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Mapping CHW Community Resource Referral Processes: A Qualitative Study

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& Nutrition Community Health Counci

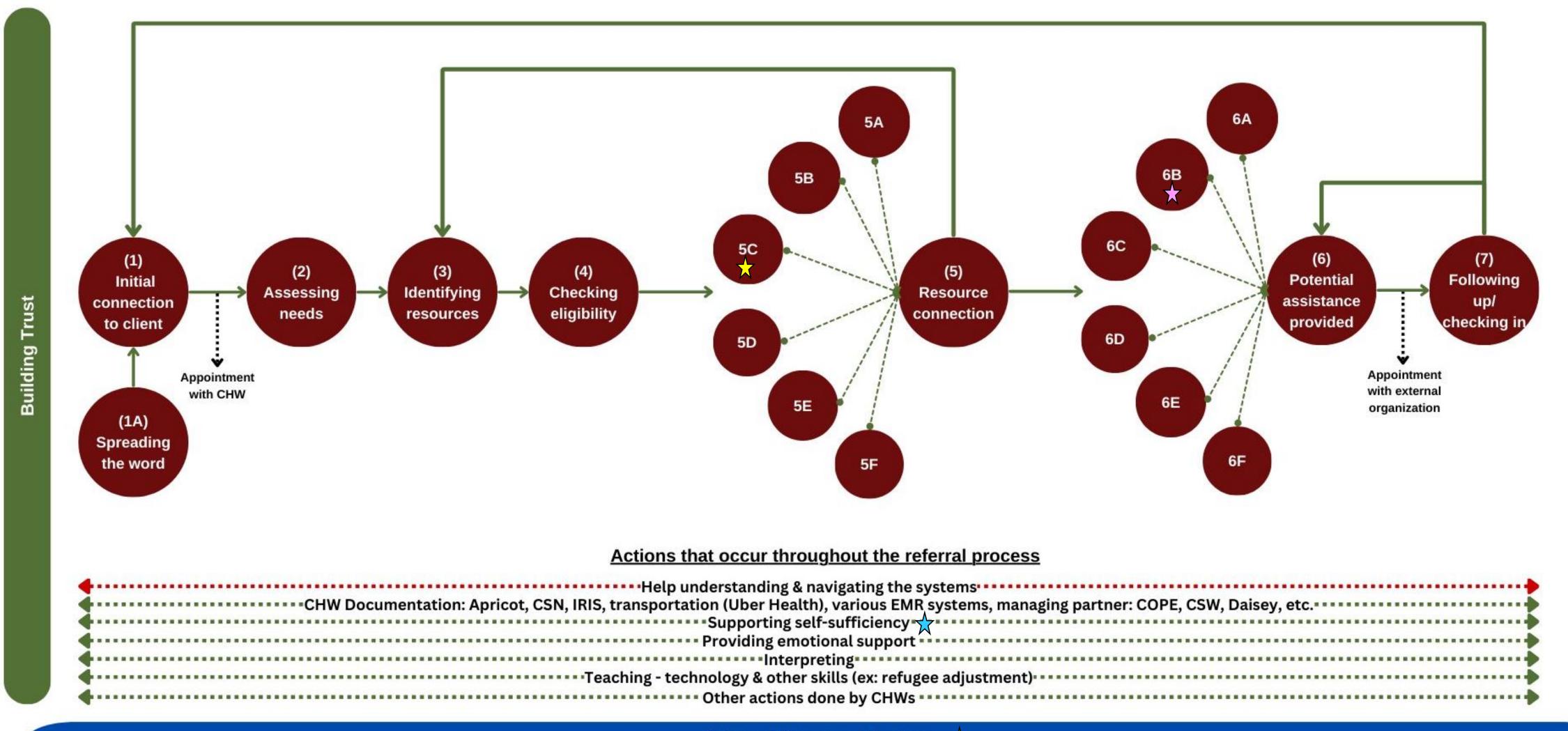
of Wyandotte County

Healthy Lifestyles



1 Children's Mercy Kansas City, 2 University of Missouri – Kansas City, 3 Community Health Council of Wyandotte County

Process Model of CHW Actions in a Successful Referral



Background

- Community Health Workers (CHWs) are increasingly employed to connect clients with community resources
- There is a knowledge gap in that the details of the CHW referral process still need to be mapped. These maps are needed to understand, replicate, and improve the process.
- This study aims to:
 - Disentangle the process by which CHWs connect clients to resource
 - Create a process models to guide effective referral systems

Methods

- Qualitative interview study
- Guided by the social-ecological model • Semi-structured interviews with 20 CHWs
- from two community health organizations Interviews were transcribed and coded
- inductively and deductively with Dedoose Focus on process coding for the actions occurring during the referral process
- CHWs and their supervisor collaborated on the interview guide and recruitment process
- Member checking: draft process model reviewed, discussed, and edited in a collaborative group process with CHWs

Mapping CHW Community Resource Referral Processes: A qualitative study[©]

Lartey L¹, Hurley E^{1,2}, Chrans M³, Ochoa K³, Laroche H^{1,2}

External/Structural Factors

"So, if I'm telling them to call certain places, learn how to call, how to advocate for themselves, how to do things for themselves. Because I am not going to be there for them the rest of their life. But also, I want them to know, experience the things that they're calling for exist." (CHW 13) 💢

Illustrative Quotes

"The barrier for follow-ups is with the resources that we get. There's not enough money at these resources, and the door closes really fast and there's some resources that you have to call the first of the month at a certain time. And if you don't get in, then you have to wait for the following month. That's been a lot of it and especially with housing." (CHW 2) 🔀

"She wasn't actually physically able to come into the office, so we made multiplephone calls. We needed to gather information. We also did the application together over the phone, and she was able to get-- so she had application paperwork mailed to her so that she could complete it." (CHW 01) 🗙

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Building

Кеу	
5: Resource Connection	6: Potential Assistance Provided
5A - Giving information about organization to client for client to contact on their own	6A - Helping the client find documentation
5B - Enrolling/applying directly for/with the client	6B - Assisting the client with paperwork
5C - Conference call between the CHW, the client, and the organization	6C - Scheduling appointments for the client
5D - Calling, emailing, electronic referral or going to the organization on behalf of the client	6D - Arranging transportation for the client
5E - Client already referred to organization - troubleshooting connection errors	6E - Reminding the client about appointments
5F - Giving the client internal resources from CHC	6F - Going to appointments with the client

Conclusion

CHWs often take actions above and beyond established processes to make client referrals successful.

Enhanced, formalized support of these key actions will help inform replicable structures to facilitate efficient and effective referral processes.

"I know we have clients who need diapers and all.... we go to CHC. We fill it out. We talk to them. But mostly, we have to walk them through via phone call. They go there physically, but we are on the phone with them and with the agent or agencies, whoever are helping them, and making sure to get their own information there". (CHW 07) 🕂

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