



# PCHI<sup>®</sup> Model

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# About Pathways Community HUB Institute®



Photos provided by Northwest Ohio Pathways Community HUB

- National nonprofit organization founded in 2015 to assist communities in creating a **sustainable community-based care coordination network** that identifies individuals with modifiable risk factors and connects them to services, tracks outcomes, and contracts with payers that **directly tie payment to those outcomes**.
- PCHI assures **fidelity to the PCHI Model**, sets its standards and is the certifying body for Pathways Community HUBs, Pathways Agencies, Technology Vendors and Community Health Worker Instructors.
- **Advocates for community health workers (CHWs)** – who are central to community-based care coordination – PCHI provides CHW training and technical assistance to assist communities implementing the PCHI Model.

# www.pchi-hub.org



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## A Proven Model

for community-based care coordination.

The Pathways Community HUB Institute helps communities come together to support their under-resourced residents and to improve health and well-being.

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[PCHI Model Overview](#)

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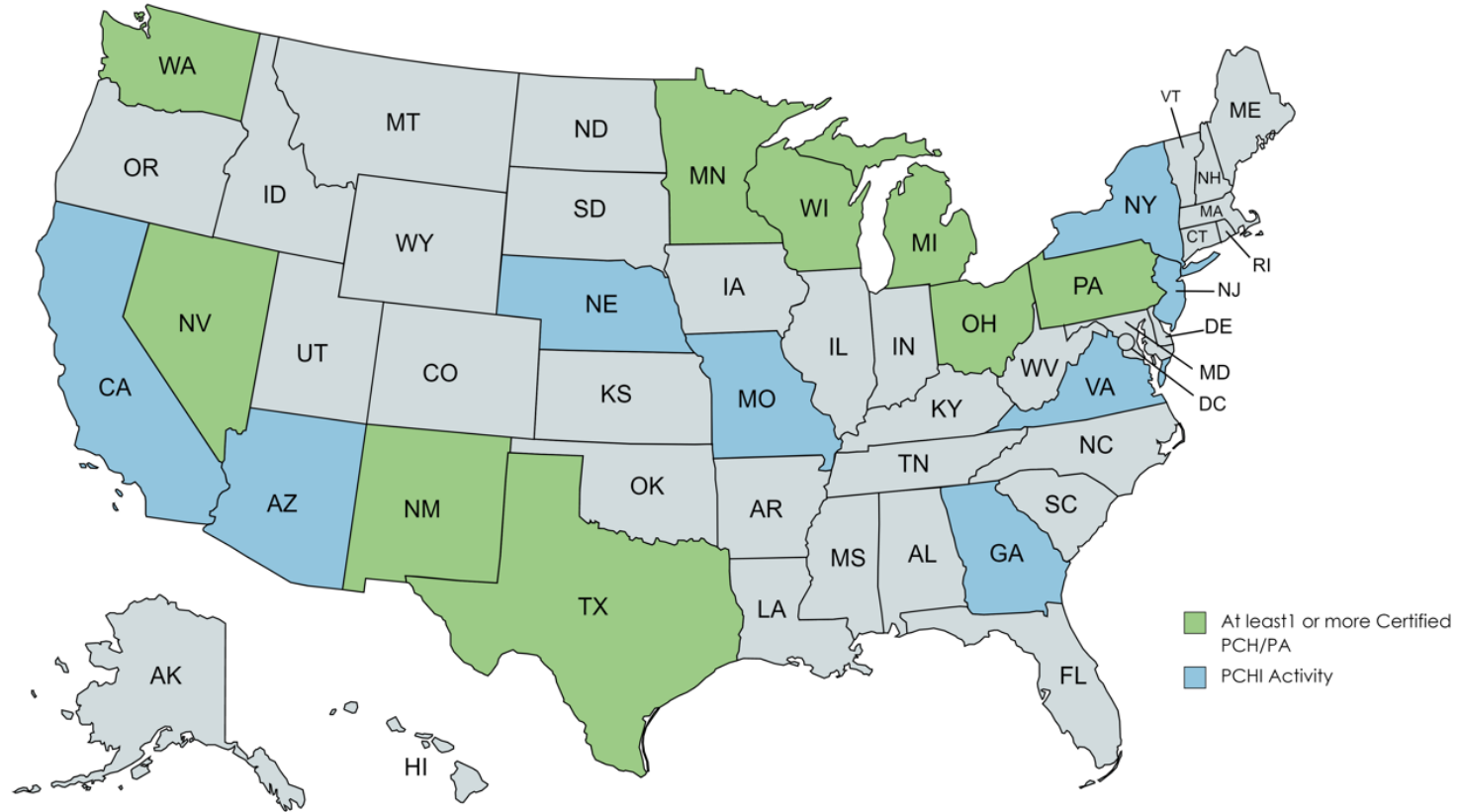


Improve Health

Reduce Costs

Promote Health Equity

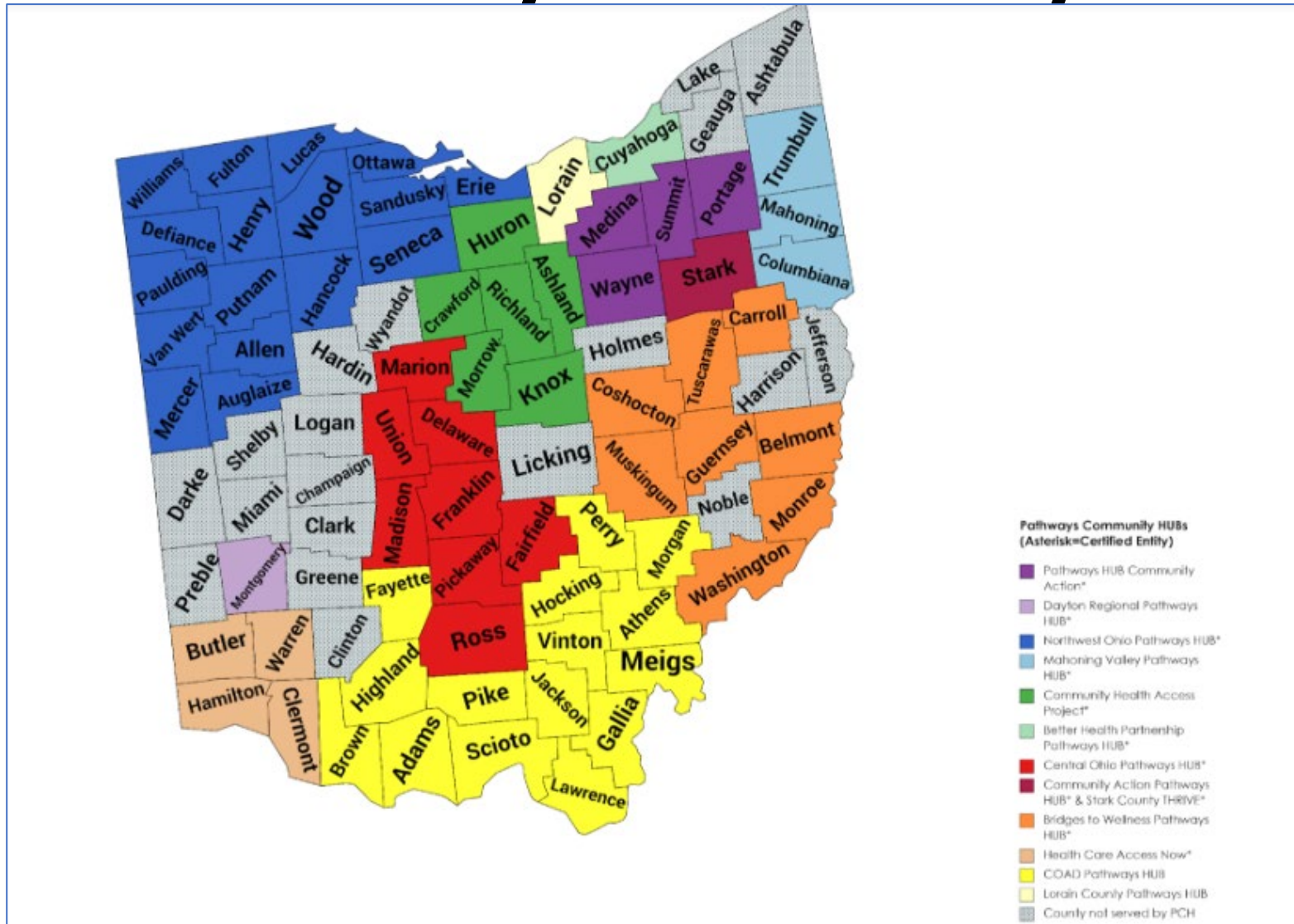
# PCHI® Implementation



Created with mapchart.net



# Ohio Pathways Community HUBs

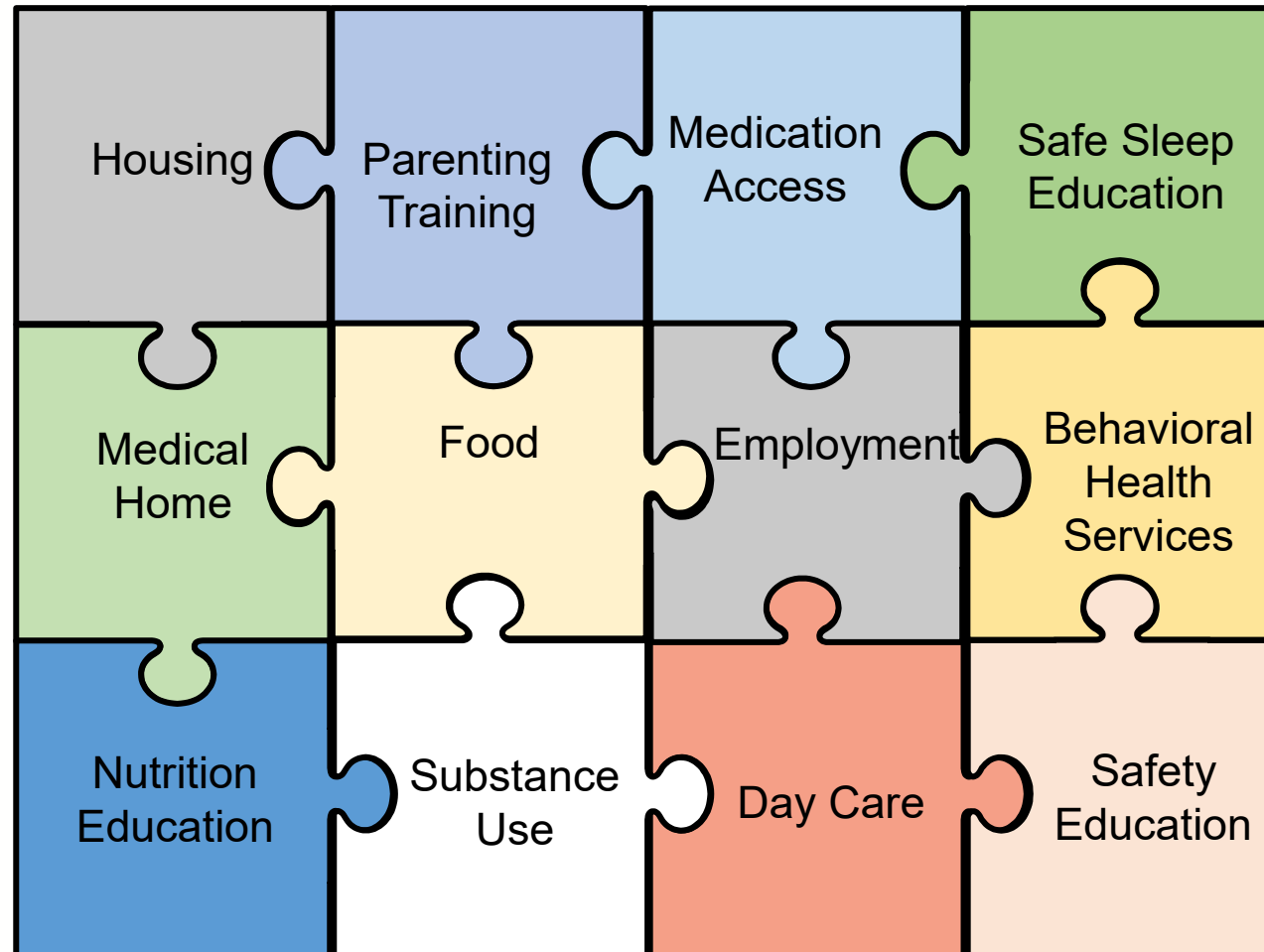


# CHWs: Partners, Coaches and Advocates

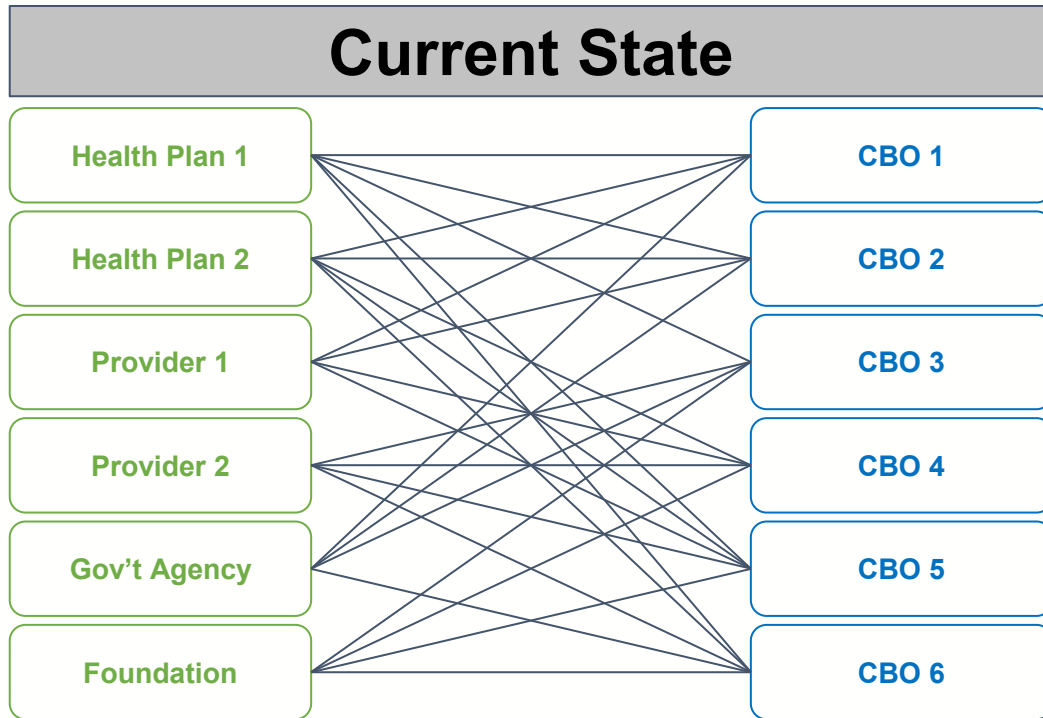


Key to the Pathways Community HUB Institute<sup>®</sup> Model are community health workers (CHWs), who provide care coordination services and are employed by community-based organizations, clinics, social service agencies, and other organizations throughout the community.

# Whole Person Approach

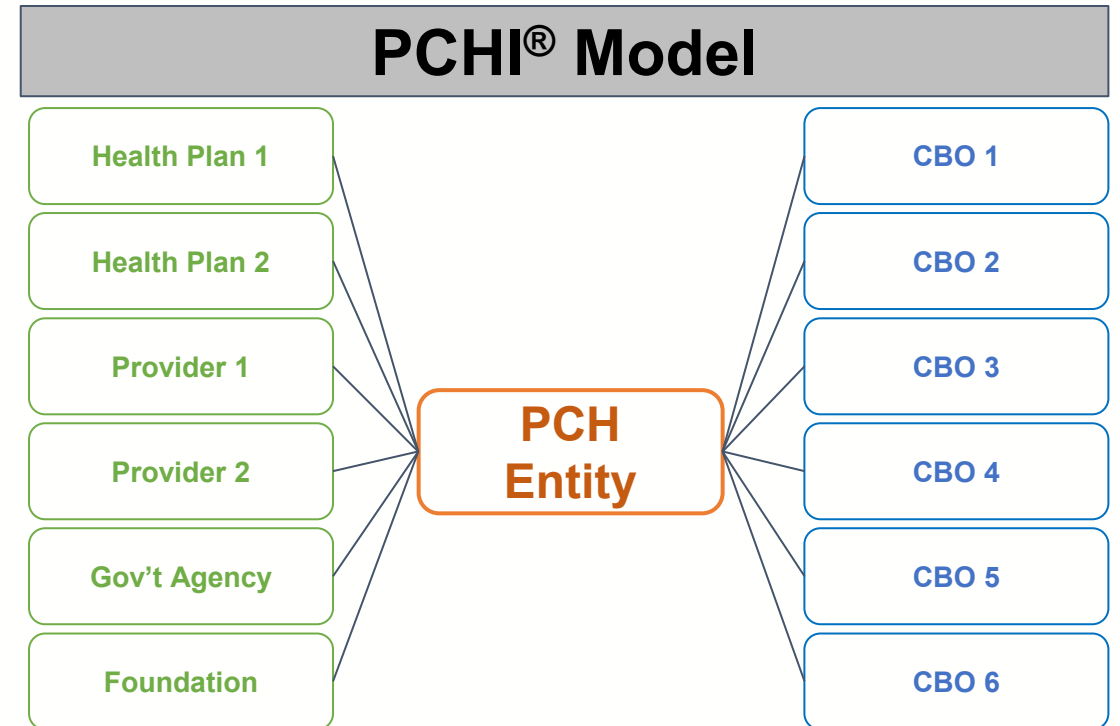


# Community-Based Care Coordination



## Challenges

- Different contracts with multiple organizations
- Duplicated efforts
- Siloed CHW outreach process
- Inability for CBOs to contract with different health entities



## Benefits of the Model

- Pay for outcomes & braided funding creates sustainability
- PCH Entity creates structure, governance oversight, standardized data and reporting, quality assurance, and contracting as a trusted neutral convener.



# Pathways Community HUB (PCH)

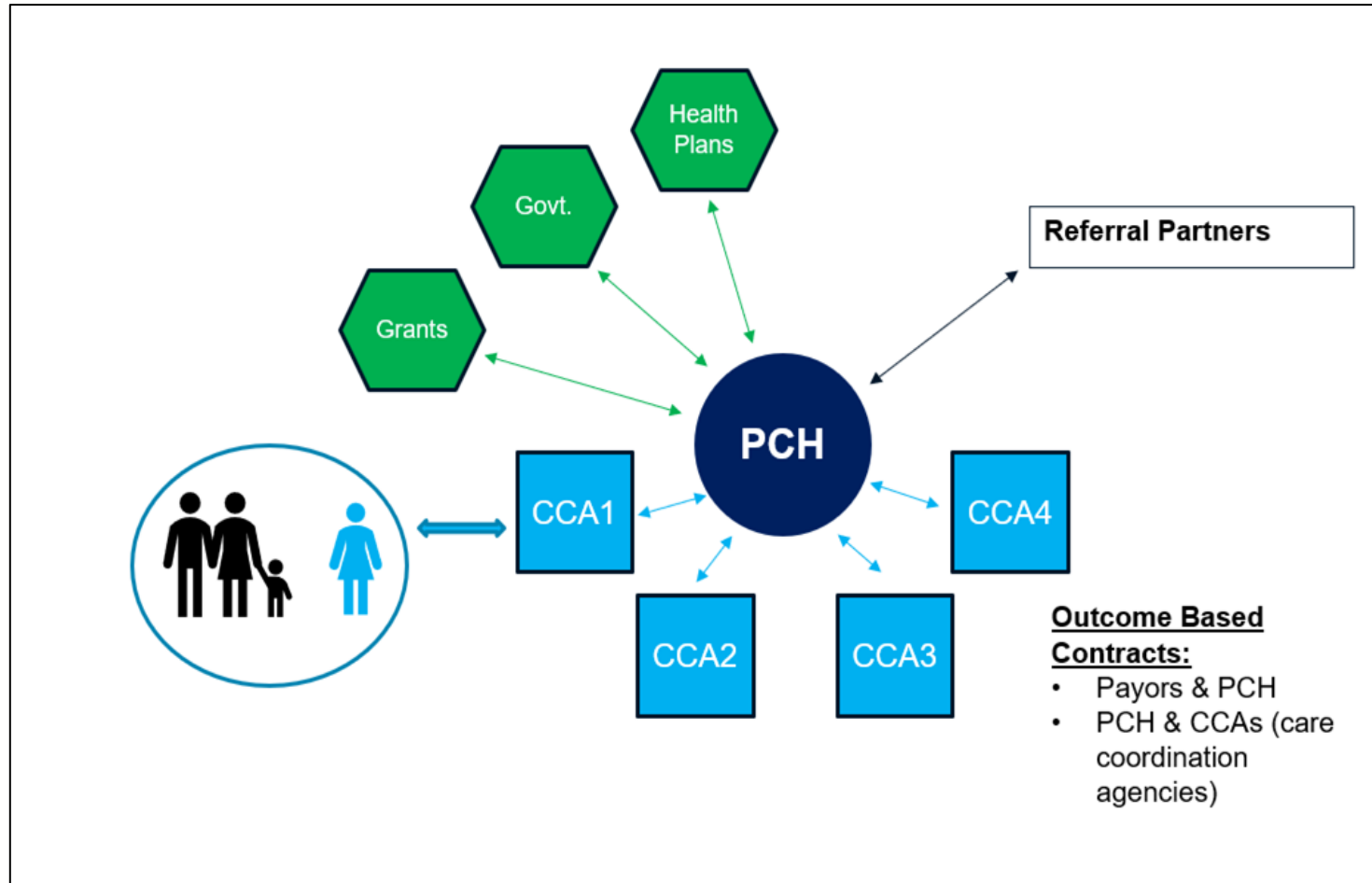
## ***Neutral, transparent, and accountable***

- Based in the community/region served
- Only one PCH in a community/region
- Develops a care coordination network
- Does NOT employ community health workers
- Uses outcome-based contracting
- Community Advisory Council
- PCHI® Model content is licensed to PCH
  - Data collection tools, Pathways, Learning Modules
  - PCH sub-licenses content to care coordination agencies



Level 2  
Certification

# Pathways Community HUB (PCH)

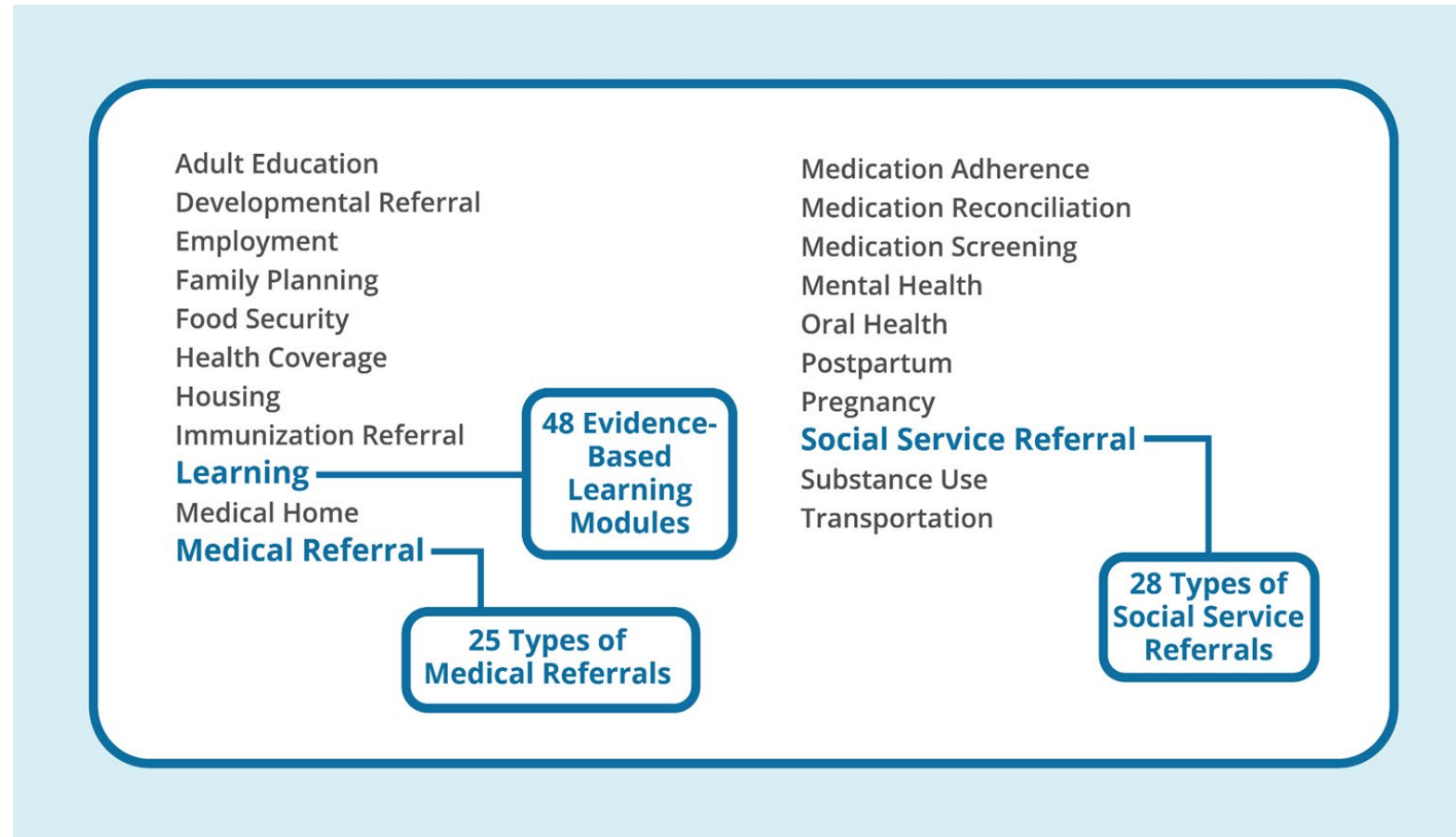


# PCHI<sup>®</sup> Model Components

1. **Standard forms** for collecting information on participants (Demographic Form, Visit Form, Progress Form)
2. **21 Pathways** - Workflow for addressing risk
3. 60+ Evidence based **Learning Modules**
4. **Quality Benchmark Report**
5. Standard **Outcome** and **engagement-based** billing approach

***\*Over 400 defined and standardized data fields in the PCHI Data Model  
Addresses over 170 Individually Modifiable Risk Factors***

# 21 Standard Pathways





# Learning Modules

Medical

## Vaccine Hesitancy:

Why the COVID-19 Vaccine is Safe

Check In:

A Pathways Community HUB Institute  
Learning Module 

Medical Domain

## Respiratory Viruses

A Pathways Community HUB Institute  
Learning Module 

Viruses include the common cold, influenza (flu), and the recent Coronavirus infection, also called COVID-19.

- Adults can get 2 to 3 respiratory viruses a year.
- **Children can get as many as 8 respiratory viruses a year.**

It's important to know about respiratory viruses because they are common and can lead to bacterial ear infections, sinus infections, or pneumonia. In some cases, respiratory viruses can cause breathing trouble and the need for immediate medical attention.

Respiratory viruses, in general, can be more dangerous for the elderly, people who have chronic conditions, and young babies. These chronic conditions include asthma, Chronic Obstructive Pulmonary Disease (COPD), other lung diseases, heart disease, and diabetes.

Some viruses can be prevented by getting a vaccine – such as those now available for influenza, measles, chickenpox, and others. It is vital to note - vaccines go through extensive testing. Such testing has proven that they have saved hundreds of thousands of lives, and prevented complications like brain damage, physical scarring, and even limb loss.

*Dangerous side effects of vaccines are very rare and not as common as dying from the infection that could be prevented with the vaccine.*

**There are no vaccines for the common cold. There are several vaccines for COVID-19.**



Preventing Respiratory Viruses



Used with the Learning Pathway

60+ Learning Modules

Translating to Spanish

Learning Modules are required

Can use additional educational materials, but must meet Learning Module requirements

# Quality Benchmark Report

Table 4

Pathways - Risk Reduction Report	# Finished Incomplete by Quarter				# Incomplete Annual (past 12 months)	# Completed by Quarter				# Completed Annual (past 12 months)	% Completion Annual (past 12 months)	Median Time Annual (past 12 months)
	Q2 2019	Q3 2019	Q4 2019	Q1 2020		Q2 2019	Q3 2019	Q4 2019	Q1 2020			
Adult Education					-					-	0.00%	
Behavioral\Mental Health					-					-	0.00%	
Education\Learning					-					-	0.00%	
Employment					-					-	0.00%	
Food Security (Future)					-					-	0.00%	
Healthcare Coverage					-					-	0.00%	
Housing					-					-	0.00%	
Immunization Referral					-					-	0.00%	
Medical Home					-					-	0.00%	
Medical Referral					-					-	0.00%	
Medication Adherence (Future)					-					-	0.00%	
Medication Assessment\Screening					-					-	0.00%	
Medication Management					-					-	0.00%	
Oral Health (Future)					-					-	0.00%	
Social Service Referral					-					-	0.00%	
Substance Use (Future)					-					-	0.00%	
Transportation Security (Future)					-					-	0.00%	
Pediatric Specific												
Developmental Referral					-						0.00%	
Pregnancy Specific												
Family Planning					-					-	0.00%	
Pregnancy					-					-	0.00%	
Postpartum					-					-	0.00%	
Total Risk Reduction Outcomes/Pathways	-	-	-	-	-	-	-	-	-	-	0.00%	

**Reported quarterly to  
PCHI**

**Standardized data  
collection across all  
PCHs/PAs**

**Will inform future  
updates to OBUs**

# **Invoicing: 50% Tied to Completed Pathways**

**G9001 – All Pathways – except Pregnancy, Med. Referral, SS Referral, Learning**

**G9002 – Pregnancy Pathway**

**G9003 – Medical Referral Pathway**

**G9004 – Social Service Referral Pathway**

**G9005 – Learning Pathway: Medical Domain**

**G9006 – Learning Pathway: Social Domain**

**G9007 – Learning Pathway: Safety Domain**

**G9008 – Learning Pathway: Behavioral Domain**

**G9009 – Visits (used with Engagement Fee)**

# Invoicing: 50% Tied to Engagement Fee

Complete initial or ongoing home visit within the month (“engagement” and not PMPM)

Same fee, even if multiple visits completed that month

Supports work that happens outside of Pathway completion:

- Maintenance of the PCH Network
- Outreach to members
- Technology, training, quality improvement, meetings, etc.

***Building a sustainable community-based care coordination network!***



# PCHI Payment Model Example

<b>Pathway/ Engagement</b>	<b>Completion</b>	<b>OBU</b>	<b>OBU Value</b>	<b>\$</b>
Housing	Maintained safe and stable housing for 30 days from move-in date.	15	\$40*	\$600
Mental Health	Kept 3 scheduled mental health appointments.	8	\$40*	\$320
Engagement	Monthly documented visit with client.	negotiated	----	\$240

***\*For illustration purposes only. Each PCH negotiates the Outcome Based Unit (OBU) rate.***

# Ohio's Experience

PCH pilot in 2004-2005 (CHAP)



## MCO contracts

- 2007 with Centene, 2008 with UnitedHealthcare, others followed
- No direct involvement with Ohio Department of Medicaid until 2017
- All Medicaid MCOs contract with Ohio's 11 Certified Pathways Community HUBs (CareSource, Centene, Molina, Paramount, UnitedHealthcare)

## Commission on Minority Health

- Funded CHAP and some other PCHs (one at a time)
- Became the "champion" at the state level
- Biennial budget – replicate and expand PCHs

# Workforce Development

## Pathways HUBs in Ohio:



There are **192 CHWs** serving HUB clients in Ohio



Member HUBs are partnered with **65 community agencies** that employ CHWs



Member HUB CHWs served **4,036 clients** in 2020



## COVID-19 Response

On average, **2,397** educational sessions for their clients

The Ohio Network of Certified Pathways Community HUBs work to improve the health outcomes of our communities. During the COVID-19 pandemic we have each responded in our communities by steadfastly providing service to our clients.



Personal Hygiene



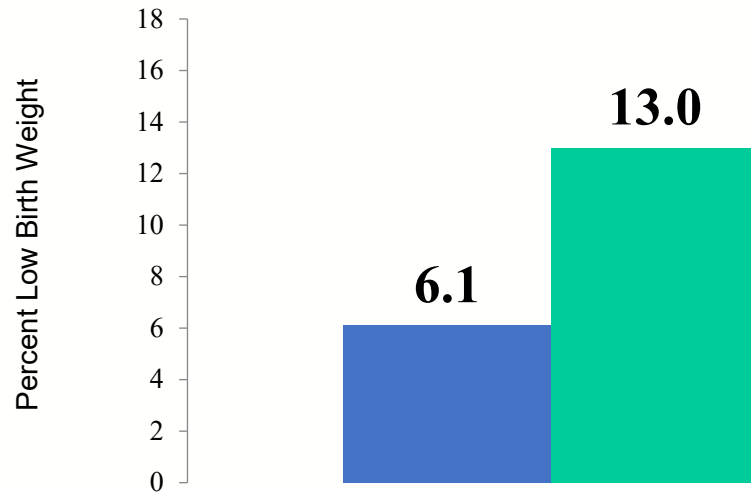
Mask Wearing  
Physical Distancing

Ohio Hubs Celebrate  
June 6th  
**Community Health Worker Day**

## Statewide Community Health Worker Day

Community Action Akron Summit celebrated the accomplishments and achievements of the **Community Action Akron Summit Pathway HUB Community Health Workers (CHWs)** along with the Care Coordinating Agencies and Supervisors during the statewide Community Health Worker Day, June 6, 2022.

# Initial Pathways Results



**Pathway intervention  
over 4 years**

**Cost Savings:**  
\$3.36 for 1<sup>st</sup> year of  
life; \$5.59 long-term  
for every \$1 spent

[Matern Child Health J.](#) 2015; 19(3): 643–650.

PMCID: PMC4326650

Published online 2014 Aug 20. doi: [10.1007/s10995-014-1554-4](https://doi.org/10.1007/s10995-014-1554-4)

PMID: [25138628](https://pubmed.ncbi.nlm.nih.gov/25138628/)

## Pathways Community Care Coordination in Low Birth Weight Prevention

[Sarah Redding](#),<sup>1</sup> [Elizabeth Conrey](#),<sup>2</sup> [Kyle Porter](#),<sup>3</sup> [John Paulson](#),<sup>4</sup> [Karen Hughes](#),<sup>5</sup> and [Mark Redding](#)<sup>✉1</sup>

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### Abstract

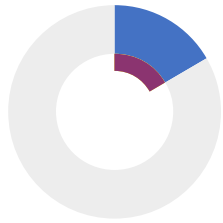
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The evidence is limited on the effectiveness of home visiting care coordination in addressing poor birth outcome, including low birth weight (LBW). The Community Health Access Project (CHAP) utilizes community health workers (CHWs) to identify women at risk of having poor birth outcomes, connect them to health and social services, and track each identified health or social issue to a measurable completion. CHWs are trained individuals from the same highest risk communities. The CHAP Pathways Model is used to track each maternal health and social service need to resolution and CHWs are paid based upon outcomes. We evaluated the impact of the CHAP Pathways program on LBW in an urban Ohio community. Women participating in CHAP and having a live birth in 2001 through 2004 constituted the intervention group. Using birth certificate records, each CHAP birth was matched through propensity score to a control birth from the same census tract and year. Logistic regression was used to examine the association of CHAP participation with LBW while



# Demonstrated Outcomes

The Northwest Ohio Pathways Community HUB (Centene Ohio Plan), demonstrated that **high-risk mothers** without PCH intervention were **1.6x** more likely to deliver a baby needing special care.



For every \$ spent on PCH for Centene members there was a savings of \$2.36.



Newborns born to mothers at high risk enrolled in the HUB have a **PMPM cost savings of \$403** during the first year of life compared to those born to mothers not enrolled in the HUB at delivery.



# Health Plans Contracting with PCHs



UnitedHealth Group



CareSource®



BlueCross.  
BlueShield.



UnitedHealthcare



PARAMOUNT

*Affiliate of ProMedica*



Gateway  
Health.

**CENTENE**®  
*Corporation*



**MOLINA**®  
**HEALTHCARE**

**"I'd still be homeless. I don't have a doubt. It was just a blessing. She didn't just help me and then leave me alone."**



**"I didn't know these services existed. The help really goes deep. It's wonderful."**

# Questions?



[www.pchi-hub.org](http://www.pchi-hub.org)

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