

# Community Health Worker Grant Patient/Family Evaluation

## Introduction

The Community Health Worker (CHW) grant is a 2-year pilot program designed to integrate community health workers into pediatric primary care. The program supports two types of CHWs:

- Early relational health (ERH) CHWs serving children 0-5 years old and their families
- School-age (K12) CHW serving children 5-18 years old and their families

[Visit the CHW webpage](#) to learn more about the CHW grant, the implementation of the program including the tribal CHW program, and the recent legislature report.

## About the evaluation and the evaluators

### Why is the Health Care Authority (HCA) conducting an evaluation?

As directed by the legislature in Engrossed Substitute Senate Bill 5693, Section 211 (103), HCA is directed to report on the impact of the CHW grant. Outcomes will be used to assess the evidence base and to inform policies, resource allocation, and insight for continuous improvement for current and future programs.

### What is the purpose of the patient and family experiences part of the CHW grant evaluation?

HCA is looking to gain feedback from families with Apple Health (Medicaid) who have received CHW services. We want to seek and center the voices of those we serve, including those with lived experience, to inform and develop patient-centered policies and programs.

To achieve this, the evaluation for patient and family experiences will focus on:

- What benefits did they experience working with the CHW?
- What services were most helpful?
- Were their needs met? Were there any gaps that the CHW could fill?
- Were services culturally appropriate and responsive to their needs?
- Were they able to access mental health or other services and treatments recommended by the CHW in a timely fashion?

### How have clinics and CHWs been involved in the development of the evaluation?

CHW supervisors have provided input on the screener questions to identify those interested in participating. CHWs and their supervisors have not been involved in the development of the interview questions.

## Will the evaluation be conducted by HCA or a third party?

HCA is responsible for funding the evaluation, but the evaluation will be led and conducted by evaluators from Colehour Cohens (C+C).

[Visit the C+C website](#) to learn more about their work.

## Patient and family participation

### Are families required to participate in the evaluation?

No. Participation of families is voluntary. Participation in the evaluation will not impact your ability to participate in ongoing CHW services.

### Who can participate and how to I sign up?

To participate in the evaluation, parents/caregivers must meet the following criteria:

- Currently live in Washington State
- Parent/caregiver is 18 years or older
- Primary language is English or Spanish
- Children are under 18 years of age
- Children are enrolled in Apple Health
- Children have received CHW services in past 8 months as part of care at their pediatric primary care clinic
- Have a valid email address (to receive the link for the Zoom interview)

Participants selected for an interview will be notified via email by CHW supervisor with a link to the screener. The screener will include questions to ensure participants meet the listed criteria. If participants meet the criteria, they are entered into a pool where they will be randomly selected for participation.

### How many families will participate in the study?

The evaluation has two phases: the interview phase and the survey phase. The interview phase will be limited to 20 patient/family participants. Families not included in the interview phase will have the opportunity to participate in the survey phase which will include a total of 300 participants, 100 of whom being Spanish speakers.

### What will happen during the interview phase?

During the interview phase, C+C will conduct 60-minute one-on-one interviews with up to 20 participants. Interview will be conducted online via Zoom.

### Will translation be provided?

Yes, Spanish translation will be available. HCA is unable to provide translation for languages other than Spanish. Outside interpreters such as family members or trained interpreters are not allowed for this study.

### Will families be compensated and/or are there incentives for participating?

Participants who complete the interview will receive an honorarium of \$100 for their time.

## Use and sharing of evaluation data

### How will patient information be protected?

All patient information, including name, email, and phone number will only be used for the explicit purpose of scheduling interviews and providing incentives for participation. In completing the screener, participants will be asked for consent to participate and the use of their contact information. The contact information will not be used outside of the evaluation.

### How will the answers be used or shared?

HCA will ensure the identities of all parties remain protected throughout the evaluation. All data presented in HCA's legislative report will be de-identified and not tied back to an individual CHW, clinic, or participant.

### Will the clinic and/or CHW be identified in the evaluation?

Yes. To ensure the participant has received services from one of the participating clinics, the family participant will be asked to identify the clinic. They will also be asked to identify the CHW by first name only to ensure the CHW providing the services is a CHW under the grant. This is because many clinics utilize CHWs in different programs housed in their clinics and CHWs operate under a wide range of titles.

