

CURRENT CHWs:

Grace Lapika; grace.lapika@mainehealth.org, 207-544-3165

Speaks: French, Lingala, Swahili, Kikongo

How to refer patients to a CHW

EPIC Referral:

- Send an inbasket message to **pool number 10364**, which is named **MMP FMC Portland CICI CHW**
- Call, text or email Grace directly

General CHW Role with individuals:

- Culturally Appropriate Health Education and Information
- Care Coordination, Case Management, and System Navigation
- Coaching and Social Support
- Relate to community members as peers
- Expertise in shared culture or life experience of the patient
- Do not provide clinical care

CHWs support for the work of health care teams:

- Outreach in community settings
- Educate patients on lifestyle changes, medication adherence, and treatment
- Help patients navigate health care systems
- Provide social support
- Create community-clinical linkages
- Track and support patient progress on care plan
- Increase cultural competence of the care team
- Support individual goal setting

CHWs support in screening for social determinants of health:

- Administer screening tools
- Connect patients to available resources
- Document screening results/referrals
- Follow-up with patients

CHWs are suited to deliver screening and clinical connections with their abilities to:

- Relate to patients, understand their needs, and build trust
- Share awareness of community resources
- Use time to administer and respond to patient needs