



**Community
Healthcare
Network**

ADAPTING
COMMUNITY HEALTH CARE NETWORK'S
TCM BEST PRACTICE MODEL INTO THE
HEALTH HOME MODEL

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BRIEF HISTORY OF CHN

- ❖ Provided COBRA case management services for 20 years
- ❖ Lead Health Home provider in Brooklyn and Queens and a Co-Lead in the Bronx and Manhattan
- ❖ Comprehensive and robust provider network
- ❖ Level 3 Medical Home in 13 centers
- ❖ Joint Commission Accredited
- ❖ Won Case management National Award

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CHALLENGES

- ❖ Quick roll out process by the State
- ❖ Higher caseloads
- ❖ Learning new EMR, Development of electronic CM module, and the new required documentation
- ❖ Expanded target population: from HIV with co-morbidities to numerous Chronic Conditions
- ❖ Working with more specialty external providers
- ❖ Lack of funding to build infrastructure
- ❖ Limited community awareness of HH and its impact

TRAININGS

A) Training needs:

- ❖ **Diverse group of assignees:** More cultural diversity training needed addressing both the age group and better understanding of their culture
- ❖ **Expansion of the scope of Chronic conditions**

B) CHN Training implementation:

- ❖ Prior to HH implementation staff had 2 years of train the trainer preparation regarding HIV population and overall adherence
- ❖ Provided trainings on Chronic Conditions through the lens of Health Literacy
- ❖ Provided numerous trainings on new documentation and HH work flows
- ❖ Additional investment and staff involvement in documenting all work flows: i.e

Assessments

Care Plans

Patient Monitoring

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BEST PRACTICES

- ❖ Transitioning our current staff into the Health Home Program
 - Community-based Experience, comprehensive assessments, interdisciplinary team conferences
 - Ability to outreach + engage effectively
 - How:
 - standardized protocols in place
 - Development of HH Script
 - Ability to recognize and address immediate needs
 - Multiple languages spoken amongst staff
 - Extensive training around the standard protocols
 - Diligent efforts to help patients remain in care
 - Scheduling of appointments
 - Reminders of appointments
 - Escort Services
 - Assessing transportation needs