



Focusing Together on Health: NEON Pathways Community Hub

Northeast Oregon Network (NEON)

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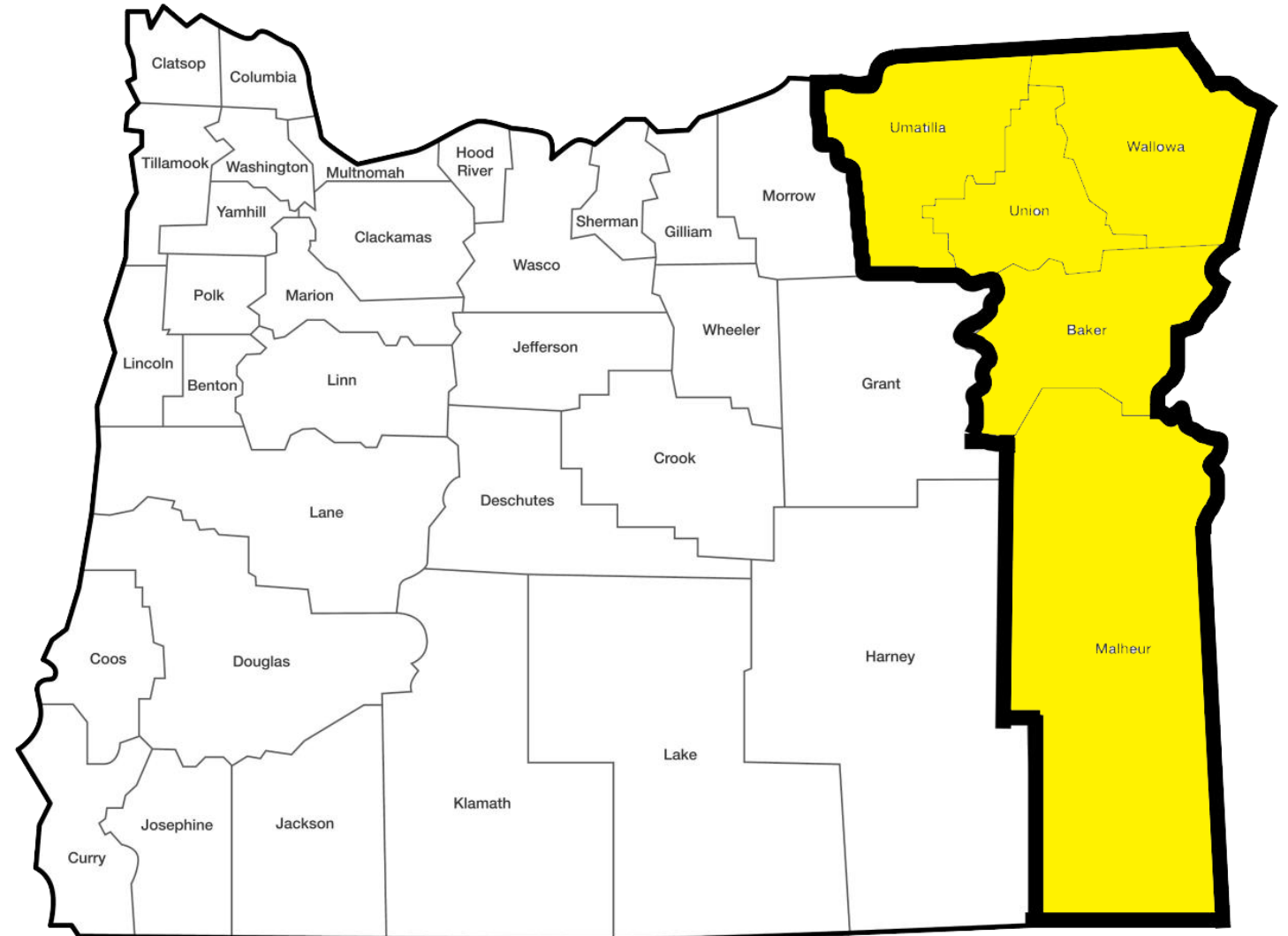


NEON Pathways Community Hub

- Launched in 2014
- Based on the national Pathways Hub model
- Currently partnering with 11 sites including hospitals, clinics, behavioral health providers, and a housing authority. A school district is also an emerging partner
- NEON provides both basic CHW certification training and continuing education in service area counties
- A Leadership Team with representation from sites has operational authority over the Hub

Service Area

- Population: 156,883
- 21,347 square miles
- High incidence of chronic conditions
- All counties experience a shortage of mental health providers
- Social isolation is a challenge
- All areas are served by critical access hospitals, but much of the specialty care available is in Washington or Idaho, with drive times of up to 3 hours one-way





CHW Roles

- Relationship and Trust Building
- Removing Barriers and Breaking Down Crisis Situations
- Providing Motivation and Education
- Health System and Social Service Navigation
- Increasing Community Connection
- Empowering Community Members to Manage Their Health
- Some roles are site-specific (for example, some sites allow CHWs to take blood pressure or attend doctor visits)



Reimbursement Model

- Sites are paid based on short-term outcomes and linkages, for example a community member attending a specialist appointment or getting SNAP
- Payments range from \$150 for a medication assessment to \$526.74 for Smoking Cessation (30 days)
- Payments are built based on estimates of wages, overhead, travel costs, and some profit for sites
- Month-to-month payments can be highly variable and costs vary widely across sites – NEON does not ask sites to disclose costs



Sustainability

- To date, the program has been fully grant funded, with the majority of funding coming from federal grants
- The original goal of the program was to gain insurance payer support, similar to model programs in the Midwest
- While this is still a goal, additional sustainability strategies are training and coaching for CHWs and consulting for other CHW programs



Working with Behavioral Health

- Connection with Behavioral Health was always a part of the model and a payable linkage, but NEON added new behavioral health providers as CHW sites starting in 2018
- Currently, NEON contracts with 2 behavioral health organizations (3 sites total) and one county Human Services department which focuses on alcohol and drug treatment
- These sites utilize both CHWs and Peer Support Specialists



Unique Challenges

- CHWs need extra support and training, as community members these organizations serve have unique needs and challenges
- Often, behavioral health providers encounter individuals prior to engagement with physical health, which can make it difficult to gather health outcomes data
- Community members more often engage and then disengage, which can impact both CHW operations and data collection



Lessons Learned

- Engage potential payers in the planning stage
- Ensure that the program meets needs by engaging representation from partners throughout planning and operation
- Asking for less data from CHWs will yield higher quality – simplify things where possible to reduce double documentation
- Remember that tech-savviness is not the most important qualification for CHWs – make things user friendly



Thank You!

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