

"Building A Community Health Worker (CHW) Program" Toolkit

This toolkit can help community and clinical leaders **implement successful and sustainable community health worker (CHW) programs**. This CHW toolkit will cover what CHW programs are and what is suggested to start a program on your own as well as **the benefits to your organization and your SCD community**.

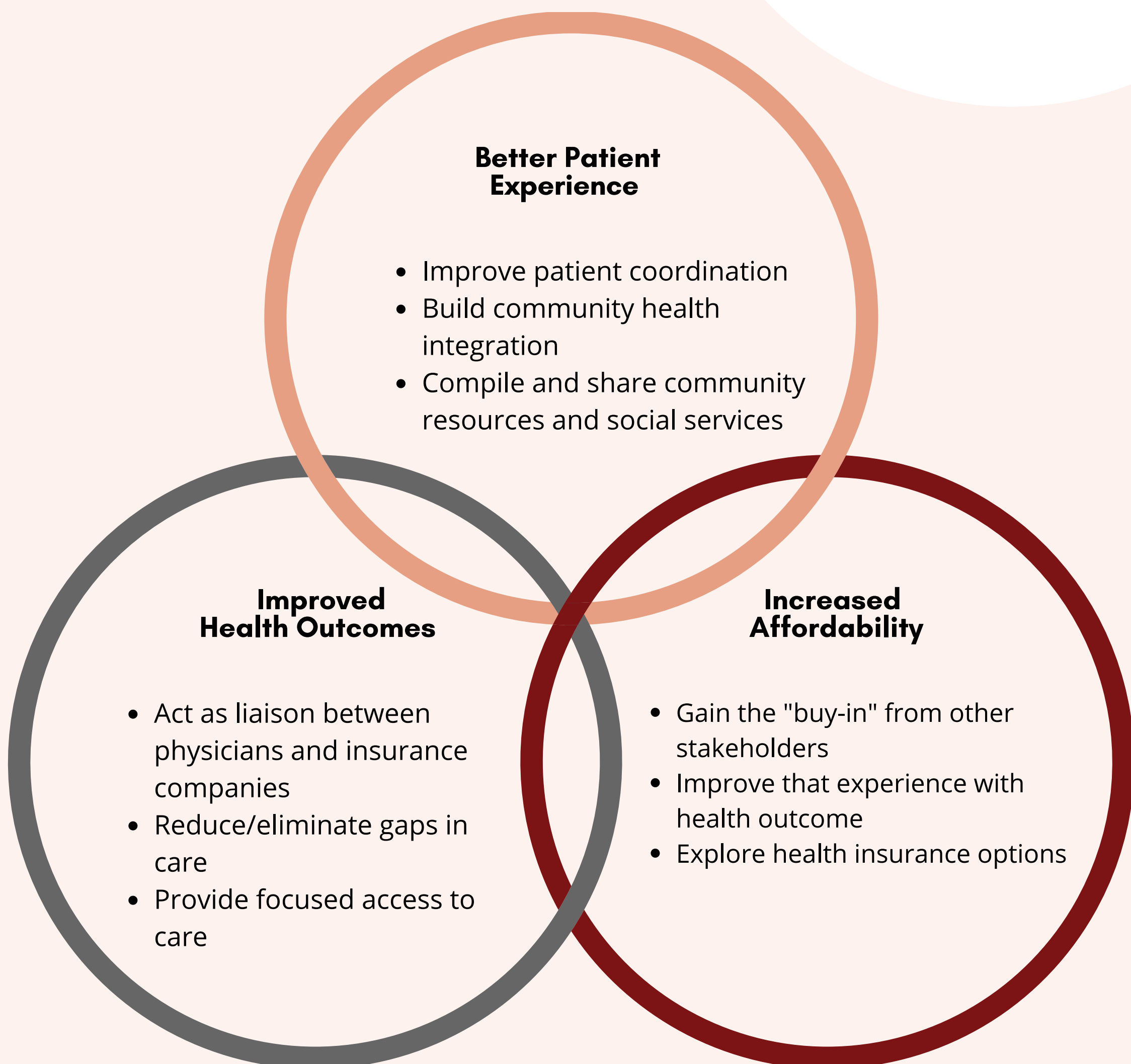
Who Are CHWs?

Community health workers (CHWs) are **trained community members** who act as liaisons between healthcare providers, social services, and work with patients in the community.

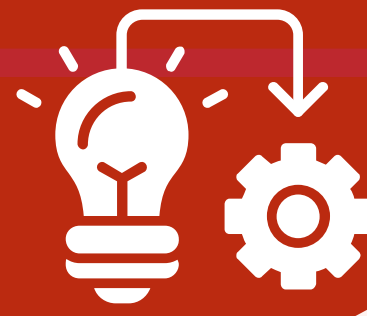


What Are the Benefits of a CHW Program?

The SCD community has seen a lack of knowledge among SCD healthcare providers and public health centers. This leads to a poor quality of care. Defining the roles for community health workers and identifying the right skills for your program can **improve the patient experience**.



One natural outcome of using a community health worker program is the **increased diversity in the healthcare workforce**. CHWs usually represent their communities and cultures to help diversity develop organically and directly **represent the patient population** served.



Most of the CHW programs begin small and are built over time. The key ingredients to getting started include: (1) **defining** the CHW role, (2) **finding** financial reimbursement and (3) **engaging** the right partners:

Defining the roles of a Community Health Worker

PATIENT LIAISON

Establish ties between your CHW program and your local hospital to connect with local health care systems and find reliable access to care.

BRIDGE THE GAP

Implement comprehensive intake to find out what the patient needs and alleviate this challenge.

SOCIAL SERVICES

Assist with job placement, education, housing, and other SDOHs. Providing social services is an important skill to have in your CHW program.

PATIENT COORDINATION

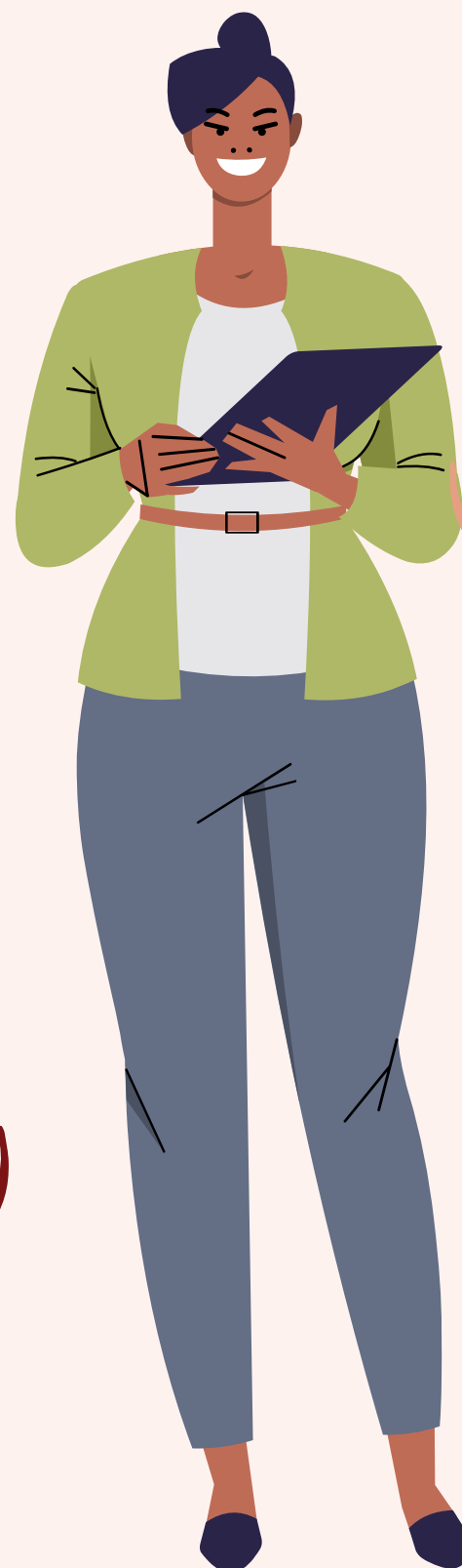
Measure the right criteria when identifying skills for a CHW program. Taking this step will increase the patient experience and access to care.

PROVIDE TRANSPARENCY

Show honesty and be transparent in the services you offer to guarantee the best possible outcome for patients and families.

EVALUATE & RECOGNIZE

Recognize the need for novel approaches to expand patient access to local primary care. Then address the situation to serve as a plan of action to coordinate care.



ADDITIONAL RESOURCES

Robert Wood Johnson Foundation "Building a Community Health Worker Program" Toolkit

[Link Here](#)

NACHW National CHW Survey to Advance CHW Professional Identity, Leadership and Capacity

[Link Here](#)

CDC Community Health Workers (CHW) Inclusion Checklist

[Link Here](#)

SCDAA National CHW Training Program Comprehensive online skills training

[Link Here](#)



How do you make a successful CHW Program?

Where is Funding Coming From?



Identify other funding sources to diversify funding that will sustain your program. Another way to secure funding is to seek reimbursement through state health programs.

Who are your Strategic Partners?



Collect data on what is lacking in your community to help identify, educate, and communicate how your program will improve that.

What are the Operations & Criteria?



Create a recruitment plan that works for your organization. Include selection criteria and clear job descriptions. Ensure your candidate is responsive, as this is central to the job.

What are your Integrated Resources?



Connect with local hospitals, and medical centers to form a partnership. This will create access to care for the patient and build institutional support for your organization.

DID YOU KNOW?

CHWs can help identify and address social determinants of health that are impacting community outcomes.

With new models of patient engagement in healthcare, CHWs are now included with physicians and allied health professionals' partnerships to redesign access to care.

