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Background

Hospital readmissions have been a focus with Baptist Health Paducah for many years. A readmission committee has coordinated examination of the problem to bring awareness to vested partners and departments in the organization to address the issue. Internal efforts helped however, the opportunity to use external support was explored through the application of a grant from HRSA. Hence, a regional partnership was formed using Community Health Workers (CHW) with \$2.2 million in HRSA grants which reduced hospital readmissions for Baptist Health Paducah.

Objectives

- 1 Reduce Readmission Rates for Baptist Health Paducah
- 2 Enhance Community Partnership with Purchase District Health Department (PDHD)
- 3 Establish relationships with HRSA for future grants
- 4 Establish sustainable processes for Community Health Workers to assist with care transition into the home

Methods

- Collaboration with Purchase District Health Dept. (fiscal agent) with: Mercy Health Lourdes, Baptist Health Paducah, Jackson Purchase Medical Center, Marshall County Hospital.
- Case Management makes referral to PDHD for community health worker consult
- PDHD will then follow patient once discharged from hospital and enroll into program
- CHW engages patient for 90 days in the home thru home visits and phone calls

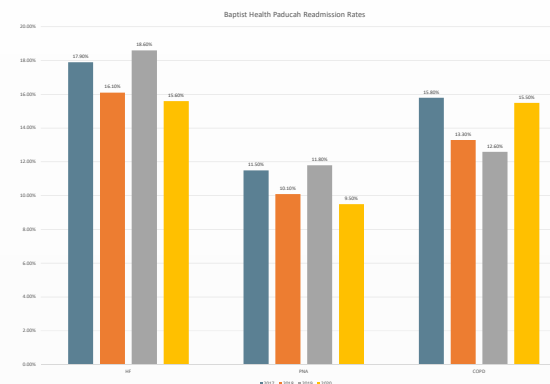


Role of CHW

- Ensures patient has medications and helps decrease barriers in obtaining medications (i.e. affordability, pharmacy setup, etc)
- Connects patient with Primary Care Provider and helps assure patient is able to make follow-up appointment
- Assists with transportation needs, housing, food, DME, Medicaid enrollment
- Patient advocate
- Assess and identify healthcare disparities in the community
- Promotes health literacy and helps address social determinants of health



Data Pre and Post



Results

Community Health Workers are not healthcare professionals such as nurses, social workers, or pharmacists. They are formally trained to be advocates for patients. By engaging at risk patients prior to discharge and connecting with them with periodic in-home visits and regular follow-up phone calls, the CHW uncovers barriers that need to be addressed. The program did assist the hospital in reducing readmissions and improved the post care quality for patients served.

Baptist Health Paducah experienced:

- 4.35% reduction in CHF readmissions from 2019-2020
- 1.98% reduction in PN readmissions from 2019-2020
- 2.3% increase in COPD readmissions from 2019-2020

References

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3. Frances Feltner, Sydney Thompson, William Baker & Melissa Slone (2017) Community health workers improving diabetes outcomes in a rural Appalachian population, *Social Work in Health Care*, 56:2, 115-123, DOI: [10.1080/00981389.2016.1263269](https://doi.org/10.1080/00981389.2016.1263269)