

Glossary

Common Terminology in the Pathways HUB Institute® Model

Common Shorthand / Acronyms (see definitions below):

- BAA - Business Associate Agreement
- CAC - Community Advisory Council
- CBO - Community Based Organization
- CCA - Care Coordination Agency
- CHW - Community Health Worker
- HIPAA - Health Insurance Portability and Accountability Act
- HUB - shorthand for the Pathways Community HUB or PCH
- PCH - Pathways Community HUB (also known as the HUB)
- PCHI® - Pathways Community HUB Institute

Definitions:

- **Business Associate Agreement (BAA):** Each CCA will complete a BAA with the HUB which is a type of contractual agreement that outlines expectations of the organizations involved as well as the practices to protect sensitive information. The BAA is needed for several reasons. First, the agreement gives the CCA access to the PCHI® licensed content. Second, due to the private and sensitive nature of the information collected and reported by CHWs it is important to protect this data. The data is critical and needs to be protected for several reasons: 1) we want to ensure confidence and trust with our participants, 2) we need to follow regulatory requirements with the healthcare providers and payers (HIPAA), 3) we need the data to make referrals and to monitor and measure our work, 4) we need the data for evaluation and quality improvement processes, and 5) we need this information for billing and reimbursement of the work. The BAA will outline key security measures needed to protect this data and the HUB will work with the CCA to develop any needed practices and policies.
- **Community Advisory Council (CAC):** The CAC is a group of community and organizational leaders, convened by the HUB, who will advise implementation of the HUB, support progress toward achieving standards, and oversee the Quality Improvement plans. The CAC will also help elevate and disseminate data, key findings, and opportunities to broader community stakeholders. It will be important to have representation from the CCAs / CHWs on the CAC. This structure helps ensure community members are meaningfully engaged and empowered to guide and advise the strategies of the HUB.
- **Community Based Care Coordination:** Community-based care coordination is provided by care coordinators (for example, CHWs) located in a community or home setting. In the PCHI® approach, CHWs or other community-based care coordinators provide most of their interaction with community members in their home. An organization that provides telephonic care coordination or requires community members to come to a location for services would not meet the definition of community-based care coordination. For the PCHI® approach to work well, it's important for the community-based care coordinators to have strong connections and partnerships with other care coordinators and case managers based in the hospital, health plan or behavioral health systems.
- **Community Based Organization (CBO):** Local community service providers that address a community member's social needs. The community-based care coordinators or CHWs will connect individuals to these service providers and partner with the CBO and participants as is helpful to address their social needs (example: Food bank, homeless shelter, community health centers).

- **Care Coordination Agency (CCA):** Local organizations that are part of the HUB and are implementing the PCHI® model. The CCA employs community health workers (or similar role) and their supervisors, who assist and connect community members to social service, healthcare, and behavioral health providers. CCAs can be community-based organizations, federally qualified health centers, behavioral health organizations, schools, and other organizations. An organization can be both a CCA and a CBO in this model although there are important processes in place to ensure transparent, equitable, and accountable practices.
- **Community Health Worker (CHW):** CHWs lead the care coordination and follow up as trusted individuals with a deep understanding of the community they serve. CHWs are employed by the Care Coordination Agency (CCA) and may be called other titles such as care coordinators, peer specialists, promotoras, resource specialists, or navigators as examples. CHWs should share identities with those they serve such as race, ethnicity, language, culture, lived experience, or others. The PCHI® model trains these CHWs to work with the individual until their social, healthcare, or behavioral health needs are resolved, or the Pathway is completed. These CHWs address any barriers that arise and will follow up with the individual and their family members until their needs are addressed.
- **Health Insurance Portability and Accountability Act (HIPAA):** HIPAA is a federal law to protect sensitive patient health information from being disclosed without the patient's consent or knowledge. While patient health information is used in a variety of ways in different types of organizations, some situations require complying with HIPAA regulations and some do not. Health care providers and insurance payers are required to comply with HIPAA regulations. Since the HUB and CCAs are working with these entities and sharing information in order to deliver effective care coordination, many of these same protections are needed within the HUB and CCAs. Regardless, we want to make sure our participants feel comfortable in how we are using their information and that they can trust us with their sensitive information. This is why a Business Associate Agreement (BAA) is needed for all entities working within the PCHI® model.
- **Healthcare Providers:** Organizations or individuals who provide medical care either in the clinic or hospital, including mental and physical health services.
- **HUB:** See Pathways Community HUB (PCH) below.
- **Licensed content:** PCHI® has developed and copyrighted tools and materials to implement the PCHI® model. PCHs (HUBs) that are working toward certification or are maintaining certification have access to these materials (e.g., documentation forms, Pathways, learning modules) and can share with entities that have sub-licenses (or BAAs) with the HUB. This copyright and certification is important because it helps make sure the model is implemented with fidelity so HUBs can anticipate having the same positive impact as others' that have also implemented the same model.
- **Outcomes:** In the PCHI® model the "outcome" refers to the standardized definition for when a risk has been addressed and a Pathway can be closed. For example, in the Employment Pathway the outcome is someone is working 30 days from date of hire.
- **Outcomes-based Unit (OBU):** The Pathways Community HUB Institute has developed Outcome Based Units (OBUs) for all 21 Standardized Pathways. One OBU is assigned a dollar amount in the contracts negotiated with the CCAs, HUB, and funders. The number of OBUs assigned to a Pathway represents the average amount of effort needed by the CHW to complete the Pathway and resolve the risk factor. Example: Housing Pathway completion is documented after the participant has maintained safe and stable housing for 30 days. The Housing Pathway is 15 OBUs.
- **Pathways:** A Pathway is set of specific care coordination steps to help address an identified, modifiable risk factor. A specific standardized Pathway is assigned for each of the individual's modifiable risk factors and is used to identify, track, and mitigate the risks. For example, health insurance, housing, or substance use are all risks that, if identified, would have a corresponding Pathway. An individual may have multiple Pathways assigned simultaneously. Completion of the Pathway indicates that the person has obtained an evidence-based intervention to address the risk factor. (Example: Mental Health Pathway - individual kept and attended 3 scheduled behavioral health appointments in a row)
- **Pathways Community HUB (PCH):** The PCH, also referred to as the **HUB**, is the local, neutral entity that provides the infrastructure for the PCHI® model to be implemented. The PCH provides training, technology



support, data management, quality improvement, supervision, contracting and related services to the network of partners working with the model. In Omaha, the HUB is being supported within the Omaha Community Foundation which was selected through an open RFP process in 2022.

- **Pathways Community HUB Institute (PCHI)®:** The Pathways Community HUB Institute (PCHI)® is a nonprofit organization that supports the Pathways Community HUB Institute® model through national certification and technical assistance to communities. PCHI® was launched to assure fidelity to the model through implementation of the national Pathways Community HUB Certification Program supported by the Kresge Foundation.
- **Pathways Community HUB Institute® Model:** The PCHI® Model is the framework PCHI® has developed, licensed and for which they created a set of standards by which a PCH entity (or HUB) is certified. The PCHI® approach provides an accountable framework for communities who want to build infrastructure for effective community care coordination proven to document both outcome improvement and cost savings. National certification provides health plans, funders, and policy advocates assurance that community networks have met specific operational, health outcome, and cost of care improvement benchmarks that have been demonstrated in peer reviewed research to produce positive outcomes and cost savings.
- **Payers:** Healthcare insurance companies including Medicaid, Medicare and Commercial plans.
- **Risks:** PCHI® has partnered with researchers to better understand the medical, social, behavioral health, and safety risks that can be addressed through community-based care coordination. Specifically, the PCHI® approach looks at risks that are modifiable at the individual and family levels that could be reduced through intervention and broader care coordination efforts. These risks have been translated into Pathways.
- **Technology Platform / Vendor:** The PCH utilizes a technology platform to track, collect, and report on assessments and Pathways being completed by the CHWs. These technology platforms need to meet minimum requirements to be certified by the PCHI.

