



**GATEWAY
COMMUNITY**
Health Center, Inc.

Community Health Workers Integration in a Federally Qualified Health Center (FQHC)



Gateway Community Health Center, Inc.

Overview

- Federally Qualified Health Center
- Serves over 35,000 patients
- 3 Counties: Webb, Zapata, and Jim Hogg
- 9 Clinic Locations
 - 7 Laredo
 - 1 Zapata
 - 1 Hebbronville
 - 2 Mobile Units



Gateway Community Health Center, Inc.

Overview

- Certified Training Program for Promotores de Salud/CHWs.
 - Offers CEUs
 - 160 Hrs. Training Course.
- Gateway has 20 community health workers.



The Essential Role of Community Health Workers

Community Health Workers (CHWs) are essential connectors between healthcare services and their communities. At Gateway, CHC, CHWs represents every level of services from:

- Health Educators
- Patient Navigators
- Community Outreach & Education
- Director and the
- CEO Leadership

This highlights that the CHW model guides not only our services, but also our organizational vision.



Integration of Community Health Workers at Gateway, CHC

CHWs play a vital role across various departments to improve service delivery and community health outcomes.



Health Education and Training Department

Provide tailored health education, patient navigation, and community outreach focused on Type 2 Diabetes, Weight Management, and specific grant-funded programs.



Behavioral Health

CHWs work to reduce stigma and promote mental health awareness, connecting individuals to necessary resources.



Women's Health

- Women's Mobile Health Unit (WMHU)
- Breast and Cervical Cancer Services (BCCS)
- Family Planning
- Preventive Care Services



Community Partners

- Ventanilla de Salud with the Mexican Consulate
- Webb, Zapata and Jim Hogg County

Impact of CHWs as Health Educators

Educate, Motivate, and Connect

- Educators conduct presentations, group sessions, and individual sessions.
- Utilize culturally relevant materials and language to deepen comprehension.
- Set habit changes and goals fostering accountability and growth.
- Motivate and establish peer support systems.

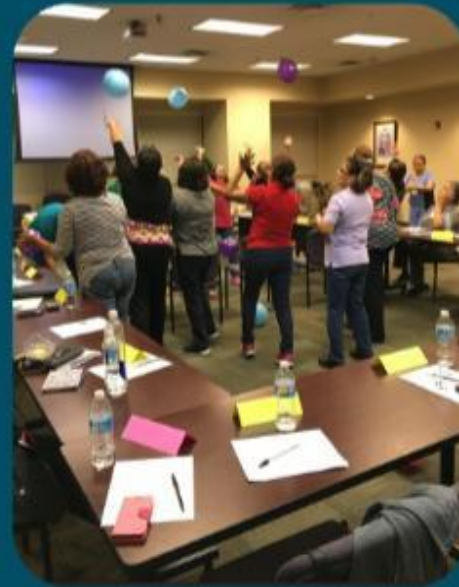


Chronic Disease Management

Educate and support on chronic conditions such as diabetes, obesity, and hypertension, among others. They offer guidance on symptoms monitoring and lifestyle modifications, which are crucial for managing these diseases effectively.

Disease Prevention

Provide vital information on nutrition, helping individuals understand the importance of balanced diets and proper food choices. Also promote low-impact exercise and guides gradual progress to more active lifestyles.



Impact of CHWs as Patient Navigators

CHWs help remove barriers and guide patients through the healthcare system.



- Facilitates appointment scheduling to enhance patient access.
- Links patients with clinic services, programs, and resources for comprehensive care.
- Processes Social Determinants of Health assessments to identify patient needs.
- Provides referrals to community network partners for additional support.
- Foster self advocating.
- Ensures follow-up care for continued patient well-being.
- Presents on specific topics to patients and community.

Impact of CHWs in Outreach and Education

Through community engagement, CHWs significantly enhance health awareness and access to healthcare.

Connect Gateway to Underserve Communities

Increase access to health services by raising awareness of available services and programs through presentations, health fairs, and organized events.



Disease Education

CHWs conduct presentations on health topics and disease prevention to empower communities with knowledge and tools for healthier lives.



Distribute Information regarding Community Resources

Share with community vital resources to support the well-being of individuals and families in need.



Build Relationships & Trust

CHWs build trust between the community and Gateway CHC through consistent presence, compassion, and culturally sensitive communication.

Empowering Community Health Through Leadership

CHWs also play vital leadership roles. The Health Educator Director and Gateway's CEO contribute to designing programs and policies, advocating for approaches that include CHWs as part of comprehensive, community-driven models of care.



CHWs in Women's Health

- Support community outreach and essential navigation in women's health through education. They provide essential information on reproductive health, prenatal care, and preventive screenings, empowering women to make informed health choices.
- Schedule health screenings such as Pap smears, mammograms, among other preventive exams. Encouraging early detection and helping women access these services as early as possible.



- CHWs travel with the Women's Mobile Health Unit to increase healthcare access by delivering services directly to underserved communities.
- Mobile unit is strategically placed in different locations to make it easier for people to access services, effectively addressing transportation barriers.



Behavioral Health



Promotes extend service of mobile unit access.



Distribute and present relevant materials that explain behavioral health topics and how to seek help.



Reducing Stigma through open conversations and education, mental health care and encourage community acceptance.



Help navigate the community through mental health services, organize support groups, and wellness events to promote behavioral health resources.

Community Partners



Conduct health presentations and connect the community to health care services and community resources.



Serve the Webb, Zapata, Jim Hogg Counties and surrounding areas by connecting individuals experiencing difficulties to community resources such as utility assistance, shelters, food banks, education, medical and behavioral health services among others.

- United ISD, Laredo ISD, Zapata ISD
- Head Start Program
- Laredo College
- Texas A&M International University
- Bethany House of Laredo
- South Texas Food Bank
- Local Law Enforcement Departments
- Faith Base Organizations
- South Texas Promotoras Association
- Early Childhood Intervention
- Border Region
- Serving Children and Adults in Need
- Laredo Veteran's Affairs
- Roots Recovery Center
- South Texas Training Center
- Local Business and Organizations



Community Health Workers Are A Pillar of Community-Driven Care

The integration of CHWs into Gateway's healthcare services represents a transformative model of healthcare delivery, this approach enhances health outcomes.



Community Outreach and Education



Maria S. Reyes
Health Education,
Community Health Worker



Maria D. Servin
Health Education,
Community Health Worker



Laura Herrejon
Health Education,
Community Health Worker



Evelyn Chapa
Behavioral Health,
Community Health Worker



Catalina Guerra
WMHU, Community
Health Worker

Health Educators



Alma Palacios
Health Education,
Health Educator



Blanca E. Romanos
Health Education,
Health Educator



Norma L. Jauregui
Health Education,
Health Educator



Rocio Rodriguez
Health Education,
Health Educator

Patient Navigators



Jami Casso
Health Education,
Patient Navigator



Yanira Becerra
Health Education,
Patient Navigator



Nydia Solis
Health Education,
Patient Navigator



Liliana Garza
BCCS, Patient Navigator



Stephanie Ibarra
BCCS, Patient Navigator



Monica Ortiz
WMHU, Patient Navigator

Administration



Otila Garcia
Director of Health
Education & Training



Elmo Lopez Jr., MBA
Chief Executive Officer



Thank You!

We appreciate your time and attention.

Any Questions?

Ms. Juliana Medrano

Program Manager, Lado-A-Lado Program
Health Education and Training Department

Gateway Community Health Center, Inc
1515 Pappas St., Laredo, Tx 78041
(956) 795.8100 ext 3182
jmedrano@gatewaychc.com