



Models and Matrices

Risk Stratification

Developing CHW Tasks: Generic and Disease-Specific

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Level of Risk Stratification Matrix

This is the “generic” list of risk criteria

**Low Risk
Care
Coordination**

- Stable and usually healthy
- Minor conditions that are easily managed
- Use of alternate services, such as group visits, telehealth, MyChart
- Goal is to keep healthy and engaged
- Increase/maintain use of screening and preventive services

**Rising Risk
Care
Management**

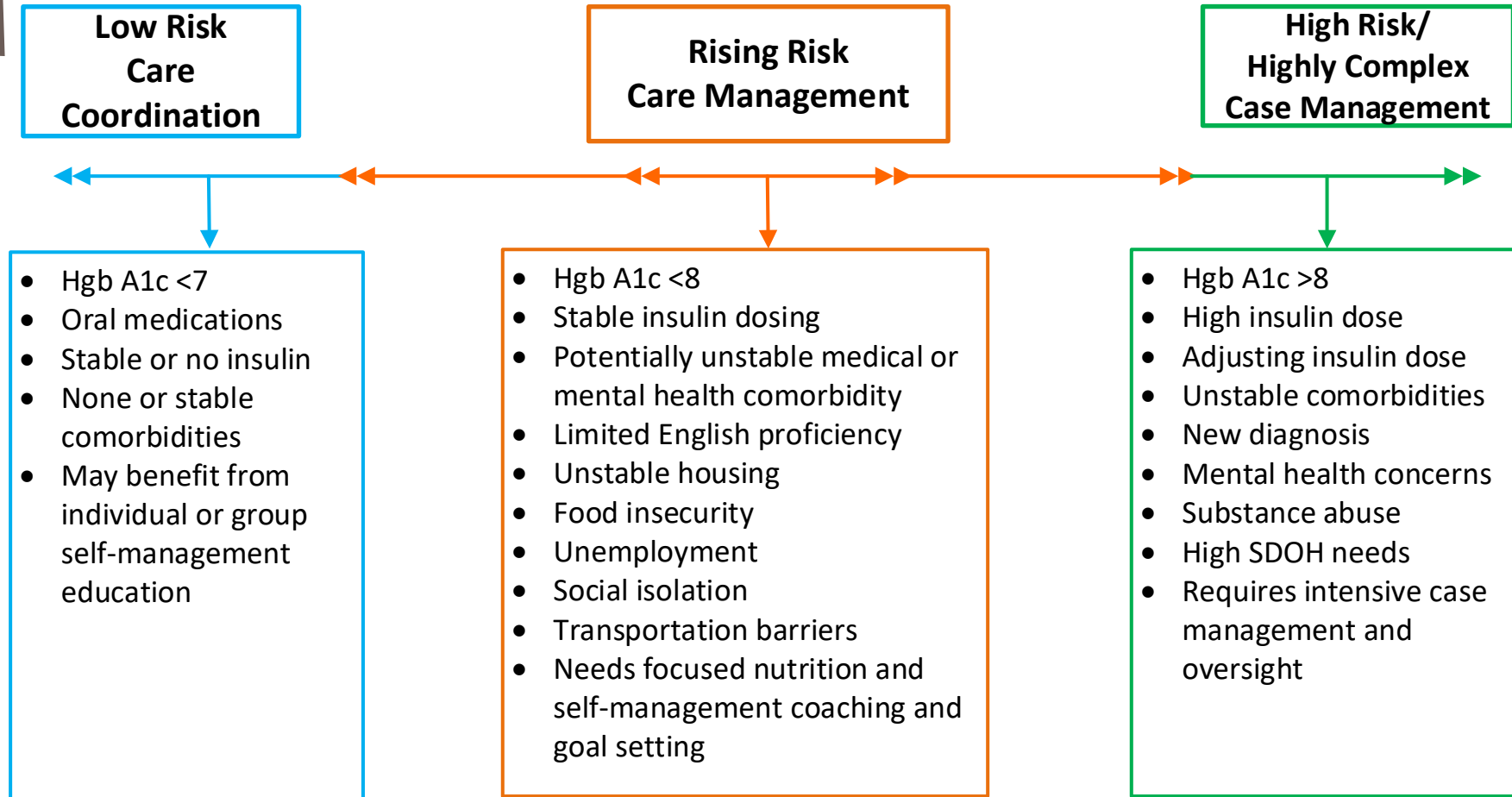
- One or more chronic conditions or risk factors
- Condition is unstable and fragile
- Increased social needs and concerns
- Multiple health risk factors, such as obesity, smoking, and blood pressure
- Managing risk factors important in this category to decrease movement to high-risk category
- Use of Chronic Disease Self-Management resources

**High Risk/
Highly Complex
Case Management**

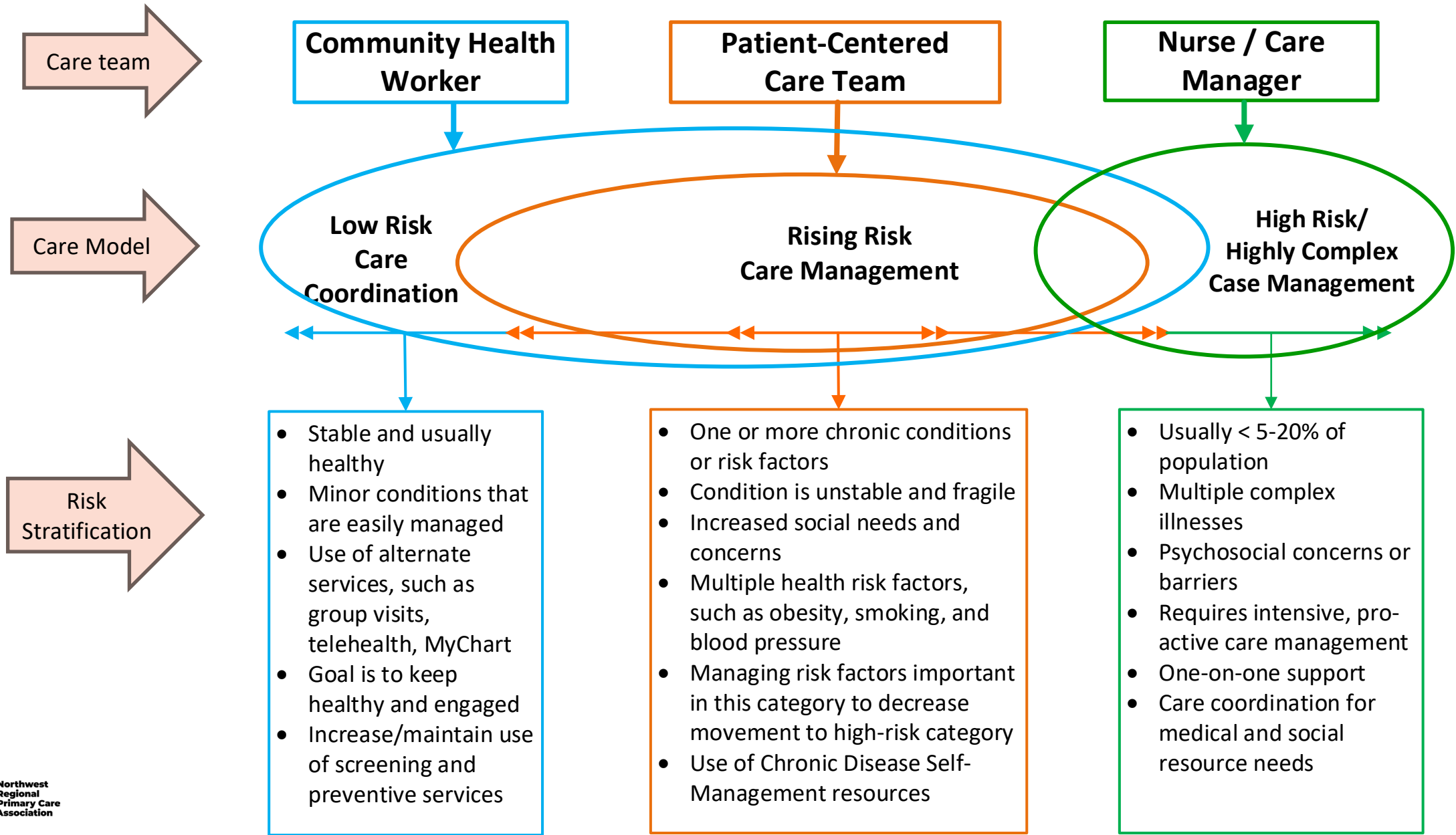
- Usually < 5-20% of population
- Multiple complex illnesses
- Psychosocial concerns or barriers
- Requires intensive, proactive care management
- One-on-one support
- Care coordination for medical and social resource needs

This is the
"Diabetes-
Specific"
list of risk
criteria

Level of Risk Matrix: Diabetes

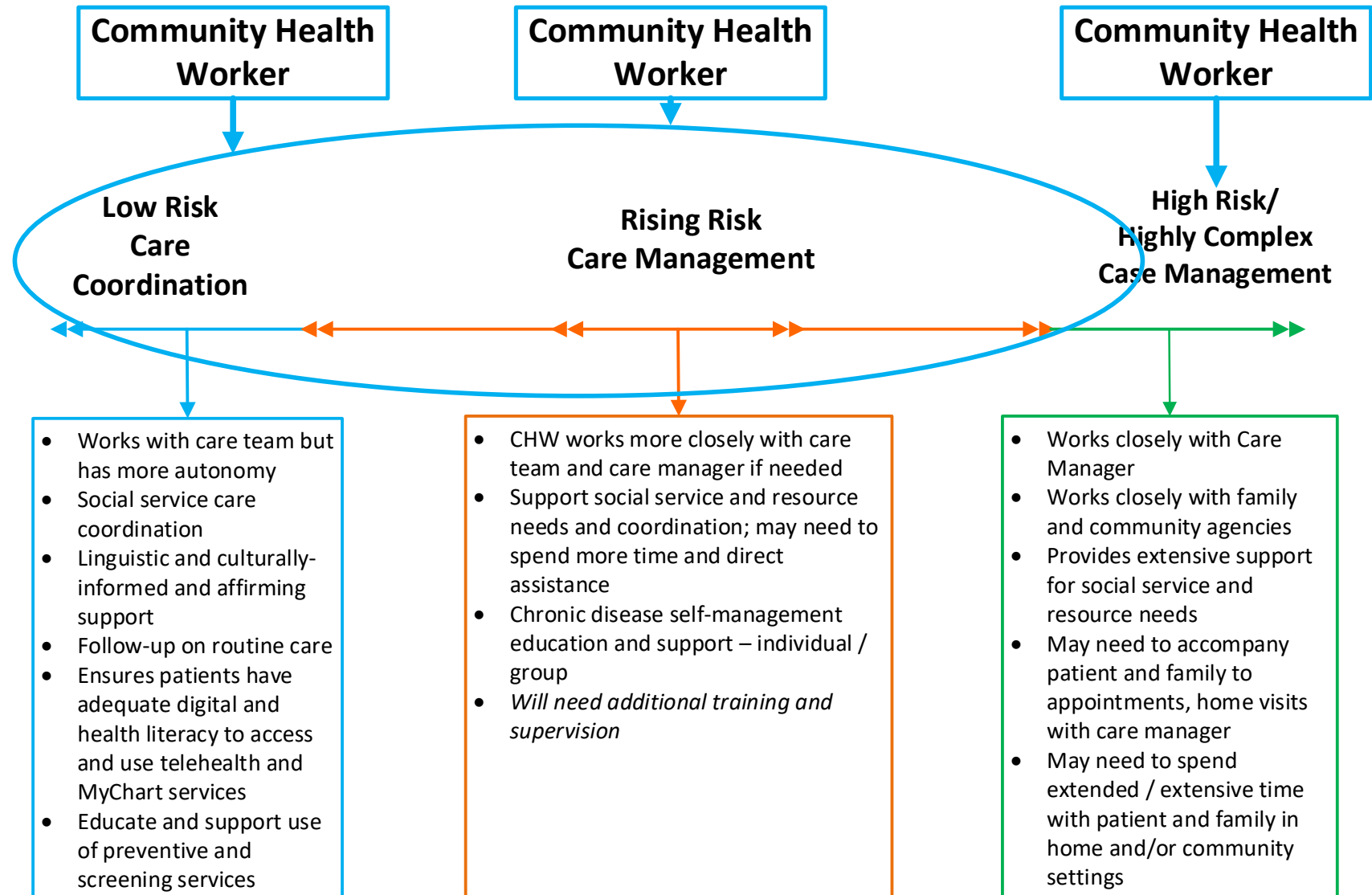
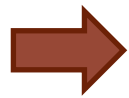


Developing Models of Care

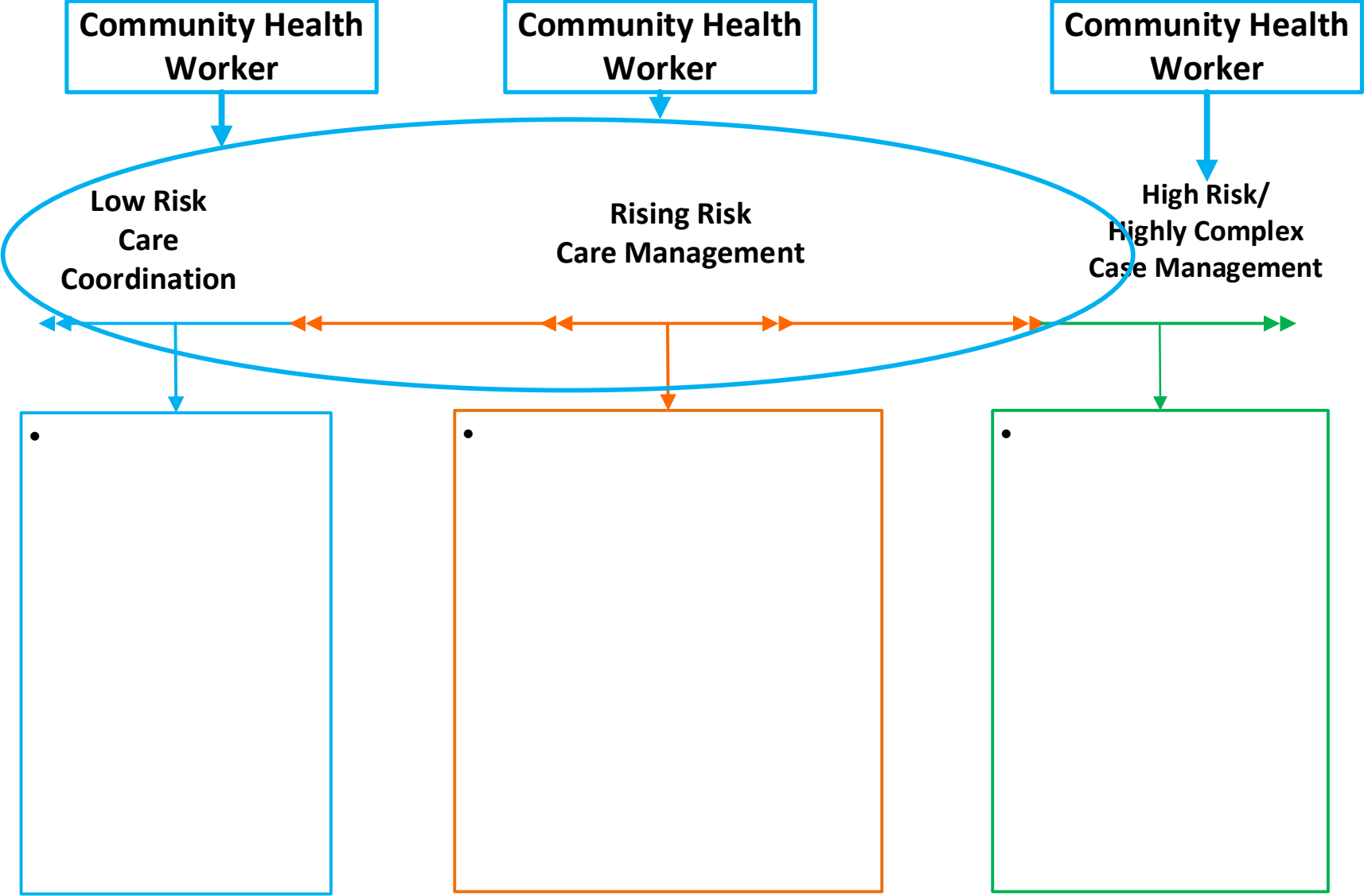


CHW tasks specific to each risk category

These are the Generic tasks a CHW might do in each of these risk categories



CHW tasks specific to each risk category



Making the tasks Diabetes specific...

CHW tasks specific to Diabetes “Rising Risk” category

1. Review the generic CHW tasks
2. Review the risk factors
3. Decide what Diabetes-specific tasks your CHW will be doing

Generic tasks for rising risk patients

- CHW works more closely with care team and care manager if needed
- Support social service and resource needs and coordination; may need to spend more time and direct assistance
- Chronic disease self-management education and support – individual / group
- *Will need additional training and supervision*

Diabetes rising risk factors

- Hgb A1c <8
- Stable insulin dosing
- Potentially unstable medical or mental health comorbidity
- Limited English proficiency
- Unstable housing
- Food insecurity
- Unemployment
- Social isolation
- Transportation barriers
- Needs focused nutrition and self-management coaching and goal setting

Diabetes-specific tasks for rising risk patients

- Scrub identified charts for pts who need routine labs
- Work with pop health manager to reach out to LEP patients
- Spend extra time assisting pts access social service and resource needs
- Provide targeted and extensive Diabetes self-management education to pt and family
- Take pt/family grocery shopping, meal planning
- Assist with pill-management systems, setting goals
- Regular follow-up calls for self-management support

CHW tasks specific to Diabetes “Rising Risk” category

Generic tasks for rising risk patients

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Diabetes rising risk factors

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Diabetes-specific tasks for rising risk patients

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