

**STATE INNOVATION MODEL
COMMUNITY HEALTH
WORKER INITIATIVE**

**Best Practices for
Clinical Integration:
Guide and Resource
READINESS TOOL**

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Checklist

Readiness Tool

Organizational Considerations

Structure of the Team:

- Describe the structure of the care team.
- Identify CHW utilization within the care team.
 - Job description
- Provide strategies for patient flow and follow-up, specifically where the CHW has contact with patients.

Accountability Structures:

- Provide introductory training to all personnel on who CHWs are and what they do.
- Educate all personnel regarding individual roles within the organization.

Culture of Medical Practice:

- Orient the CHW to the clinical practice.
- Orient all personnel to learn how to work with the CHW.
- Generate protocol for home visits and how they will be implemented.
- Preserve the integrity of the CHW occupational identity while meeting organization needs.

Administrative and Managerial Considerations

Trust of a CHW

- Outline HIPAA and other privacy and confidentiality policies/procedures for CHW practice.
- Ensure CHW provides high-quality service delivery.
- Address CHW concerns in a way that maintain their effectiveness.

CHW Supervision

- Identify the CHW supervisor and establish clear roles.
- Practice cultural humility when coaching and mentoring the CHW.

Recommendations for successful CHW integration into a team-based model of care include the following:

- Create an infrastructure that is supportive to the CHW, both initially and ongoing.
- Maintain a respectful work environment for the CHW among staff with an understanding of the important role the CHW plays.
- Identify a CHW champion who will help ensure the CHW model is understood and gain support.
- Train clinical teams on the CHW model before hiring the CHW.
- Allocate adequate time to educate and involve team members throughout the CHW integration process.
- Ensure CHW is able to communicate, both formally and informally, with the other members of the care team.
- Utilize any opportunities to reinforce connectedness among the care team and partners in the community.