



**Multidisciplinary Teamwork with  
Community Health Workers**

**Enhancing Patient Care and Outcomes in  
Mobile Integrated Healthcare**

Community  
Paramedic

MIH  
Program  
Manager

Chair of the  
Oregon State  
MIH Coalition

Community  
Health  
Worker

Served for  
8 Years as  
a volunteer  
Fire Fighter

Avid  
Hiker

Mother of  
Five



# Topics Today

- Brief history of Mercy Flights and our Mobile Integrated Healthcare (MIH) program
- Introduction to a Community Health Worker
- Impact of Community Health Workers
- Outcomes
- Lessons Learned



**MERCY FLIGHTS**  
— INC. —

**First nonprofit air ambulance  
service in United States**





**Supporting community health beyond  
medical transport**



# Where we Started

2016

Pilot Program - Focus on High Utilizers



2017

Transitions of Care (TOC) Program Launched



2018

Rising Risk Program Launched



# Challenges

2020

COVID  
Pandemic

Wildfires

FEMA &  
Public Health

High-Risk  
Outreach





# Where we are now

2021-Current

High-Risk  
Outreach

Asthma  
Program

CHWs Added

Crisis  
Response







# What is a CHW?

A Community Health Worker is as defined by the American Public Health Association as:

“...a frontline public health worker who is a trusted member of and/or has an unusually close understanding of the community served.”



# CHW Background and Skillsets

- Advocacy
- Outreach and enrollment
- Navigation
- Education
- Health services
- Social-emotional support

# What can CHWs specialize in?

- Chronic disease management
- Ensuring cultural competence among healthcare providers
- Building community capacity to address health issues
- Medication reviews

# Benefits of a CHW on your team

CHW integration into an MIH team has many benefits, such as:

- Increased impact on patients
- Impacts on the community
- Impacts on the family
- Improved workflow from patient referral to completion of the program
- Unique team collaboration

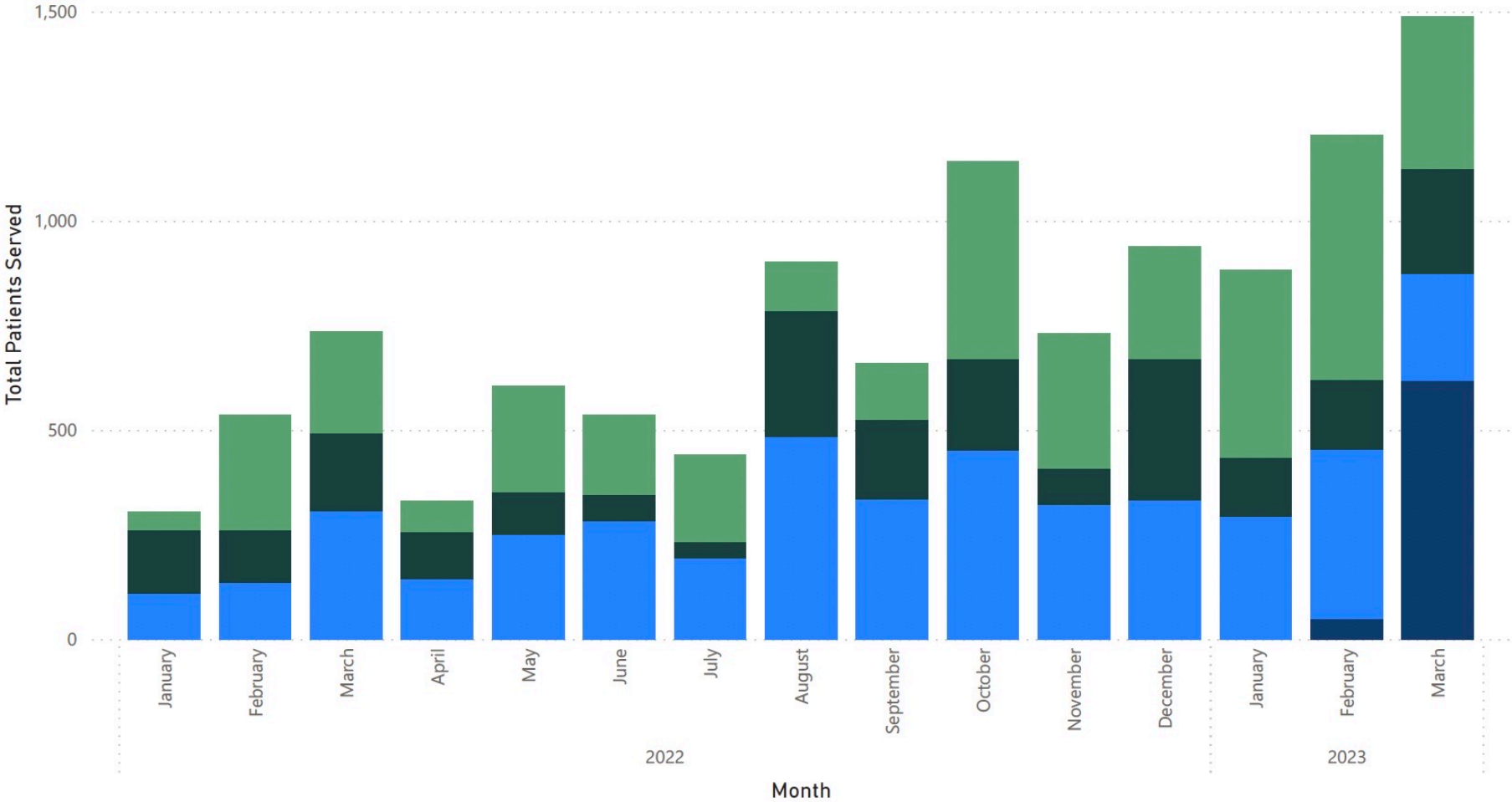




# Patient Graduates-Monthly Break Down

Total Patients Served by Year, Month and Outcome

**Outcome** ● Enrolled ● Initial Assessment ● Medication Review ● Medication Review and Home Visit



# Medication Review


- Recent American Association of Respiratory Care Webcast reports nearly
  - 69% of patients are non-compliant with meds
  - 45% of patients have inadequate knowledge of medications
  - 42% of patients are unable to self-manage their care
- Goal is to create a complete medication list, including supplements and OTC medications across the continuum of care



# Lessons Learned

- Scope of practice
- Transitioning CHWs out of the Clinic Setting to an in home setting
- Learning curve on both sides
  - Training the Primary Care Providers and Advanced Care Paramedics to hand off
  - Training the CHWs to hand up





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