INCORPORATION OF MENTAL HEALTH TOOLS AND INTERVENTIONS IN A STATEWIDE HEALTH NAVIGATOR PROGRAM: LESSONS LEARNED.
COLORADO HEART HEALTHY SOLUTIONS (CHHS)
CHHS PROGRAM MODEL

Health assessments conducted every 6-12 months.

One-on-one health coaching

Connect participants to essential services

Provide ongoing follow-up
- Identify and prioritize participants
- Health assessment and survey tools
- Health messaging guidance
- Medical and community resource database
Effectiveness of a Community Health Worker Cardiovascular Risk Reduction Program in Public Health and Health Care Settings

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The US Affordable Care Act specifies implementation of a national partnership for prevention and health promotion, with the CHHS Program (revised 4/2013).

Objectives. We evaluated whether a program to prevent coronary heart

Cost-effectiveness of a statewide public health intervention to reduce cardiovascular disease risk

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The Impact of Community Health Workers on Cardiovascular Risk Reduction

The following is a synopsis of “Effectiveness of a Community Health Worker Cardiovascular Risk Reduction Program in Public Health and Health Care Settings,” published in the January 2013 issue of the American Journal of Public Health.
INCORPORATION OF BEHAVIORAL HEALTH INTO CHHS
### Behavioral Health Additions

#### Assessment
- Perceived Stress Scale (PSS) for stress
- Patient Health Questionnaire (PHQ) for depression
- Generalized Anxiety Disorder (GAD) for anxiety

#### Health Coaching
- Behavioral health-centered motivational interviewing
- Behavioral activation case mapping

#### Referrals
- Partnership with primary health care, behavioral health, and telehealth providers
Behavioral Activation Case Mapping

Context
What happened?

Single mom with two kids
Working two jobs

Experience
How do I feel?

stressed
like I need a break

Behavior to Change
What do I do?

Sit on the couch and eat ice cream

3. When this cycle happens for a long time, new problems arise or continue
1. In the short-term, I feel better when I sit and eat because it gives me its my evening break
2. In the long-term, I continue to feel stressed
TRAINING

CHWs receive the following trainings and support for behavioral health:

- 3-day annual training
- In-person site visit from CPC Community Health psychologist
- Monthly group meetings
- Quarterly site calls
- Additional one-on-one support as needed
METHODS
Quantitative data collected via our Outreach, Screening and Referral (OSCAR) system detail implementation of the mental health assessments and interventions.

Qualitative interviews with 10 CHWs and 17 participants provide insight into successes and challenges.
RESULTS AND LESSONS LEARNED
## Participant Demographics

<table>
<thead>
<tr>
<th>Description</th>
<th>%</th>
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<tbody>
<tr>
<td>Female</td>
<td>62.4</td>
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<tr>
<td>Rural/Frontier</td>
<td>91.0</td>
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<tr>
<td>Latino</td>
<td>33.9</td>
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<tr>
<td>Less than high school education</td>
<td>11.5</td>
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<tr>
<td>Unemployed</td>
<td>10.9</td>
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<td>No health insurance</td>
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<td>Medicaid</td>
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<tr>
<td>No medical home</td>
<td>21.1</td>
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<tr>
<td>Food insecurity</td>
<td>8.1</td>
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<tr>
<td>Housing instability</td>
<td>4.2</td>
</tr>
<tr>
<td>At-risk for CVD</td>
<td>86.7</td>
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5224 individuals received the CHHS Behavioral Health Intervention.
"A lot of times I don't get that chance to open up and I was able to talk to her about it and not be judged. So I think that was huge"  
- CHHS participant

“There are things that you do need to talk about, I mean I know that they're uncomfortable, but it helps to have that conversation with somebody and have somebody that's not going to make you feel uncomfortable or belittle you. It's good to have somebody that's going to kind of coach you through it and support you and kind of move you in a better direction for your own wellbeing and your own health.”

- CHHS participant
"She goes, ‘I'll be your mentor, but I think you need to talk to Sue, she's a counselor, mental health counselor.’ She says, ‘It looks like you're going through a lot of mental stress.’ Which I was, 'cause I'm in a lot of pain, and that was before my surgeries and stuff… and I was on alcohol, but she helped me a lot with that… if she didn't, then I'd probably still be drinking”

- CHHS PARTICIPANT
STIGMA MAY FIRST HINDER BEHAVIORAL HEALTH ASSESSMENT

<table>
<thead>
<tr>
<th>Behavioral Health Assessment</th>
<th>% of participants</th>
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<tbody>
<tr>
<td>PSS Completion</td>
<td>84.0</td>
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<tr>
<td>PHQ4 Completion</td>
<td>83.9</td>
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<tr>
<td>Elevated Stress Score</td>
<td>24.2</td>
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<td>Elevated Anxiety Score</td>
<td>9.0</td>
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<tr>
<td>Elevated Depression Score</td>
<td>5.0</td>
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“When they first started [asking me mental health questions] I was like, why are they asking me these questions? Does she see something in my eyes or in my health or something that [makes them ask] this?”

- CHHS Participant
Preference for administration of the BH questionnaire varied. Qualitative interviews indicate that about half of all participants preferred to complete the PSS/PHQ on paper, while the other half preferred verbal administration.
CASE MAPS TAKE TIME, BUT ARE HELPFUL IN IDENTIFYING STRESS THAT DRIVES HEALTH BEHAVIOR

Time, and getting the client to be as engaged… Just the amount of time.

- CHHS Health Navigator

39% of all case maps completed by CHHS participants connected negative health behaviors (e.g., unhealthy diet, lack of exercise) to psychosocial stressors
ITERATIVE MONITORING, ADAPTATION AND IMPROVEMENT

- Flexibility in administration of the behavioral health questionnaire and health coaching
- Change in BH assessment thresholds
- Simplification of the case map
- Development of additional tools for stress management
Using behavioral health assessment and coaching techniques, CHWs can play an important role in empowering community members to make healthy decisions and promoting the use of essential health services. Tailoring these behavioral health interventions to the participant is important in program success.
ACKNOWLEDGEMENTS

Funder:
- Colorado Department of Public Health and Environment

CPC Community Health Team:
- Nick Flattery
- Stephanie Coronel-Mockler
- Dr. Kristin Kilbourn
- Dr. Ray Estacio
- Joel Blanco

Implementation Partners
- Chaffee County Public Health
- Costilla County Public Health Agency
- Denver Health
- High Plains Community Health Center
- Kit Carson County Health and Human Services
- LIFT UP
- Northwest Colorado Health
- San Luis Valley Area Health Education Center
QUESTIONS? COMMENTS? IDEAS?

THANK YOU!

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