Introduction to the Better Health Pathways HUB

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Disclosures

I have no conflicts of interest to disclose.
Objectives

• Define Pathways Community HUB and explain how it brings benefit to the community.

• Describe what a Community Health Worker is and how they work with the Pathways HUB.

• Explain how the HUB’s Community Health Workers leverage pathways to help people meet their medical and social needs.
Acknowledgements

Pathways Community HUB feasibility analysis and design made possible:

• With support from Case Western Reserve University’s NIH Clinical & Translational Science Award

• Assistance from the Carmella Rose Health Foundation and the Northwest Ohio Pathways HUB Leadership

• Engagement of First Year Cleveland Executive Staff
Pathways Community HUB

An evidence-based model that leverages community health workers (CHWs) to coordinate care across sectors and connect people with resources to meet complex health and social needs.
Certified Pathways Community HUB Model
State & National Supporters
Current and proposed distribution of Ohio HUBs

Current OCMH funded HUBs:
1. Central Ohio (Richland)
2. Toledo (Lucas)
3. Cincinnati (Hamilton)
4. Youngstown (Mahoning)
5. Akron (Summit)
6. Canton (Stark)

Previous funded HUBs:
1. Columbus (Franklin)

Proposed Opportunities:
1. Cleveland
2. Columbus
3. Dayton
4. Lorain
5. Southeast Ohio
6. Warren

*20/21 Funding will allow for the start-up of 3 additional HUBS

Source: Ohio Commission on Minority Health
A Day in the Life of a Pathways HUB Client

http://playspent.org

And…. a Community Health Worker’s Role
Benefits of the Pathways HUB

• Strengthens linkages between social service and healthcare providers to better coordinate care for at-risk populations

• Provides job pipeline for CHWs employed by Community Care Agencies

• Provides payer reimbursement (Medicaid MCO) to care coordination agencies that contract with the HUB for completed pathways and outcomes

• Sustainability for grant-funded home visiting programs, First Year Cleveland, and others
HUB Aligns with Healthy People, Healthy Community Goals

Target all populations Twinkle to Wrinkle

HUB services at-risk pregnant women, infants, children and adults with chronic conditions and behavioral health needs
HUB Aligns with Governor DeWine’s Budget Plan to Benefit Children

- Proposal in state budget to add $800 million over two years; directly into services for children

- The programs for pregnant moms now are only reaching 4 percent who are eligible; DeWine hopes to triple the number.

- “Our goal is to take infant mortality down. Another goal is when that child reaches kindergarten — age 5 — that child has a shot at making it.” Governor Mike DeWine
How Does the Pathways HUB Model Work?
Pathways are:
Evidence-based protocols and checklists that standardize work, ensure accountability and facilitate payer reimbursement when completed.
20 Evidence-Based Pathways

- Adult education
- Behavioral health referral
- Developmental screening
- Education
- Employment
- Family planning
- Immunization referral
- Immunization screening

- Lead screening
- Medical home
- Medical referral
- Medication assessment
- Postpartum
- Pregnancy
- Smoking cessation
- Social service referral
Social Service Referral Pathway

Initiation
Client needs a social service referral.
Document type of service needed - use codes.
(Only ONE code per Pathway!)

Provide appropriate education and discuss the importance of keeping appointments

Appointment scheduled with social service provider.

Completion
Verify that client kept scheduled appointment.

___________________________
Start date

___________________________
Code number

Education provided
☐ ☐ Yes ☐ No

___________________________
Date of appointment

___________________________
Date of kept appointment

___________________________
Document how appt. was verified

**Code Numbers for Type of Service**
1. Child Assistance
2. Family Assistance
3. Food Assistance / WIC
4. Housing Assistance
5. Insurance Assistance
27 Completed Pathways

69-year-old Hispanic homeless male

14 Dental
  1 Vision
  1 Medical Home
  1 Health Insurance
  7 Medical Specialty
  1 Social Service
  1 Mental Health

Served by Community Health Workers of the Carmella Rose Health Foundation
HUB Model
Return on Investment Analysis
Toledo/Lucas County Pathways HUB

• In 2018, Buckeye Health Plan analyzed 3,702 deliveries in the footprint of Ohio’s busiest HUB from March 2013 to February 2017.

• High-risk mothers without HUB intervention were 1.55 times more likely to deliver a baby needing Special Care Nursery or NICU care than those with HUB intervention

• Newborns of mothers at high risk had inpatient per member per month cost savings of $379 in the first year of life

• $5.59 in long-term savings for every $1 spent on the HUB
## Deploying the Data

Analyses will inform HUB and community stakeholders’ strategic decisions and investments

<table>
<thead>
<tr>
<th>Consumer Experience</th>
<th>Operational Improvement</th>
<th>Community Improvement</th>
</tr>
</thead>
<tbody>
<tr>
<td>Overall view and experience of consumers being served</td>
<td>How are consumer needs changing over time?</td>
<td>Where are gaps in pathways service providers? (type, geography, etc.)</td>
</tr>
<tr>
<td>Progress of individual consumers</td>
<td>Which pathways show the highest/lowest completion rate?</td>
<td>Which service providers have the most effective programs?</td>
</tr>
<tr>
<td>Progress of families/households</td>
<td>What best practices emerge among CHWs that can be replicated?</td>
<td>Completion of which pathways are most associated with strong outcomes?</td>
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<tr>
<td>Flow of referrals to pathway service providers</td>
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**Opportunity Exists for Additional ROI Analysis**
Next Steps
Better Health Partnership
Pathways Community HUB Timeline

- Develop Financial and Operational Plans
- Share with Key Stakeholders
- Engage Potential Care Coordination Agencies

January - April 2019

- BHP Board Approval
- Fundraising
- OCMH Application – June 2019
- Begin implementation & certification process

May - December 2019

- Operating a HUB with care coordination agencies and MCO - outcome contracts
- Community Advisory Board

Target: February, 2020
How You can Engage with the Pathways HUB....

• Become a Partnering Care Coordination Agency – we have 6!

• Partner with the HUB for professional development opportunities – CWRU, CCC, CSU!

• Leverage the HUB model to better manage your at-risk populations: health care ACOs, employer populations, other

• Partner with the HUB on evaluation/ ROI analysis – PUBLISH!

• Partner as a resource (education, employment, social) that HUB agencies can refer to i.e., Bright Beginnings, Nurse-Family Partnerships, other
Before you leave, we need your input please....
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