



**COMMUNITY  
PARTNERS OF WNY**

*Performing Provider System*

ERIE - NIAGARA - CHAUTAUQUA COUNTIES

## Transforming Care Delivery Through **CULTURAL COMPETENCY AND HEALTH LITERACY TRAINING**

Over 950 individual employees from over 90 local healthcare providers have received training using **innovative** teaching approaches, blending **experiential learning** with **research-based content**, and a **diverse team of facilitators**.

## Improving Prenatal and Maternal/Child Health Outcomes: **COUNTY-BASED NURSE FAMILY PARTNERSHIP (NFP)**

Over 170 first-time moms in Chautauqua County have enrolled in NFP. Specially-trained RNs regularly visit mothers starting in pregnancy until children are two years old to improve birth and maternal health outcomes. NFP has also impacted county-wide social services, such as reduction in infants entering foster care by 46% from 2015 to 2018.

# COMMUNITY IMPACTS IN WESTERN NEW YORK

## Reconnecting Patients to Primary, OB/GYN, and Behavioral Healthcare: **COMMUNITY HEALTH WORKERS (CHWs)**

11 CHWs from three regional community-based organizations reach patients in their homes and in their communities and connect them to care.

***“We’ll meet patients under a bridge if we have to!”***

*Bella Irizarry, CHW*

## Competent, Compassionate, Persistent, **COMMUNITY-FOCUSED INDIVIDUALS**

CHWs possess unique skills and qualities to meet patients where they are in a **non-judgmental, culturally relevant manner**.

- Of and from the community
- Identify cultural, socio-emotional, and mental health risks
- Locate hard-to-find patients and address needs and barriers associated with social determinants of health





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## Demonstrating Persistence and Improving Care

One CHW went seven times to the home of a woman who had missed some prenatal appointments. She visited at different times of day and each time she left her card with a note to contact her and/or make an appointment. On a day when the CHW stopped there in the morning and left yet another card, the woman finally just showed up at the clinic that afternoon, without an appointment. She said that she knew the CHW had been coming often – she just wasn't answering the door. The CHW learned that she was pretty early in her pregnancy, but had substance abuse issues. Connecting her to care was especially important so that this could be managed during her pregnancy.



### **Buffalo Urban League Community Health Workers (CHWs)**

CHWs are individuals from the communities they serve, and/or have close and trusting relationships with their community, often sharing common life experiences.

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