

# Community Health Workers

## Building Healthy Communities One Person at a Time

Community health worker programs are proven\* to help underserved patients overcome barriers to healthcare services and reduce the costs of care.

Recommending a Community Health Worker (CHW) can help you help your patients.



A Community Health Worker is a front-line 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 worker 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.

A Community Health Worker also builds 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.

—The American Public Health Association



North Country  
HEALTH CONSORTIUM

Leading innovative collaboration to improve  
the health status of Northern New Hampshire

NCHCNH.org

\* Kangovi S, Mitra N, Grande D, White ML, McCollum S, Sellman J, Shannon RP, Long JA. Patient-Centered Community Health Worker Intervention to Improve Posthospital Outcomes A Randomized Clinical Trial. JAMA Intern Med. 2014;174(4):535-543. doi:10.1001/jamainternmed.2013.14327

The preparation of this document was financed under a Contract with the State of New Hampshire, Department of Health and Human Services, with funds provided in part by the State of New Hampshire and other funding sources.

The NCHC Community Health Worker Program is in compliance with HIPAA requirements. Electronic records kept secure and are available to providers.

## The North Country Health Consortium Community Health Worker Program is designed to:

- ▶ Increase access to breast and cervical cancer screenings.
- ▶ Improve patient access to services by addressing social determinants of health.
- ▶ Reduce healthcare costs for public and private payers.
- ▶ Improve patient compliance with medications and other therapies.
- ▶ Close the gaps in understanding that can occur between provider visits and patients' homes.

## Community health workers can reduce 30-day readmission rates by:

- 1 Medication compliance:** Patients' proper understanding of medication instructions and taking medications as directed is reinforced. A CHW may also help patients with logistical, financial, and other barriers to compliance.
- 2 Physician follow up:** Patients are better able to keep scheduled appointments when they receive assistance to overcome obstacles that prevent them from doing so.
- 3 Falls:** Patients may be especially at risk for falls at home after hospitalization. A CHW can help reduce the risk of falls by providing education about safety in the home.

Refer your patients to a North Country Health Consortium CHW at no cost to you or to your patients.



Amber Culver



Jenn Goulet

Contact us today to set up a referral system **that works** for your practice: 603-575-9078 [CHW@NCHCNH.org](mailto:CHW@NCHCNH.org)

**Community health workers can improve the continuum of care**

When a patient leaves the doctor's office or is released from a hospital or other facility, the support of a CHW toward patient goals can be invaluable.

Community health worker programs have been shown to improve quality of care and patient outcomes.



**North Country**  
HEALTH CONSORTIUM

Leading innovative collaboration to improve  
the health status of Northern New Hampshire

[NCHCNH.org](http://NCHCNH.org)