



ADVANCING INTEGRATED HEALTHCARE

DULCE: Quarterly Learning Collaborative

DULCE | June 13, 2024

Care Transformation Collaborative of RI

Agenda

| Presenter/Topic | Time |
|---|------------|
| Welcome & Announcements <i>Susanne Campbell, RN, MS, PCMH CCE, Senior Project Administrator</i> | 5 minutes |
| Practice Updates: <ul style="list-style-type: none">• <i>CNEMG Family Care Center</i>• <i>Coastal Toll Gate Pediatrics</i>• <i>Tri-County Community Health Center</i>• <i>Hasbro</i>• <i>Blackstone Valley Community Health Center</i> | 20 minutes |
| New Practice Success Story <ul style="list-style-type: none">• <i>Hasbro</i>• <i>Blackstone Valley Community Health Center</i>• <i>Tri-County Community Health Center</i> | 10 minutes |
| Discussion: Sustainability <i>All</i> | 20 minutes |
| CHW Billing Update <i>Yolanda Bowes, Project Manager, CTC-RI</i> | 10 minutes |
| Q&A / Discussion | 15 minutes |

Thank you!



Congressional Direct Spend



Announcements

CTC-RI Annual Conference – Oct 31

Registration Now Open:

<https://lu.ma/CTCRIConfernece2024>

CTC-RI Annual Conference



**“INVESTING IN
PRIMARY CARE &
HEALTH EQUITY”**

Oct 31, 2024
7:00AM -
3:30PM EST

Crowne Plaza

801 Greenwich Ave,
Warwick, RI 02886

| Date | Topic | Speaker |
|----------------|---|----------------------------------|
| Sept 17 | Understanding the needs of birth people with substance use disorder | Margo Katz |
| Oct 15 | Trauma informed care (including cultural considerations and implicit bias) | Carrie Griffin, MD |
| Nov 19 | Behavioral Health Screening conversations and referral to treatment (including cultural considerations) | Wilmaris Sotoramos LICSW |
| Dec 17 | Perinatal Anxiety and Obsessive-Compulsive Disorder (OCD) | Zobeida Diaz, MD, MS |
| Jan 21, 2025 | Cannabis- what's the evidence and having the conversation | Mara Coyle, MD |
| Feb 18 2025 | Engaging with Doulas-Empowering birthing people | Quatia Osorio, BS-HSM, BSBA, SPM |
| March 18 2025 | DCYF | TBD |
| April 15, 2025 | Using Interpreter Services | Libertad Flores, MD |

MomsPRN – ECHO

- Call for Applications Launching June 27th!

Two options for participation

1. Full participation ECHO® (only): Participate in at least six out of eight sessions and be willing to present a case study (includes up to 20 - \$250.00 stipend payments; see registration for details).
2. Flexible participation: Attend individual ECHO® sessions with no commitment to sharing a case (no incentive payment).



Pawtucket, RI

Team Members

Jalyn Alzate, Family Specialist

Marybeth Sutter, MD

Nicole Quindazzi, MS, Practice Manager

Margaret Lebeau, Nurse Care Manager

Debra Moorhead, Academic Social Worker

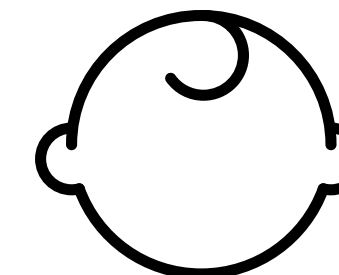
PDSA: performance compared with national data

National Goals for DULCE:

1. 95% of families are screened for Health-Related Social Needs (HRSN) – CNE = 100%
2. 90% of families with concrete needs identified through HRSN receive support – CNE = 100%

Enrollment Data:

- 86 enrolled in DULCE (as of 5/1/24)
- 30 prenatal patients enrolled overall (since beginning of program – as of 4/23/24)
- 124 (100%) of WCV that CHW/FS attends
- 47 of screenings
- 47 of linkages
- 40 received WCV on time
- Family surveys on-going (and we have data)



Warwick, RI

Team Members

Lauren Landry, Family Specialist

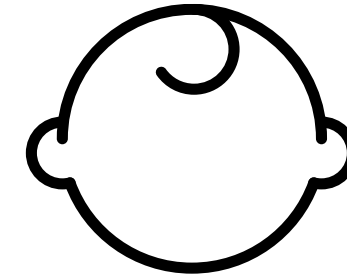
Stacey Nickerson, Practice Manager

Raymond Zarlengo, MD

Denise Green, RN

Cynthia Lover, LICSW

Jenn Cioffi, Data Specialist



DULCE Data (Sept 2023-Mar 2024)

- 97 enrolled in DULCE
- 88 (90%) received WCV on time
- 216 (87%) of WCV CHW/FS attends
- All patients screened for SDOH – no exact data
- 32 (33%) received support
- Family surveys on-going – 3 received

PDSA

- AIM: to increase the number of patients who are connected to resources;
Challenge: FS doesn't always see the SDOH screening in real time
- Baseline 17 out of 77 (22%)
- Method: increasing awareness of families that this is an option



Team Members

Belinda Soares - Family Specialist

Brenda Dowlatshahi – COO & Health Center Director

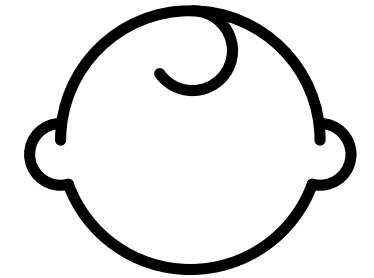
Rebecca Friedman, MD, Pediatrician

Bettina Cullinane, RN, NCM, Nurse Care Manager

Jennifer Caffrey, LICSW, Director of Behavioral Health

Pre-Natal Partner: Suzanne Lowe, CNM, Director of Women's Health

Anne Marie Barone, Director of Health Information Management



Enrollment Data:

- 25 enrolled in DULCE (as of 5/8/24)
- 5 prenatal patients enrolled overall (since beginning of program as of 5/8/24)
- 21 (100%) WCV that CHW/FS attends (as of 4/15)
- 24 screenings
- 19 linkages
- 21 (100%) received WCV on time
- Family surveys on-going (and we have data)

PDSA: performance compared with national data

National Goals for DULCE:

- 75% of WCV are attended by CHW/Family Specialist -
TriCounty = 100%



Hasbro Children's Hospital
The Pediatric Division of Rhode Island Hospital
Lifespan. Delivering health with care.®

Team Members

Lizeth Garcia Garcia, CCHW, Family Specialist

Jennifer Jencks, LICSW, PhD, Manager of Peds SW

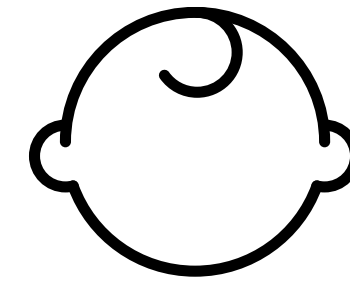
Carol Lewis, MD, Director, Refugee Health Program &
Clinician Educator

Heather Carvalho, Practice Manager

Angelo Franco, LICSW, IBH Social Worker

Joel Guzman, CCHW, CHW Supervisor

Laudine Koster, BSW, Program Coordinator



DULCE Data (Sept 2023-Mar 2024)

- (25 enrolled in DULCE currently)
- 14 enrolled in DULCE as of March 31
- 13 (93%) received WCV on time
- 18 (75%) of WCV CHW/FS attends
- 12 (86%) screened for SDOH
- 7 (50%) received support
- Family surveys not rec'd yet

PDSA

- AIM: 90% of WCVs are attended by Lizeth
- Challenges: 2 babies scheduled at the same time; some babies scheduled on Saturdays; large number of Residents/trainees
- Method: Lizeth tracks appointments herself so she knows when they are coming up, attends morning huddles, prioritizes WCVs above other appointments



Team Members

Manuela Andres -CHW/Family Specialist
(Katherine Rodriguez, CHW/FS)

Scott Hewitt, Assoc. Dir. Of Integrated Care

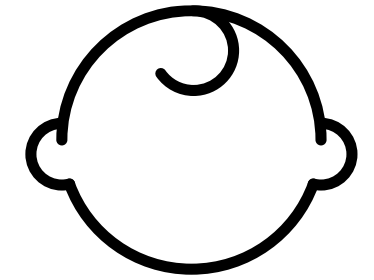
Morgan Motia, MD, AE Medical Director

Kathleen Ricci, Nurse Care Manager

Social Worker – to be identified

Pre-Natal Partner: Carolyn Pearce, MD, Family
Medicine & OB/GYN Medical Director

Enrollment Data: (as of 4/15)



- 16 enrolled in DULCE
- 0 - prenatal patients enrolled overall (since beginning of program)
- 17 (65%) of WCV that CHW/FS attends
- 9 (56%) of screenings
- 3 (100%) of linkages
- 11 (69%) received WCV on time
- Family surveys on-going (and we have data)

PDSA: performance compared with national data

National Goals for DULCE:

4) 90% of families with concrete needs identified through
HRSN receive support – BVCHC = 100%

New Practice Success Story

Discussion

- **CHW/FS:** How are we engaging with families as we begin and end?
- **FS:** Discuss process for “warm hand-off” at 6 months, what resources are they using?
- Joint meeting with Healthy Tomorrows and DULCE? **Could be scheduled for 7:30 – 9am Sept 12 or when Healthy Tomorrows is meeting August 26, 12-1**
- **Sustainability for MLP:** What would be helpful?

CHW Networking Resources:

| Support Group | Description | Time/Date | Registration/Zoom Link | Notes |
|--|---|---|--|--|
| CHWARI Monthly Networking Gathering | Subject-focused gatherings start with a presentation by a CHW spotlighting a timely topic. Examples: Justice Involved Families, Immigration, Doulas, Special Needs. Presentation followed by CHW networking. | See CHWARI schedule | Join Zoom meeting | Questions? Email joinchwari@gmail.com |
| CHW Voices for Leadership & Advocacy | CHWs strengthen community connections and contribute to policy discussions | Last Monday of the month 10:30-12pm | Contact Michelle Mooney for registration link at mmooney@ctc-ri.org | |
| Health Equity Zone (HEZ) Learning Communities | To encourage collaboration and knowledge sharing between the individuals and organizations who participate in the HEZ initiative. | Meet Quarterly at RI College | Sign up here to get news and registration updates | |
| Community Engagement Conversations with Michele (WW Ambassador) | To empower HEZ Collaborative members to reach across ZIP codes for inspiration, support, solutions, and common ground. For CHWs, Family Navigators, Resident Leaders. | Third Thursday of every month 1-2:30pm | Join Zoom Meeting https://us02web.zoom.us/j/6542803200 | WWHEZ Community Ambassador and CCHW Michele Mitchell at: westwarwickhez@thundermisthealth.org 401-799-5044 |
| Woonsocket Networking Group | For CHWs, CNAs, Case managers, etc. to connect with community partners and find new resources at this supportive gathering. | First Friday of every month from 12-1pm | Woonsocket Public Library | Linda Brunetti or Felix Colon . |
| Pawtucket & Central Falls CHW Networking Series | Monthly in-person network meetings for training, resource sharing and professional development. Access to professional network of like-minded, local change-makers. Anyone is welcome! You don't need to work a CHW or work at Pawtucket/Central Falls to join. | TBD | Held in person at Adams Public Library in Central Falls | Pawtucket CHW Network Sessions.pdf Questions? Email Kinzel Thomas thomaski@familyserviceri.org |
| Grupo de Apoyo Para CHW Latinx/Latinx CHW Support Group | A support group for Spanish-speaking CHWs | Every other Tuesday either 12pm or 5pm | Join Zoom Meeting https://us02web.zoom.us/j/87687160716?pwd=T1M4NVlyM3lGNEXeUEyNjVQY2hNUT09 | Questions? Email Lina Roman, Bilingual Program Coordinator lroman@ric.edu |
| EMPOWER: Justice-Involved CHW Support Group Team | A support group for CHWs who have been involved in the justice system and wish to gather to share experiences and strategize how to overcome barriers. | Every other Thursday, 7pm-8pm | Zoom -Must register | Koren Carbuccia, korencarbuccia@gmail.com and John Chiellini, john.chiellini@boswell.io |
| The Central Providence Collective Meeting | Formerly known as CHW Cohort Group, The Collective come together on a bi-weekly basis offering a space to share barriers where invited speakers share valuable resources | New schedule coming soon. Email for details | In-person meeting. Zoom option available - must email to receive details | Questions? Email CHWCohort@onenb.org |

CHW Billing Update

- HCBS Funding Extension until March 2025
- [CHW/FS Billing Readiness Assessment](#) Created
- Initial meetings with BVCHC and Tri County completed
- To be scheduled – Care New England & Hasbro
- Legislation – H-7875 to include billing for CHW services in commercial health insurance plans. [Letter of Support Template](#)

Next Steps



- Letter of support for House Bill #7875 Amending Chapter 27-18 of the General Laws to include coverage of Community Health Workers CHWs by commercial health insurers in Rhode Island. Click [Here](#) for Link to House Bill 7875 Text.
- **Business Models to Grow and Sustain Community Health Worker Programs**
 - Jun 28, 2024, 09:30am - 11:00am EST: designed specifically for Finance Directors and professionals involved in program planning. This session will equip you with essential knowledge and skills for effective budgeting for Community Health Workers (CHWs); hosted by RIPIN
- DULCE Learning Collaborative: Sept 12, 2024 7:30 – 9:00am
- Healthy Tomorrows: August 26 12:00 – 1:00pm

THANK YOU

 www.ctc-ri.org

 [CTC-RI](#)

