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BRONX HEALTH ACCESS

WINTER UPDATES 2018

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Spotlight on Workforce Development

Bronx Health Access is committed to supporting network partners to create lasting, sustainable and tangible improvements in their delivery of quality healthcare now and post-DSRIP. A part of that strategy includes a well-educated, diverse, culturally competent, and evolving workforce. The Workforce Committee, led by co-chairs Selena Griffin-Mahon, (Assistant VP HR, Bronx Lebanon Hospital Center), and Rosa Agosto, (Chief Talent and Learning Officer, Urban Health Plan), work to engage partners in on-going learning opportunities. For this newsletter, we are profiling the **Community Health Worker Apprenticeship Program** and stories from CHW Apprenticeship graduates in the Maternal Child Health project.

We encourage all partners to take advantage of the various learning opportunities available through DSRIP and enroll their staff. We also encourage partners to share their training gaps and needs through project workgroups or directly with the PMO.

Community Health Worker (CHW) Apprenticeship Program

As the focus in healthcare shifts to preventive care and population health, a new apprenticeship program at Bronx-Lebanon Hospital Center is training certified community health workers to help fill a growing demand. The program is a joint effort involving multiple parties: the 199SEIU Training and Employment Funds, 1199SEIU United Healthcare Workers East, LaGuardia Community College, Bronx-Lebanon Hospital and the NYC Department of Small Business Services, which is paying for the apprentices' salaries and training.

Community health workers, often hired by hospitals and nonprofits, make follow-up home visits to patients after hospitalization to ensure they're following doctors' orders and to hopefully prevent readmissions. They also work in various initiatives to improve population health by targeting chronic health problems, such as diabetes and asthma.

Apprenticeships, more common in trades such as carpentry, are just emerging as a new approach to training front-line healthcare workers by combining classroom learning with field experience to fulfill a growing need for community healthcare models. According to the U.S. Department of Labor, there were an estimated 48,000 community health workers employed nationwide in 2015, a 27 percent increase from 2012. The median income for a community health worker in New York State was \$44,690, according to the state Department of Labor.

The Apprentice program is made up of various components. Enrollees immediately start working under the title of community health workers and receive 168 hours of on-site classroom learning, provided by LaGuardia instructors. CHW Apprentices also spend about an equal amount of time in the field and on the job. They receive guidance from mentors who already work as community health workers. Upon graduation, many CHWs seek to continue advancing in their education and career ladder and have plans to pursue social work degrees, nursing degrees, and other careers in the healthcare sector. To date, 15 CHWs have graduated from the program. Currently, an additional 39 apprentices are enrolled and currently at work in the field supporting various behavioral health and primary care projects.

CHW Stories from the field



The Maternal and Child Health Project at BHA has had the opportunity to participate in the CHW apprenticeship program from its first cohort in 2016. Since then, the CHWs, and the mothers they help in the community, have benefited from the knowledge, skills, and growth opportunities. Here are just two of their stories.

My name is **Djenabou Tall**. I am from West Africa (Guinea Conakry). I speak Fulani, French, and English. The Apprenticeship gave me the knowledge and skills to work with a client that had different background and ethnicity. Some of the skills that I gained from the Apprenticeship program are advocacy, supports, and providing health education to the client. Also, the Apprenticeship program thought me a lot of resources that I can use to assist with my clients. One of the clients that impacted me the most is GO. When I met this client one of their biggest concerns was finding an apartment. They were being evicted by their landlord as the room they were living in was supposed to accommodate only one person. I accompanied GO and her family to a family shelter (PATH), to provide support, advocacy and translation in order to have a family stable. After the approval, GO was placed in a family shelter in the Bronx. GO was also in need of baby items and food. I referred her to Bridge to Life for baby items, and to The HopeLine for diapers and food pantry. Also, GO was referred to the Bronx Health LINK for breastfeeding classes, since she mentioned that she wanted to breastfeed. She delivered a healthy 5 pound 2-ounce baby girl. My career goal is to finish my bachelor in Health Administration Services in June 2019. After that, I will go for my master degree in Public Health.

My name is **Melba Araujo**. I am from Ecuador. I'm fully bilingual in Spanish and English. The apprenticeship opportunity positively affected my life by providing me a worker-friendly on-site education (delivered by LaGuardia Community College) and a promotion that increased my salary. The CHW apprenticeship experience has also created a vibrant network of CHW apprentices in my cohort. There

were 15 CHWs in the training and even though we all work in different departments at BronxLebanon Hospital Center, we all stay in touch and help each other by sharing information, resources, referrals and upcoming training. Attending the CHW apprenticeship program increased my knowledge and skills to better assist and educate the patients in the community. The apprenticeship taught me how to provide advocacy, the proper way to conduct an intake, and ways to deliver education. Although, I have many success stories with my clients I can say that one that has impacted me the most is LB. As a CHW, I educated LB on the importance on taking medication as prescribed by her physician. I provided LB with referral for mental health counseling, breastfeeding education, family planning, and housing advocacy. I also accompanied LB to the prenatal care appointments to ensure that she attended the visits and also to provide advocacy with her OB Provider. She delivered a bouncing 10 pound 3-ounce baby girl. While attending the CHW apprenticeship I realized the passion that I have within me to work and assist my community. After the completion of the program, I applied and enrolled at Touro College. I started this semester working towards a master degree in social work. The CHW apprenticeship Program helps me discovered the passion I had for me for the work I do now and continue to.

Congratulations DSRIP Symposium Winners!

Kudos to CCHL Committee Leads Diane Strom, LCSW-R (BLHC), Wendy Weil ,LCSW-R (BronxWorks) for winning the **Best Poster Award** at the 3rd Annual DSRIP Learning Symposium. They received the award in the LEARN category which was defined as “Acquire new knowledge and skills to support system transformation”. The presentation highlighted the various workshops offered by the CCHL committee to our partners.

The Asthma project was also accepted as a poster presenter and highlighted the work of the Breathe Better Bronx program. The symposium was held February 6-8 at the Hilton Garden Inn in Staten Island, NY. Over 600 attendees from around the world were present to showcase and celebrate the PPS innovations and accomplishments as well as provide actionable ideas for further improvements.

CCHL Training Series Library

In 2017, over **800** staff from our partner network have attended an in-person training offered by the Cultural Competence and Health Literacy Committee. The trainings were designed to enhance knowledge, skills, and awareness around various issues that impact the communities in our partner network. Topics presented include ***Engaging Black and Latino Males in Substance Abuse Treatment***, ***Cultural Competence and Humility***, ***Microaggressions in the Workplace***; and ***Black LGBT Health***. Since some partners are unable to attend the programs in person, BHA has created a library of all the trainings on our website on the [Education page](#). There, you will find the slides and accompanying materials for many of the trainings offered to date. As new programs are rolled out, they will also be

posted to the library to help our entire partner network grow in their understanding and skills around these relevant, challenging and sensitive topics.

CBO Grantee Spotlight

Last April, BHA launched an annual grant to support community-based organizations in addressing social needs in the Bronx. Factors like food insecurity, lack of affordable housing, limited opportunities for high-quality early childhood education, and social isolation are associated with poor health outcomes, particularly in poverty-dense neighborhoods. Eight organizations were awarded funding during the grant's first application cycle.

BronxWorks received an award to embed a housing resource specialist in the emergency department at Bronx Lebanon, which sees a significant volume of unstably-housed patients. The project's working group draws together stakeholders from BronxWorks, Bronx Lebanon's emergency and inpatient departments, BHA's project management office, Bronx Health and Housing Consortium, and the Corporation for Supportive Housing.

In early February, after several months of planning, a case manager from BronxWorks began providing full-time support in the emergency department. Beyond meeting the housing needs of individual patients, this pilot project emphasizes the association between housing and health and encourages robust collaboration between medical and housing providers.

This BHA will issue another call for grant proposals later this spring, welcoming submissions from PPS members who are either non-Medicaid-billing or who are seeking support for non-reimbursable services. For more information please contact mlessard@bronxleb.org.

Around Town: Bronx Neighborhood Action Center

BHA encourages all partners and community members to join the **Center for Health Equity- Bronx Neighborhood Health Action Center** for "**Undesign the Redline**," an interactive exhibit about the history of redlining and its effects on health in New York City. Learn the history, interact with the stories and invent the future of undoing structural inequities. "Undesign the Redline" is **free** and open to the public from now **until March 30, 2018**. Guided tours are available and will take about 1 hour. This exhibit is part of the Center for Health Equity's investment in neighborhoods.

To register, call the Action Center at **(718) 508-0618** or email nychealthequity@health.nyc.gov to schedule a tour for any of the following times listed below

- Tuesdays and Thursdays from 12 noon to 1 p.m., 1 p.m. to 2 p.m., 2 to 3 p.m. and 3 to 4 p.m.
 - Fridays from 11 a.m. to 12 noon, noon to 1 p.m., 1 to 2 p.m.
 - Saturday, February 17 from 11 a.m. to 12 noon, noon to 1 p.m., 1 to 2 p.m.
 - Saturday, March 10 from 11 a.m. to 12 noon, noon to 1 p.m., 1 to 2 p.m.
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Project Updates

Behavioral Health and Primary Care Integration

The Primary Care and Behavioral Health workgroup meets monthly to discuss ways to improve the PC/BH performance measures. Several sites have implemented or are in the process of implementing collocated care and the IMPACT model. The group is looking forward to measuring outcomes including a decrease in ED visits and avoidable hospitalizations. The workgroup also recently submitted sites to DOH to be processed for integrated service rate codes.

Diabetes

The Diabetes workgroup meets regularly to discuss ways to improve diabetes outcomes in the Bronx. One initiative the team is exploring is ways to identify and support patients experiencing food insecurity. Given the relationship between the development of type 2 diabetes and access and availability of food, the project partners are examining options for incorporating screening questions into their workflows. Health People continues to offer DSMP workshops to project partners throughout our network. Most recently, peers have completed workshops with community members at the Highbridge Woodycrest Center, Susan's Place, and Argus Community, Inc.

Partners interested in offering DSMP at their site in 2018 can contact Millie Arroyo (milliearroyo@healthpeople.org).

Asthma

The Asthma workgroup meets regularly with partners from BLHC, Bronx Works, Urban Health Plan. Two new RNs were recently added to the team to support ED admissions after 5 pm and medication adherence education. In December, team members recently completed Asthma refresher training at the East Harlem Neighborhood Action Center (EHACE) on identification and management of indoor air triggers, medications used to treat and manage asthma, and methods to improve treatment adherence.

The BBB team has recently launched an outreach initiative aimed at proactively connecting asthma patients to primary care and preventive care. Given the recent flu outbreak, this work is very relevant and timely as we the flu can be further complicated by asthma. The BBB team continues to work in close collaboration with the Care Transitions Team to connect patients with asthma education and environmental home-based assessments post-discharge. The BBB team is also working in close collaboration with the new Pharmacy Initiative to support education on medication management and connections to local pharmacies.

HIV

The HIV workgroup meets weekly to discuss ways to improve access to HIV care and to develop the Peer workforce. Many of the 19 graduates from last summer's Peer certification training program have gained employment and some have already received their certification. The Alliance for Positive Change continues to run support groups for the peer graduates twice a month where they develop useful workplace skills and share information about resources and opportunities.

The project Leads participate in the City-wide Coalition where multiple PPSs collaborate on the overall goal of increasing the percentage of HIV-infected persons who are in care by 9% to 72%. Several members of the workgroup also participate in and co-chair some of the sub-committees of the City-

wide Coalition.

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