

Community Health Workers



Windrose Health Network

Definition

American Public Health Association

The CHW is a frontline public health worker who is a trusted member of and/or has an unusually close understanding of the community served. This trusting relationship enables the CHW to serve as a liaison/link/intermediary between health/social services and the community to facilitate access to services and improve the quality and cultural competence of a service delivery.

What did that say?

Community Health workers can be the link between the health care system and the culture of the community.

CHWs translate the medical verbiage into words the community can understand.

CHWs act as an advocate for patients helping increase compliance and removing barriers to care.

CHWs meet the patient where they are at in their lives and help give them a voice to express their desires for their own health care.

CHWs report back to the medical providers progress the patient is making or to point out barriers.



Case Management and Care Coordination • Community-Cultural Liaison • Health Promotion and Health Coaching
Home-based Support • Outreach and Community Mobilization • Participatory Research • System Navigation

The role of the CHW at Windrose Health Network

- WHN uses members of the Burmese community at its Epler Parke and Countyline Clinics. These CHWs are paid by WHN to translate, educate and inform patients how to navigate the American Health Care System. They do this by following the patient on their health care path and reporting back to the provider both progress and compliance.
- The Epler Parke Clinic is the medical home to many expectant Burmese Moms and babies.

- An example of a CHW in practice is:
- Burmese Mom's and Dad's didn't have to worry about car seat safety in Burma. In Indianapolis it is a law that a baby be restrained in a properly installed car seat.
- In a Burmese city the people walk in the road and don't utilize sidewalks and crosswalks. This is a foreign concept to many refugees. The Mom's and Dad's are taught to use these for safety when walking with their children.

Educating pregnant women on safety hazards is an essential part of pre-natal care.

- Understanding cultural differences in medical care is one of the keys to quality care. The CHW is the bridge to that care.