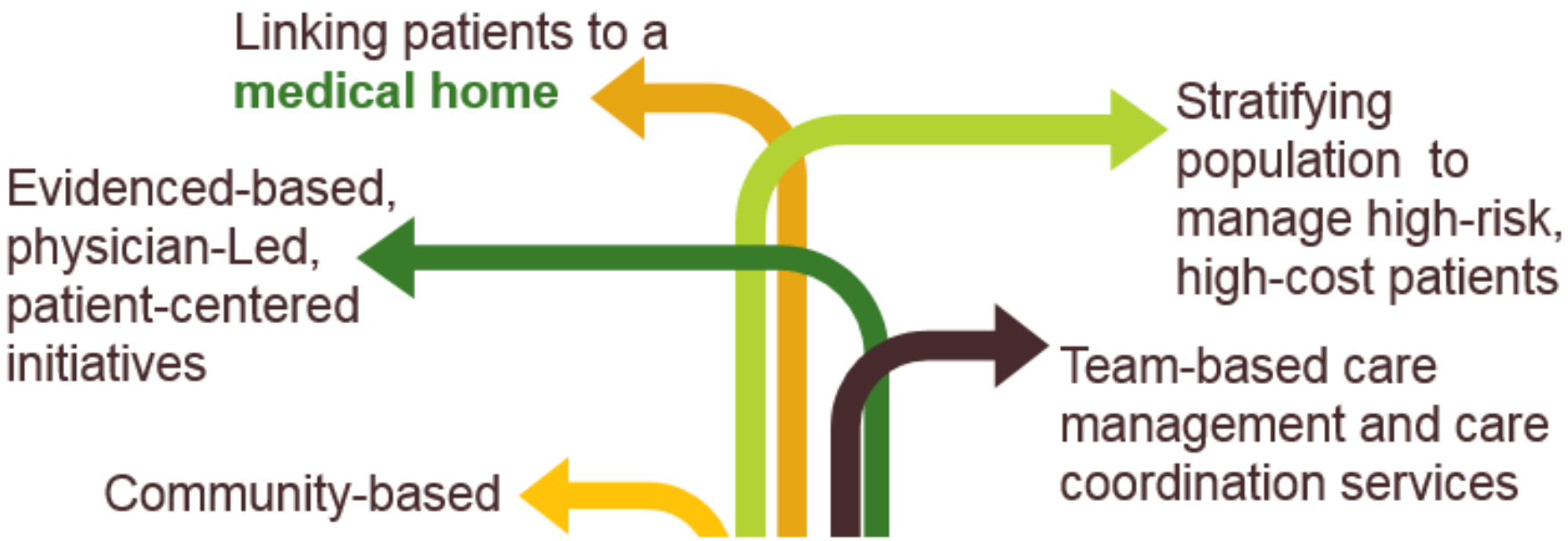
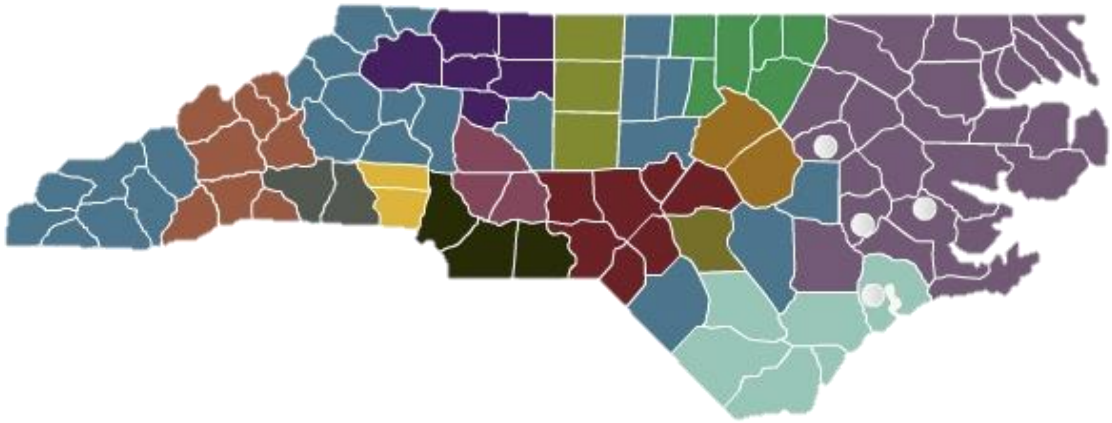
Community Care
OF NORTH CAROLINA
Community Care Partners of Greater Mecklenburg

Community Health Worker:
André Logan

Key Components CCNC's Health Care Model

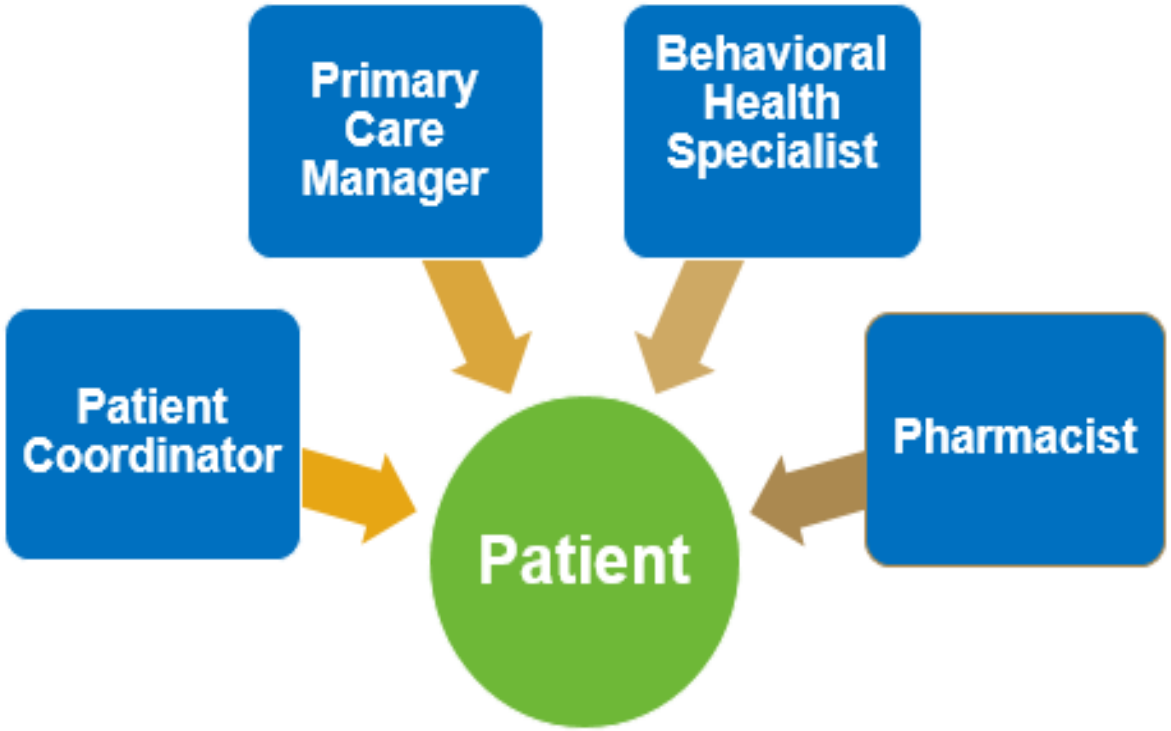


Community Care Partners of Greater Mecklenburg



Serving Anson, Mecklenburg and Union Counties

Team-Based Care



To ensure the best care possible we partner with...

- 186 Medical Providers
  Atrium Novant Independent
- Behavioral Health
  Management Entities (LME/MCOs)
- Health Departments
- Hospitals
- Department of Social Services
- School Health
- Local Community Resources
- Crisis Providers

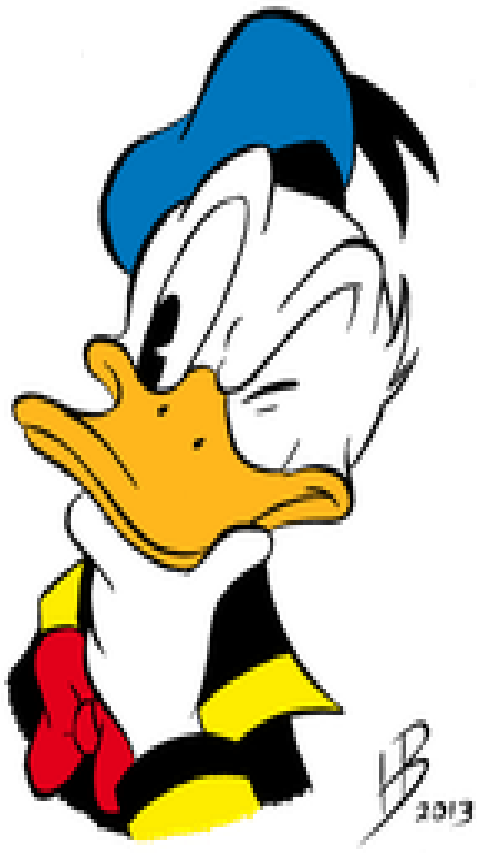
CHWs serve as an advocate for community members by providing information and education to help them improve their lifestyle by encouraging self-management and linking them to their proper healthcare options.

“So…what do you do?”

- Population health/Outreach
- Engage vulnerable populations
- Patient advocacy
- Health promotion, prevention and patient self-management education

"So…what do you do?" (cont.)

- Work to reduce cultural and socio-economic barriers
- Facilitate access to community resources
- Accompany patients to medical appointments and home visits



How we accomplish this?

- Build case loads by pulling daily ED list, customer care line referrals, and monthly inactive priority list
- Outreach calls to assess patients needs to link them with proper resources

How we accomplish this? (cont.)

- Establish goals and care manage patients in “Light” status
- Facilitate self-management classes for healthy lifestyles
- Partner with outside healthcare facilities (i.e. Charlotte One Van initiative) to provide healthcare services within the community

Goals

- Empower patients to become self-sufficient
- Reduce ED utilization
- Link patients to PCP and have them maintain an ongoing relationship with provider
- Accomplish goals collaborated with patients
- Improve patients health and quality of life.
- Have patients use copings skills, such as heart math and 4x4 breathing skills

We've only just begun…

Future endeavors include…

- Outreach to assisted living and senior housing communities
- Healthy lifestyle presentations and tips for CCPGM staff
- …and much more as we explore and expand to improve population health!