



NATIONAL RURAL HEALTH RESOURCE CENTER

DELTA REGION COMMUNITY HEALTH SERVICES DEVELOPMENT (DRCHSD) PROGRAM

DRCHSD COMMUNITY CHAMPION POSITION

DRCHSD Program Supports Community Champions

The DRCHSD Program (The Program) provides funding to support one (1) Community Champion (CC) per selected community. The scope of work and terms for this funding shall be defined in a Letter of Agreement (LOA) between the selected hospital and the National Rural Health Resource Center (The Center). The selected hospital shall utilize the funding to support the CC position for The Program's purpose of developing and enhancing a local coordinated system of care.

Financial support for the CC's salary is capped at \$26,800 per year for up to three years and only while the selected hospital is actively participating in The Program. Financial support is dependent upon the level of federal funding for the DRCHSD Program and may be prorated based on hiring date. As an alternative to supporting a salaried employee, funding may be used to support a contracted employee to represent and act as the CC. Funding should support the CC position at approximately 0.6 FTE for DRCHSD activities or cover a minimum of 1250 Program work hours. Years 2 and 3 financial support is dependent upon the actual Program funding level.

Funding may supplement a current half-time employee to fulfill the CC position with the understanding that the employee is transitioned to a full-time position and approximately 0.6 FTE is devoted to the meeting the role and responsibilities as defined in the scope of work. Supplementing a current salaried full-time employee is not permissible, unless the selected hospital can demonstrate that the employee's position has been restructured to allow that individual to effectively carry out the role and responsibilities of the CC and perform the level of work as defined in the scope of work.

The selected hospital CEO shall identify and select the CC and provide in-kind support for the CC to meet the role and responsibilities outlined in scope of work. In-kind support includes, but not limited to, a work station with a computer, phone line and internet, and preferably skype connection capability for video conferencing.

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The CC work station may be located at either the selected hospital's facility or its local partner organization.

The Center will support the CC with educational training to build his/her skills to perform duties, which may include, but not limited to, monthly learning collaborative webinars, face to face meetings and ongoing coaching through various modes of communication. In addition, The Center will host a regional CC meeting to provide education to prepare individuals for the Champion role. The Champion meeting will provide participants with skills development to aid in train-the-trainer tactics and project sustainability. Champions may receive training as a Health Navigator or lay healthcare worker or health coach. A Boot Camp session in phase 2 may be held to support the Champions in their new role.

Community Champions Purpose and Expectations for the Role and Responsibilities in the Selected Hospital's DRCHSD Program Activities

Purpose of Community Champion (CC)

The purpose of the CC is to help guide the selected hospital team and community throughout Program activities, as well as assist in the communications between the various parties. The CC's is to assist selected hospital teams and their communities with developing and implementing of a community care coordination plan and assist them in meeting the eight DRCHSD Program goals:

- Improve financial position and increase operational efficiencies
- Implement quality improvements that support an evidenced-based culture for improved health outcomes
- Address workforce recruitment and retention needs
- Increase the use of telemedicine to fill service gaps and access to care
- Ensure access to and availability of Emergency Medical Services
- Integrate social services to address socio-economic challenges
- Enhance coordination of care and develop a community care coordination plan
- Strengthen the local health care delivery system to position for population health

Expectations for the CC's Role and Responsibilities

The CC is an individual, that may be a lay health worker, that can be a catalyst for culture change. This individual should be instrumental in creating a cultural shift in their community towards healthier living and are essential to long-term success of the selected hospital's Program activities. The key expectations for the CC include the following:

- Act as a liaison for The Center and be responsive to The Center staff
- Support the selected hospital team in meeting Program goals
- Engage community organizations in the community care coordination planning activities
- Be actively involved and engaged in all Program trainings and development activities such as, but not limited to, Learning Collaboratives, conference calls, annual summits, workshops, boot camps, and onsite consultations and other assessment projects.

Reporting

The employed or contracted CC shall submit quarterly reports of progress and accomplishments to The Center and Hospital leadership. This quarterly report will include any metrics that are being tracked. The CC shall act as a liaison between Hospital and The Center to facilitate communications between organizations and the community and drive the community care coordination planning activities.

CC shall report to Hospital Chief executive Officer (CEO) or designee of the CEO through regularly scheduled meetings and/or written updates as defined by the CEO or designee. Regularly scheduled meetings should be held at least monthly and preferably bi-weekly (every two weeks).

CC shall provide at least monthly updates to community joint partners and other community members, organizations and agencies as defined by leadership. Community outreach should be ongoing on a regular basis.

Engagement and Participation

The CC shall be actively engaged in all aspects of program activities to support Hospital in developing a community care coordination plan and assist the organization in meeting its mission and goals. Activities include, but not limited to, the following:

- Champion learning collaborative
- Hospital and clinic learning collaborative
- Planning and check-in calls
- Onsite planning events
- Off-site trainings and bootcamps

- Annual summits, workshops, boot camps
- Onsite consultations and assessments
- Community outreach and education
- Community joint partner engagement

The Center shall track the CC participation rates to determine the level of participation and extent to which the CC is engaged.

The CC's roles and responsibilities, as well as minimum skills and key qualities for consideration are summarized in the Table 1 below.

Table 1: Community Champion Roles, Responsibilities, Skills and Qualities

Roles	Responsibilities	Skills	Qualities
<ul style="list-style-type: none"> • Act as point of contact and represent the Program • Assist communities, health care organizations and social service with systems • Build community Support and gain buy-in for program activities • Support community assessments and the Community Care Coordination planning • Assist in conducting community outreach • Participate in Program evaluation activities 	<ul style="list-style-type: none"> • Assist with community engagement, outreach and buy-in • Support outreach to all local health agencies to request that they complete both the Transition Toolkit and the Population Health (PH) Portal self-assessments • Participate in onsite consultations to include action planning sessions to support the implementation process • Assist with the development of Community Care Coordination (CCC) planning with various health organizations and support next steps at the local level • Support summits and community coordination planning • Assist in the development of short videos of their communities • Participate in regularly scheduled Learning Collaborative (LC) 	<ul style="list-style-type: none"> • Excellent verbal and written communication skills • Bachelor's degree or three years of experience in health care, communication education, or related field • Established Interpersonal and Relationship Building Skills • Outreach Skills • Community Assessment Skills • Evaluation Skills • Comfortable with computer applications 	<ul style="list-style-type: none"> • Connected to and respected in the community • Interested in improved health outcomes • Ability to lead teams • Friendly, outgoing • Motivated and capable of self-directed work • Open and eager to grow/change/learn • Flexible/adaptable • Strong desire to help the community • Creative/resourceful

Roles	Responsibilities	Skills	Qualities
	<p>meetings and quarterly hospital LC meetings</p> <ul style="list-style-type: none"> • Assist in hospital project tracking and reporting of measurable outcomes and support program evaluation activities 		