

Summary of Issue

Community Health Workers (CHWs) and patient navigators (also referred to as care navigators, care coordinators, etc.) have been recognized as essential in promoting positive health outcomes, improving patient satisfaction and reducing healthcare costs. An increased number of CHWs/navigators, as well as reevaluation of the contexts in which they interact with patients, may benefit pediatric patients in Aurora. In particular, expansion of community-, rather than clinic-based CHWs may make their services more accessible to certain families. Furthermore, increased coordination among and communication between care coordinators may prove helpful for patient families and coordinators alike.

Data*

No data regarding the total number of navigators, locations and types of outreach activities, or efforts to foster collaboration between navigators was found at this time.

Child Health Survey, 2013 (Children 1-14 years). May be able to get county-level data by aggregating years. Would need to request from CDPHE.

- 58.8% of parents report that someone helps to arrange or coordinate children's health care; 36.8% report no help and 4.4% report that child didn't need care (within past year)
- 21.5% of parents report that they could use extra help arranging or coordinating care for their children

**Lack of Aurora-specific data remains a challenge at this time and suggests an opportunity moving forward*

Current initiatives that address issue

The following organizations employ patient navigators of some sort. It is likely that additional organizations also house navigators as well:

- Fields Foundation
- Doctors Care
- Patient Navigator Training Collaborative
- RCCO/Colorado Access- Delegated Care Coordinators (at CO Access or placed in clinics)
- Asian Pacific Development Center
- Center for Provider Integration Network
- Aurora Public Schools – Family Liaisons
- Bridges 2 Care
- Metro Community Provider Network
- Nurse Family Partnership
- SafeCare Colorado
- Childrens' Hospital Colorado

The following organizations have facilitated communication among navigators:

- Colorado Children's Health Access Program (CCHAP)
- Arapahoe County Early Childhood Council (ACECC)
- Colorado Access/RCCO
- Human Services Network of Colorado

Current Training Programs/Networks for CHWs/Navigators

- University of Colorado's Patient Navigator & CHW Online Training
- Patient Navigator Training Collaborative
Promotora de Salud training through Plaza Aztlan