

***Optimizing Community Health Workers &
Patient Navigators for Health Centers that
Serve Residents of Public Housing***



January 29th, 2026 | 3 pm EST

Zoom Orientation

1

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CC

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Questions



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Recording

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The National Nurse-Led Care Consortium (NNCC) is a nonprofit public health organization working to strengthen community health through quality, compassionate, and collaborative nurse-led care through:

- training and technical assistance
- public health programming
- consultation
- direct care

To learn more about NNCC, please visit our website at www.nurseledcare.org.

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Accreditation Statement: The National Nurse-Led Care Consortium is accredited as a provider of nursing continuing professional development by the American Nurses Credentialing Center's Commission on Accreditation.

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NNCC National Training and Technical Assistance Partnership (NTTAP)



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Today's Agenda

5 min - Welcome

45 min- Cheryl Graham Seay & Jalissee Thomas-Brady

- Penn Medicine's data-based Community Health Worker (CHW) training models
- Integration into interdisciplinary teams
- Recruitment and retention strategies
- Data and results
- Addressing Non-Medical Factors of Health

10 min - Questions & Wrap-Up



Subject Matter Experts



Jalisse Thomas-Bady
Community Health Worker
Penn Medicine

Cheryl Seay, BS
Program Manager
Center For Community Health Workers
Penn Medicine at Home



CENTER FOR COMMUNITY HEALTH WORKERS

The Value of a CHW

Cheryl Seay
Program Manager

January 22, 2026



CHW Training

- **Core Competencies**
- **Communication**
- **Motivational Interviewing**
- **Care Coordination**

Connecting CHWs with the Care Team

- **Coordinated Care**
- **Communication**



Lessons Learned To Build A Sustainable Workforce...

- **Mentorship**
- **Career Ladder**
- **Supervision**
- **Burnout & Emotional Fatigue**

Community Health Workers at Penn Medicine



>25,000
Patients Served

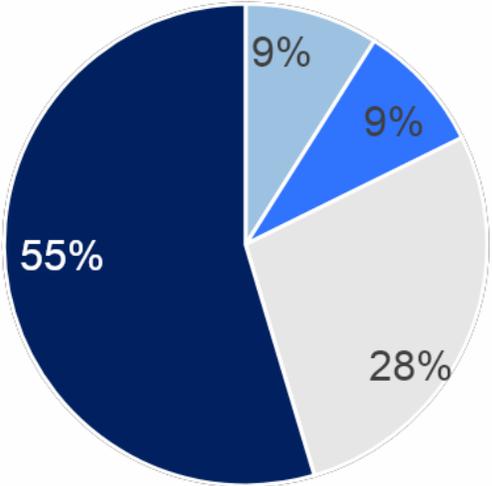


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Clinical Sites



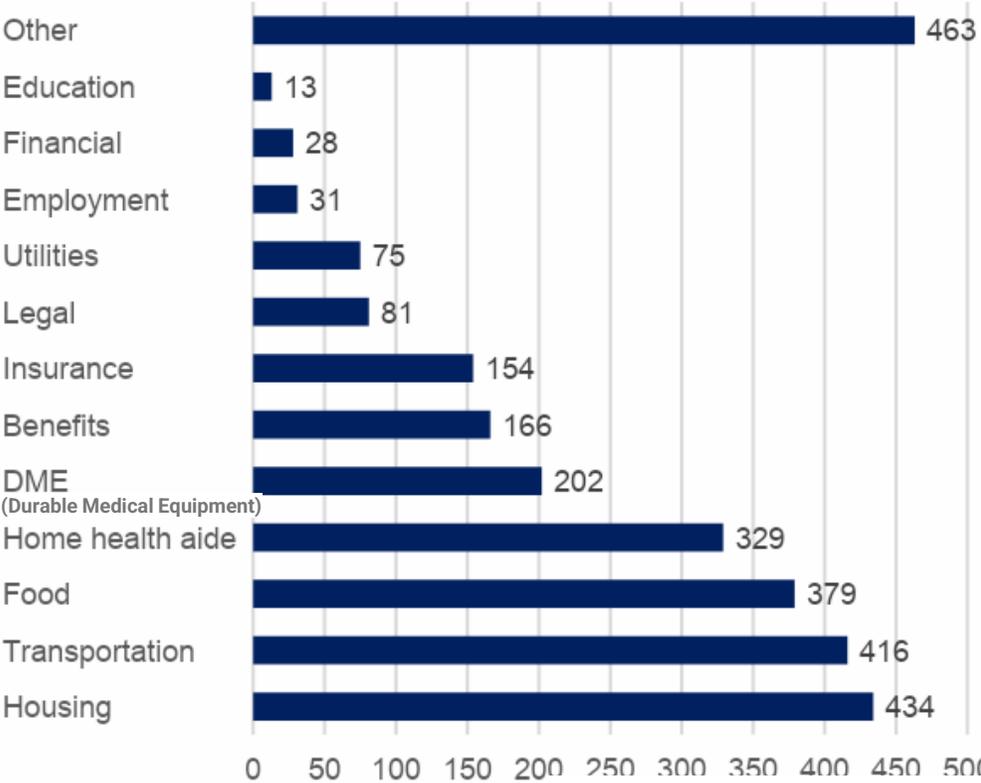
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ZIP Codes

Patient-Driven Goals Addressed,
by Type FY25



- Health motivation (N=454)
- Psychosocial support (N=443)
- Health system navigation (N=1407)
- Addressing social needs (N=2771)

Social Needs Addressed (N=2,771)



N = number of resolved goals

CHWs Provide Person-Centered, Holistic Support



Health motivation

- CHW finds and cooks low-salt recipes with a patient trying to lower blood pressure.
- CHW goes on weekly walks to the corner store with a patient interested in improving their mobility.



Psychosocial support

- CHW brings patient knitting supplies to boost mood as they recover from surgery.
- CHW arranges a “porch picnic” for a homebound patient who is feeling isolated.



Health system navigation

- CHW helps patient with new diabetes diagnosis find a new primary care provider and attend post-hospital follow-up appointment.
- CHW helps patient with sickle cell disease find an outpatient hematologist accepting new patients and arranges transportation to the first appointment.



Addressing health-related needs

- CHW visits patient’s home to help organize necessary paperwork for a SNAP application and deliver it to the county assistance office.
- CHW works with patient to avoid utility shut off and obtain rental assistance after a hospitalization led to lost wages.

FY26 Q1 Key Results

589

Patients served

3.4%

point reduction in readmission rate over FY25

74%

of patients improved control of chronic health conditions

91%

of patients reported highest quality of discharge communication

70%

of patients reported highest quality of primary care

82%

of patient-driven goals achieved

Patient Satisfaction

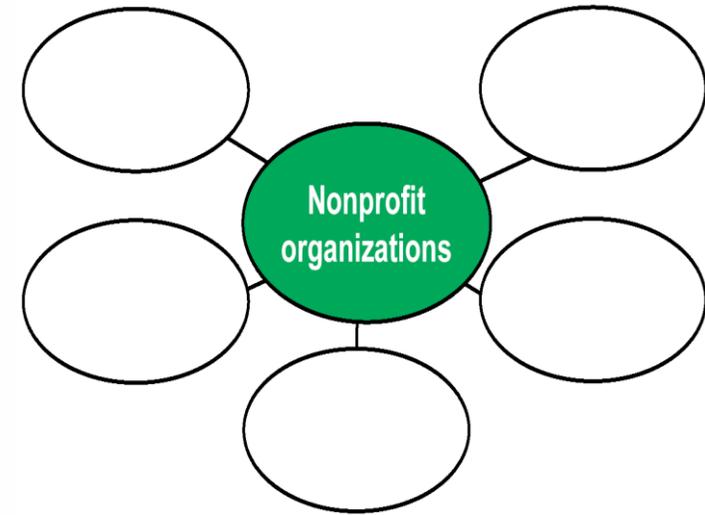
IMPACT patients rated their likelihood to recommend the program to a family member or friend as **9.8 out of 10**.

Cost-effective Workforce for the Health System

Reduce Medical Costs

Magnet for Where We Want Patients To Go

Community Resources



- United Way 411
- Motivcare Transportation
- CCT
- Community Food Pantries
- State Representatives
- LIHEAP
- Local Non-Profit Agencies



Questions?

This presentation is supported by the Health Resources and Services Administration (HRSA) of the U.S. Department of Health and Human Services (HHS) as part of an award totaling \$550,000 with 0 percent financed with non-governmental sources. The contents are those of the author(s) and do not necessarily represent the official views of, nor an endorsement by, HRSA, HHS, or the U.S. Government.



Evaluation



Jan 29- Evaluation & Contact Hours: *Optimizing CHWs & Patient Navigators- Session 2*

Thank you for participating in today's training. Please complete the following evaluation to provide feedback on the training and suggest future training topics. If you seek continuing nursing professional development contact hours, please provide the required information to receive your certificate. For any questions or concerns, please contact Regina Brecker at rbrecker@phmc.org.

Would you like Nursing Continuing Professional Development credit for this training? *

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Certificate

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NNCC Certificate for Optimizing Case Management for Patient-Centered T...

 Smartsheet Automation <automation@app.smartshe...
To  Regina Brecker 10:27 AM

 If there are problems with how this message is displayed, click here to view it in a web browser.

If you have any questions or need further assistance, please feel free to reach out to Jillian Bird at jbird@phmc.org or Regina Brecker at rbrecker@phmc.org

Thank you for your participation!

 ANCC115 2025.09.25 Optimizing Case Mgmt-Telehealth

Details Changes since 9/25/25, 10:25 AM

1 row added , 1 row changed
1 attachment added

1 row added or updated (shown in **yellow**)

[Row 2](#)

First and Last Name	Regina Brecker
---------------------	----------------

Changes made by web-form@smartsheet.com, automation@smartsheet.com

 1 attachment added

 [Optimizing Case Management for Patient-Centered Telehealth Care- Certificate.pdf](#)
(126k) added by automation@smartsheet.com on Row 2: Regina Brecker



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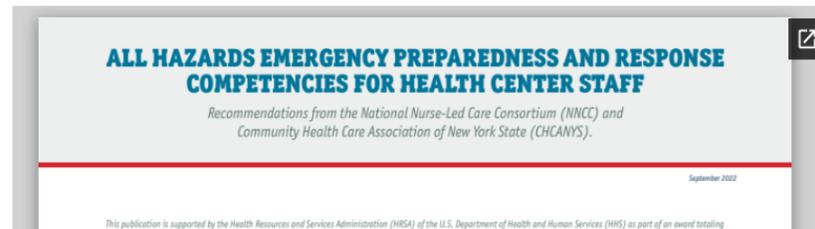
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All Hazards Emergency Preparedness and Response Competencies for Health Center Staff

To successfully perform their assigned emergency/disaster roles, health center staff must understand how their organization will respond to hazards, including the use of altered management structures and modified operations. The National Nurse-Led Care Consortium (NNCC) and the Community Health Care Association of New York State (CHCANYS) created a set of competencies to improve the emergency and disaster preparedness of all health center staff. This publication provides a comprehensive overview of those competencies and sub-competencies, as well as a description of their development process. The competencies are intended to form the foundation of health center staff education and preparedness for all-hazards emergency and disaster response and will allow health centers to direct their limited training time and resources to cover the most essential preparedness aspects.



Upcoming Trainings

February 3 & 10, 2026 - 3 pm EST

- Sessions 3 & 4: Care for Aging Residents of Public Housing: Strategies for Rural and Urban Settings - Small Group Training
- *Registration:*
https://us02web.zoom.us/webinar/register/WN_zlaUEZ07Q1mt5QoItA0v5g

February 12, 2026 - 3 pm EST

- Radon and Respiratory Health: Addressing Hidden Housing Hazards in Health Center Communities
- *Registration:*
https://us06web.zoom.us/webinar/register/WN_CSjgwvf8SMStmx-anqMf_w



Thank You!

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or concerns please reach out to
Regina Brecker at rbrecker@phmc.org

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