



**Pathways**  
COMMUNITY HUB CERTIFICATION PROGRAM

Improving Access ➔ Enhancing Service Coordination ➔ Achieving Health Equity



*Health Care Services*

*Social Services*

**Pathways Community HUB Certification:  
A Logical Choice**

## PATHWAYS COMMUNITY HUB MODEL ®



## INTRODUCTION TO PATHWAYS

The Pathways Community HUB Model is an evidence-based, accountable community-wide approach that effectively addresses medical and social risk factors, improves health and reduces cost. A Certified HUB ensures that those at greatest risk within a community are identified and that an individual's medical, behavioral health, educational and social risk factors are addressed. Risk factors are addressed through the use of "Pathways" - a standardized process that identifies, defines, and resolves an at-risk individual's needs by connecting the individual to community-based, culturally proficient services. And, of paramount importance is that these services are coordinated. The HUB complements Patient-Centered Medical Homes, Accountable Care Organizations, Health Information Exchanges, and other reform initiatives.

The Pathways Community HUB Model is designed to produce healthy outcomes using an approach that incorporates step-by-step actions for resolving problems and tracking outcomes as part of the process. The model also uses individualized care pathways and employs community health workers (CHWs) who connect at-risk individuals to evidence-based care. In this regard, the Pathway's Model is precedent-setting in its client-specific programming for diverse and often challenging populations and settings. Moreover, the Model is predicated upon performance based contracting principles and also offers a distinct focus on risk reduction, eliminating disparities, and addressing socioeconomic determinants of health.

Basically, a pathway is a measurement tool or metric focused on achievable outcomes. Pathways can address education, depression, prenatal care, housing, and more. An individual may have multiple pathways. A pathway is only complete when an identified problem is solved. In light of the successes of the cumulative body of work that led to the establishment of the Pathways Community HUB Certification program, there are results from foundational efforts that will be of great interest to a range of stakeholders, such as funders, legislators, researchers and institutional administrators, to name a few.

The Pathways Community HUB model approach differs from provider based coordination, in that the coordination occurs within the patients' or clients' communities and is coordinated by a diverse set of individuals and organizations. The advantage of this type of coordination is that it includes other services that affect a patient's health status such as social and other support services that are critical for accessing health care.

### What is a Standardized Pathway?

A Pathway is a standardized process that identifies, defines, and resolves an at-risk individual's needs. Each Pathway represents one issue that is tracked through to completion and a measurable outcome.

Adult Education  
Behavioral Health  
Developmental Referral  
Developmental Screening  
Education  
Employment  
Family Planning

Health Insurance  
Housing  
Immunization Referral  
Immunization Screening  
Lead Screening  
Medical Home  
Medical Referral

Medication Assessment  
Medication Management  
Postpartum  
Pregnancy  
Smoking Cessation  
Social Service Referral

### What is a Certified HUB?

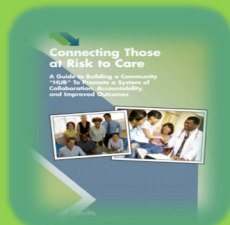
A Certified Pathways Community HUB is an efficient regional infrastructure that improves health outcomes and reduces costs by connecting those at-risk to quality community care coordination services. Certified HUBs serve as regional clearinghouses that:

a] "Register" at-risk individuals; b] Connect an at-risk person to a community care coordinator; c] Monitor the quality, effectiveness and efficiency of community care coordination services; and d] Tie payments to health improvements and outcomes.

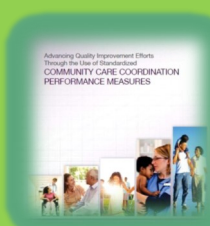
A Certified HUB results in less duplication, lower costs, and improved health status, and fewer inequities--underscored by performance based contracting and accountability principles.

## MAJOR MILESTONES Federally Sponsored Projects

### Agency for Healthcare Research & Quality



### National Institute on Minority Health and Health Disparities



### National Science Foundation



### Pathways Community HUB Pilot Certification Initiative funded by the Kresge Foundation



The Pathways Community Care Coordination HUB Model provides a conceptual framework for a community-based, participatory and grassroots approach to integrative planning, design and delivery of care coordination services. The HUB Model offers a systematic framework for reducing health disparities and promoting health equity through the use of a performance-based, risk reduction community care coordination model. The national Pathways Community HUB Certification Program (PCHCP) reflects the collaborative expertise and work of five independent organizations that are supported by a National Guidance Council.



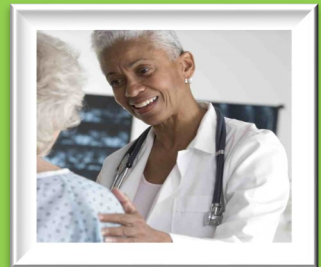
## DEFINING STRATEGIES

- Identify Roles that Various Sectors Can Play
- Connect with key stakeholders in both the public health profession and credentialing industries to obtain guidance for best practices
- Examine Policies that Can Serve As Catalysts for Change
- Engage Stakeholders to Champion the Community HUB Model
- Determine the Framing, Positioning, and/or Language Needed to Engage Diverse Audiences
- Develop Informational Literature Designed For State Legislators, Federal and Municipal Government Officials
- Develop Informational Materials for Providers, Consumers, and Third-Party Payers
- Identifies Sources of Capital (e.g., Grants, Investments, Contracts, Philanthropic Resources) to Support HUB Development and Sustainability
- Explore How Multi-Sector Resources Can Be Used to Complement Government Spending
- Explore Strategic Opportunities for Engaging States, Communities, and/or Strategies to Augment State And Federal Efforts.
- Inspire Grassroots Mobilization For Provider Recruitment and Community-Based Stakeholder Participation
- Provide Technical Assistance to Decision makers in Diverse Sectors (i.e., Policy, Payers, Philanthropic, and Municipal, State, and Federal Government Agencies
- Promote the Adoption of the Model through Dissemination and Implementation Efforts

## BENEFITS

Overarching benefits that accrue to HUBs participating in the Pathways Community HUB Program include a) third-party technical assistance, and sites visits conducted by assessors to examine compliance; b) formulation of a HUB Improvement Plan; and, c) a neutral decision-making body (Evaluation Review Panel) to determine certification status and designation. See additional benefits below.

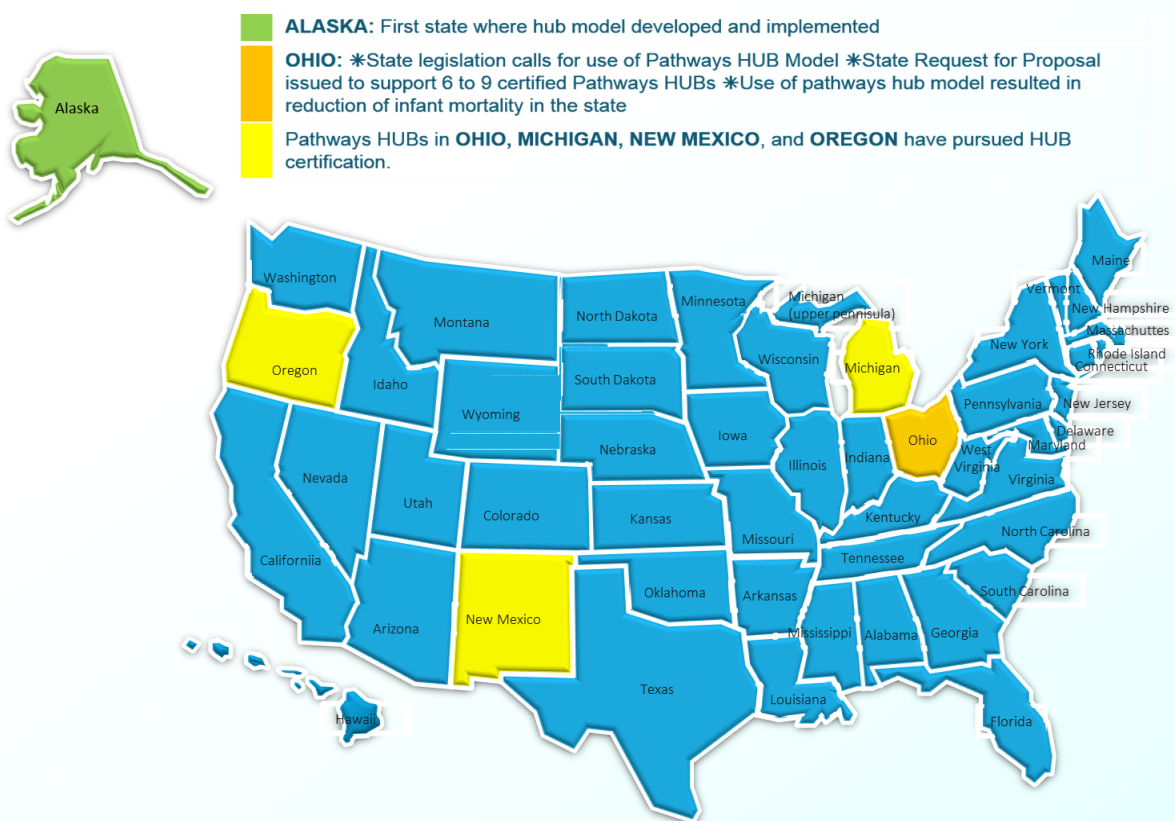
- Improved Coordination and Interconnectedness To Health And Social Service Systems
- Enhanced Collaborative Partnerships and Stakeholder Engagement
- Expanded Community-based Capacity-Building
- Enhanced Client Service Options



- Improved Clinical Outcomes
- Increased Health Equity
- Reduced Costs
- Enhanced Public Health Monitoring
- Increased Client Participation, Engagement, and Self-Management Practices
- Increased Focus on Preventive Care Support for Wellness Programs
- Encourages use of network to save costs, expand access to health care resources
- Achieves Systemic and Population Health Benefits
- Promotes Data Collection And Reporting At The Client, Organizational, And Network Levels in Support of Continuous Quality Improvement



## KEY MILESTONES



### HOW TO HELP SPREAD THE PATHWAYS COMMUNITY HUB MODEL

- ◆ Examine opportunities for collaborating across health and social service systems
- ◆ Connect with key stakeholders in both the public health profession and credentialing industries to obtain guidance for best practices
- ◆ Create opportunities for demonstration projects
- ◆ Develop policies on care coordination services
- ◆ Pilot Workforce Development initiatives that create training opportunities and jobs for Community Health Workers
- ◆ Identify opportunities for building capacity to create accountable care coordination networks
- ◆ Establish planning and technical assistance support
- ◆ Become a part of the Pathways Community HUB network
- ◆ Participate in the Pathways National Data Collection & Reporting System



1600 Research Blvd  
Rockville, MD 20850  
Website: [Pchcp.rockvilleinstitute.org](http://Pchcp.rockvilleinstitute.org)  
Email: [pchcp@rockvilleinstitute.org](mailto:pchcp@rockvilleinstitute.org)