



# *Care Coordination, Systems Navigation, and Teamwork*

*For Community Health Workers*



# Module Topics

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1. The Health Care System
2. Care Transitions
3. Systems Thinking
4. CHW Roles in Systems
5. Interacting with Other Professionals



”Systems Thinking” has been defined as an approach to problem solving by viewing “problems” as parts of an overall system, instead of reacting to a specific part, person, outcome, or event that causes unintended consequences.

## Systems Thinking

# Benefits Systems Thinking

It takes the *emotion* out of the problem.

Problems are for *solving*, not for finding fault or blaming.

The problem gets *analyzed*, instead of analyzing the persons involved.

Systems Thinking is based on the belief that it is rarely just one thing or one person that causes the system to fail.

# High-Level Complexities

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Decentralized

Independent practitioners vs. groups of practitioners

Generalists vs. specialists

In-system vs. out of system

'Conditional' access and different eligibilities

Different payment models

Private vs. publically-owned or a combination

May be based in specific philosophies or values



# Public / Private Health Services

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Public health  
agencies

Public health  
nurses /  
practitioners

Public safety  
agencies

Human service  
and charity  
organizations

Education and  
youth  
development  
organizations

Economic and  
philanthropic  
organizations

Environmental  
agencies and  
organizations



# What Often Goes Wrong

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We don't communicate critical info about a person's care, safety, medications and social situation.

We provide little information, involvement or training for family members or other caregivers.

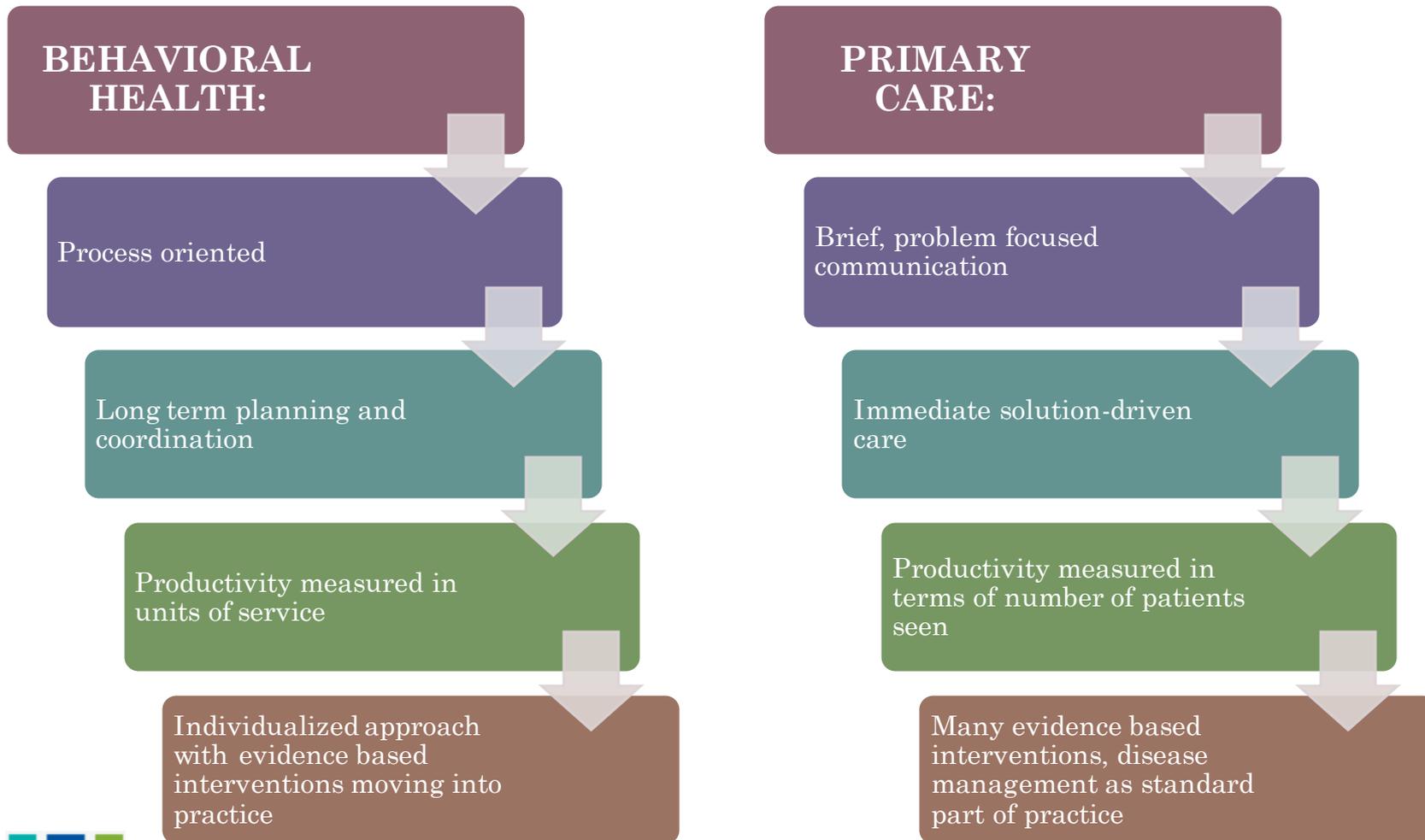
We fail to ID issues like health literacy or barriers.

Each profession and setting has its own language, norms, rules and expectations – all are confusing to patients and families.

We function as silos, sub-silos and in rigid roles.



# Systemic Cultural Differences



# Behavioral health discharges, hospital to community ...

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Discharging patients before they are stabilized

Not identifying outpatient contacts for after discharge

Inadequate communication among hospital personnel, patients, caregivers, and community-based clinicians

Too-short hospital stays and/or too-early discharges

Not coordinating and reconciling medications post-discharge



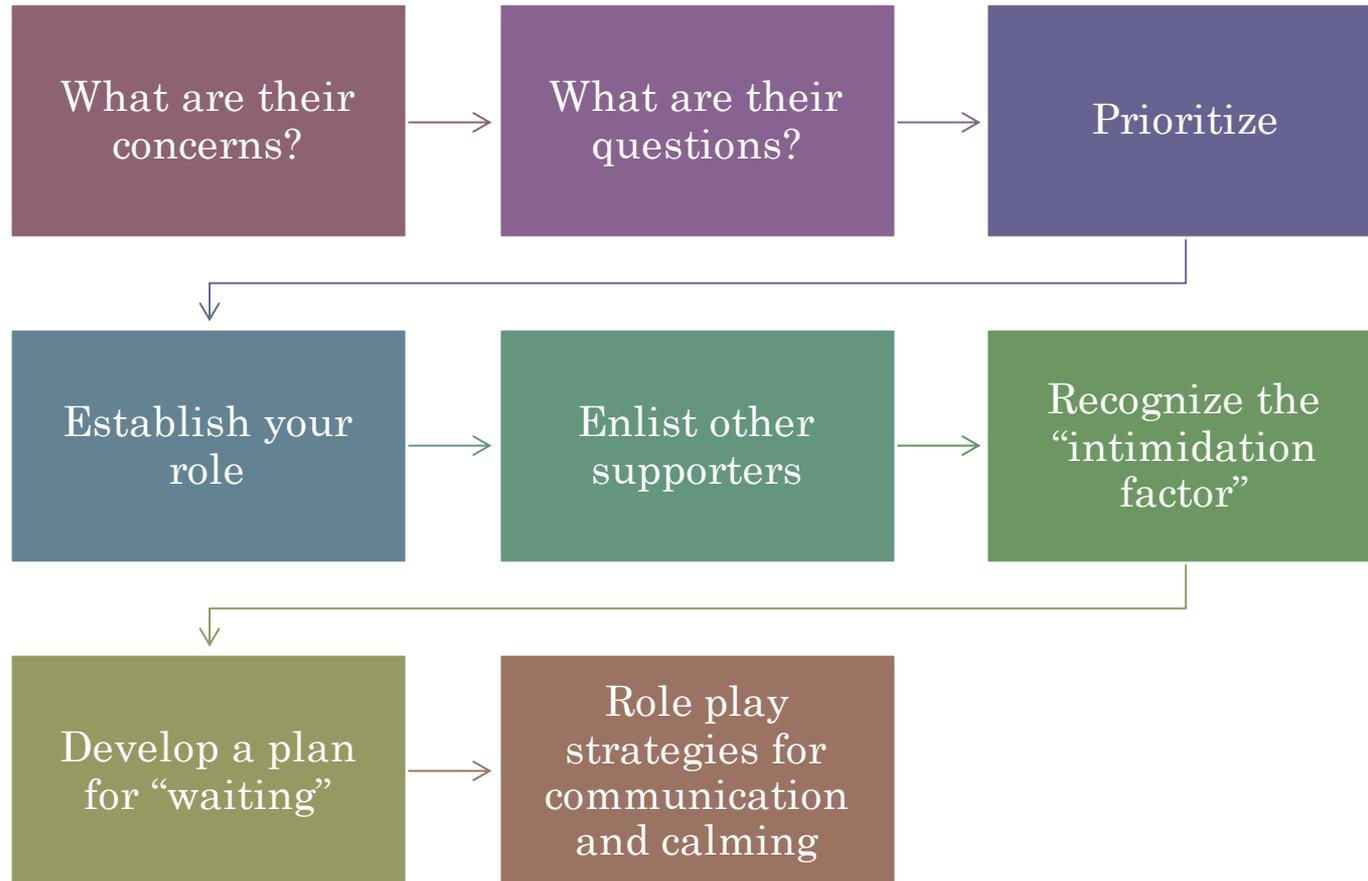
# A to Z Activity

*What do you think clients need to successfully navigate systems of care?*



# Bridging the Divide:

## Supporting Clients at Appointments



# Who May be on Your Team?

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Supervisors

CHWs

Doctors

Advance Practice Nurses

Nurses

Medical Assistants

Care Managers

Drivers

Specialists

Behavioral health

Nutritionists

Administrators

Managers

Pharmacists

Medical interpreters

Data coordinators

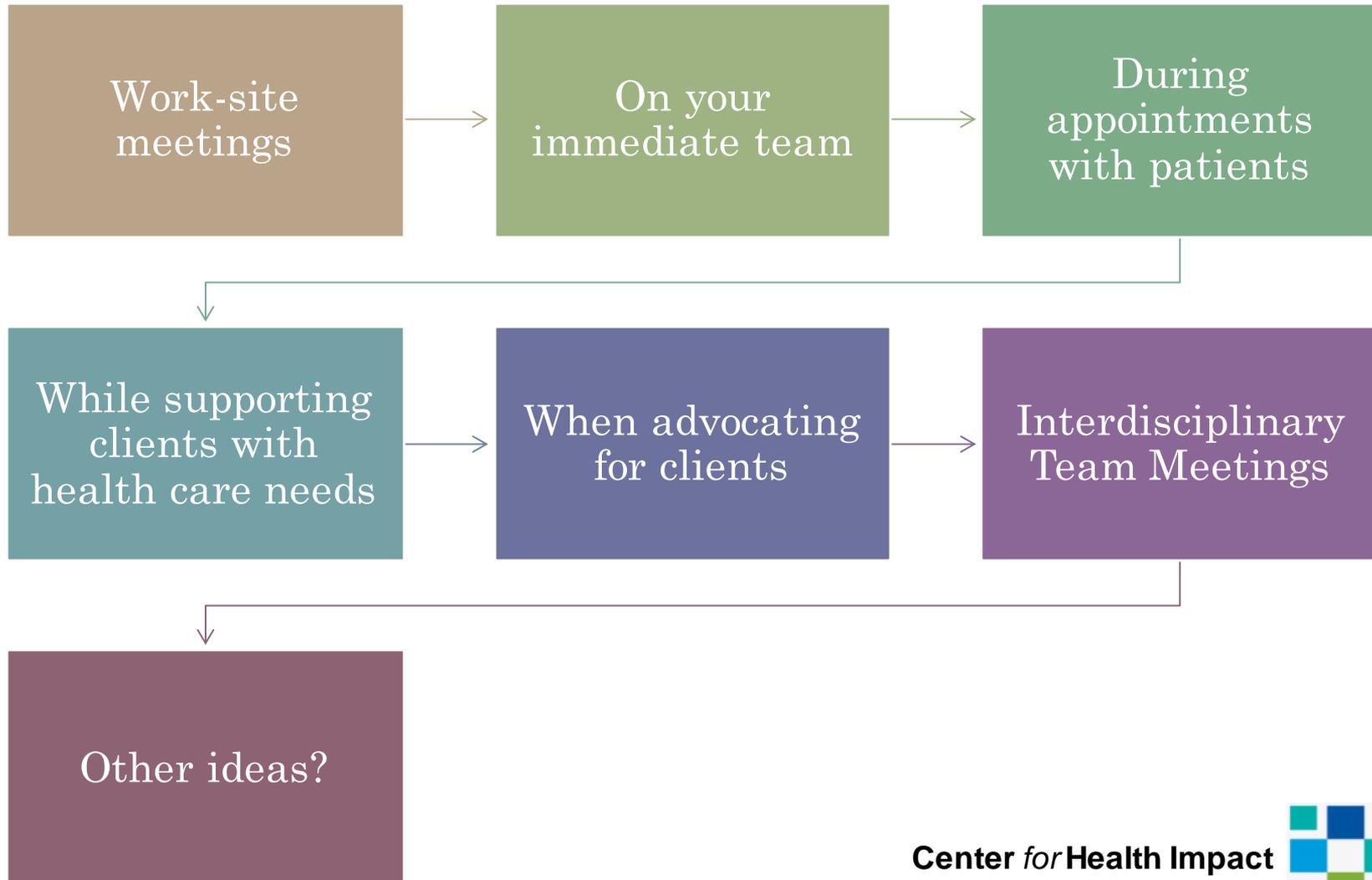
Physician's Assistants

*Who's missing?*



# Where You May Encounter Them

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# Tips for Effective Teamwork

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Know each others' roles

Work “within your track”

Show mutual respect

Set common goals and expectations

Keep communication strong

Plan together, including who is responsible for what

Identify barriers to effective team interactions

ID and improve what isn't working on the team



# To be effective team members, Community Health Workers can...

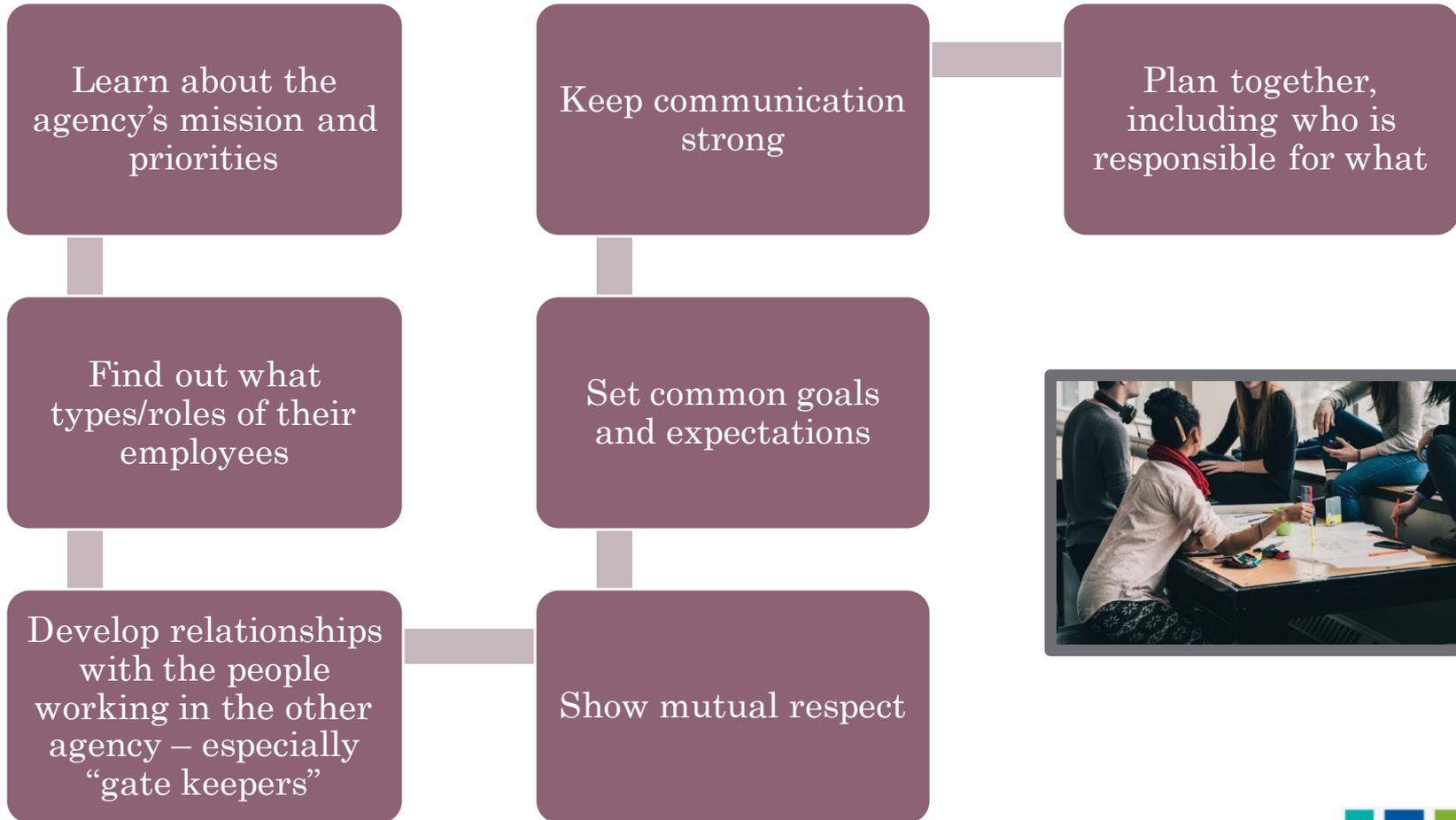
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- Know your own role and boundaries
- Speak up during meetings
- Ask for help, offer help and accept help
- Share information with your team
- Expect challenges – see them as learning experiences
- Follow decision making and conflict resolution policies
- Point out and celebrate individual and team successes



# Strategies for Teamwork across Agencies

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**Thank You**

*Have a great week!*