



Pathways to Better Health Program Overview

WHAT do we do?

- Community Health Workers (CHWs) meet with clients in their home
- CHWs provide care navigation (health education and resource referrals) in order to improve the health of participants and decrease cost of care
 - “Health”= both healthcare and social services (things that influence health i.e. transportation, housing, food, etc.)
- FREE program

WHY is this program important?

- CHWs are trained in an evidence-based curriculum with goals:
 - Improve participants’ health
 - Increase participants’ utilization of primary care services
 - Decrease cost of participants’ health care by decreasing utilization of ED and hospitalizations

WHO qualifies?

- On or eligible for Medicaid, Healthy Michigan, or Medicare
- Have 2 or more “chronic conditions” (ranging from depression to diabetes to chronic pain to COPD, etc.)
- “Frequent” user of emergency services (ED, urgent care, etc.)
- 18 years or older
- Live in Ingham, Clinton, Eaton, Gratiot, or Montcalm Counties

WHERE are we?

- CHWs employed at 10 different local agencies
 - Allen Neighborhood Center
 - Barry-Eaton District Health Department – Eaton County
 - Capital Area Community Services, Inc.
 - Ingham County Health Department
 - Mid-Michigan District Health Department- Clinton County
 - National Council on Alcoholism- Lansing Regional Area
 - NorthWest Initiative
 - Southside Community Coalition
 - Tri-County Office on Aging
 - Volunteers of America
- ICHD is lead agency
- Power of We Consortium is Convener
- HUB for referrals is Ingham Health Plan

HOW does it work?

- The HUB (CareHub) takes all referrals. Call 866-291-8691; for Spanish 272-4178, fax 244-7172, submit on-line Intake Form at www.carehubihp.org
- CareHub is a neutral entity; checks referrals for eligibility and assigns to a local agency with CHWs
- CHW meets with participant, establishes goals with participant, and helps participant meet goals through “pathways” (protocols for assisting participant with a specific need)

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