects data re: social determinants of health
- Allows outside organizations to make referrals directly into the system securely

Where are we going?

- Proving effectiveness of CHW programs
- Expansion of CHW programs to serve other populations
- Supporting state certification
- Promotion of the NH CHW Coalition

Visit Ways2Wellness.org

For more information:

CHW Program Manager
(603) 259-3700

A healthy life begins at home.

Challenges could include:

- difficulty buying healthy food
- struggling to afford proper heating
- being overwhelmed with stress
- being isolated from friends and family

The social and environmental influences on a client’s health vary and can keep them from reaching their health goals.