

Williamson Health and Wellness Center (WHWC):

Community Health Worker Care Coordination Program

West Virginia

Key Program Features:

- Care Coordination Team included community health workers (CHW), a registered nurse, and a nurse practitioner.
- CHWs conduct weekly home visits.
- Care Coordination Team holds weekly huddle meetings to discuss patient's health status and care needs, and communicates changes to primary care providers.

Sustainability Efforts:

Williamson Health and Wellness Center (WHWC) leadership has a strong commitment to the Community Health Workers (CHW) Care Coordination Program. Other grant opportunities will support continued services for individuals at risk of heart disease. In addition, WHWC is working towards Diabetes Health Home certification with the West Virginia Medicaid office, which would support diabetes-related care management activities with a \$51/month reimbursement for each Medicaid patients. These additional funding streams will help sustain the program while WHWC continues to expand their reach and evaluate their outcomes to make the business case for other third-party payers.

Key Takeaways:

- Build the care coordination program around CHWs to provide a consistent and regular link between the patient and his/her care team.
- Develop a business case to secure reimbursement for care coordination services.
- Leverage existing relationships with philanthropies to seek opportunities to collaborate on programs that have a common interest (e.g., improving access to health care for vulnerable populations).

Location: Mingo and Logan counties, WV, and Pike County, KY

Partners: Williamson Memorial Hospital; Marshall University; Williamson Memorial Hospital Discharge planning; 16 health care providers; with additional support from Claude Worthington Benedum Foundation, Sisters Health, Highmark, Logan, McDonough, and Bernard Shaw Foundations

Model: Member of Care Delivery Team Model; Care Coordinator/Manager Model

Target Population: Residents at risk for diabetes, Congestive Heart Failure (CHF), and/or Chronic Obstructive Pulmonary Disease (COPD)

This one-pager provides information on one out of the eight initiatives funded under the Rural Health Care Coordination Network Partnership Grant Program from 2015 – 2018. Two of the eight communities (CAHN and Williamson HWC) received additional philanthropic funding through a public-private partnership between the Federal Office of Rural Health Policy (FORHP) and foundations.

This publication was developed by NORC Walsh Center for Rural Health Analysis as part of the Contract HSH250201300021. The contents are those of the author(s) and do not necessarily represent the official views of, nor an endorsement, by HRSA, HHS or the U.S. Government.