Documentation for Community Health Representatives

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Background

**Project Objective and Protocol:**

3.0 CHRs will complete delivery of home visits to seniors and chronically ill

- 3.1 CHRs conduct outreach to participants and provide health education
- 3.2 CHRs conduct blood glucose checks
- 3.3 CHRs conduct blood pressure checks
- 3.4 CHRs document visit in the EHR
- 3.5 Refer participant to the PHN, Certified Diabetes Educator, or the Outpatient Clinic
Steps in the CHR Patient Care Documentation Process

- CHR visits patient in the home and records findings on the CHR Patient Care Component (PCC) form
- Documentation from CHR PCC is entered into the Resource and Patient Management System (RPMS)
- Data entered in the RPMS is used as justification for funding for IHS
Identification of the Problem

CHR documentation on the PCC form is unseen by ANY member of the Winnebago health care team because it cannot be entered in the Winnebago IHS EHR system
Negative Outcomes Caused by Current CHR Documentation Process

- Loss of patient trust in PCP/medical team (i.e. patient questions why medical team has not responded to concerns voiced to CHR)
- Loss of timely, comprehensive review of data by PCP/medical team that guides informed decision-making about patient’s medical condition
- Reduction in medical team communication and effectiveness
- Incomplete documentation in patient’s medical record
- Justification for IHS funding is based on CHR charting that has not been reviewed by a medical professional because it is not accessible
Solutions: Rationale for Inclusion of CHR Documentation in Winnebago EHR

- CHR Program is represented in Winnebago Tribe of Nebraska 638 Contract
- CHRs maintain current IHS certifications in HIPAA and ISSA
- “Winnebago Tribal CHR RPMS EHR Documentation Policy” is currently in place
- CHRs have been trained in EHR Documentation using the Subjective and Objective documentation method
Solutions: Rationale for Inclusion of CHR Documentation in Winnebago EHR (cont’d)

- Winnebago CHRs are enrolled in Certified Nursing Assistant (CNA) program because Certified Community Health Worker (CCHW) program not offered in Nebraska at this time
- Winnebago Tribal Health Director advocates for and supports this initiative and will promote distribution of the Policy throughout the Winnebago IHS
Positive Outcomes to Reduce the Burden of Chronic Disease
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- CHRs will identify early onset of health issues experienced by patients and promote expedited referral to designated health care provider (PHN, nurse CDE, registered dietitian CDE, certified personal trainer, clinic, or ER) to prevent life-threatening situations
- CHR documentation will be readily available in the EHR for access by health care providers
- Enhanced communication with other members of the health care team enables more consistent medical care follow-up
- Recognition of patient need and referral to appropriate community resources
- Improved outcomes for patients with chronic diseases
Thank you