



Pathways Community HUB

Focused, Learning-Based Care Coordination Services for Low- and Medium-risk Individuals

Challenges in a person's environment or circumstances – not speaking a certain language, the absence of reliable transportation, having an addiction, or being unemployed – can become barriers to health and to accessing health care. These impediments place a person's physical and/or mental health at risk.

Elevate Health's Pathways Community HUB (Pathways) is a care coordination model that helps people address barriers to health and is one of our central care coordination services. It shares the distinction with two other programs, Community Health Action Teams and Health Homes. Together, the three services form the basis of our Care Continuum Network. The CCN is an ever-expanding network of services designed to bring disparate programs together to support health from preconception to end of life while reducing silos and barriers.

By employing knowledgeable community health workers, Pathways helps individuals navigate the two worlds of social services and health care simultaneously. The result is better health for individuals and communities and a more efficient, centralized, and integrated care

ecosystem. Meeting rigorous quality standards set forth by the [Pathways Community HUB Institute](#) (PCHI), ours is the first and only PCHI certified program in Washington.



What is Elevate Health?

At Elevate Health, we innovate and collaborate to create purposeful health care reform in Washington state. Our mission is to build and drive community coalitions that transform health systems and advance whole-person health for all. As an Accountable Communities of Health (ACH) organization, we accomplish this work by addressing the core challenges of inequitable health systems and practices in our community, region and state.

Just as a physician takes a person's symptoms, family history, habits, and preferences into account during diagnosis and treatment, we and our partners also take a whole-person approach by administering a care coordination program called Pathways. With Pathways, we aim to address the social determinants of health – factors that include access to food,



employment, and housing – for some of Pierce County’s most vulnerable residents: individuals with two or more chronic health conditions, such as anxiety, substance use disorder or diabetes.

Meet the Team

Community health workers (CHWs) are the core of the Pathways program. They help people choose and implement plans, called pathways, to overcome barriers that limit access to health care. The program includes 20 customizable pathways and multiple sub-pathways, addressing topics that include mental health, family planning, education, pregnancy, access to food and domestic violence.

Since barriers vary in complexity, some take longer to address. The employment pathway, for instance – assessing skills and experience, creating a résumé, applying for jobs, holding bi-weekly check-ins – can take months to complete. Other pathways – such as finding a local food bank – might take only a few hours.

Whether pathways take hours or months, Pathways program members work with a robust team infrastructure designed to help them meet their needs. This team includes:

Community Health Workers (CHWs)

CHWs are trained case workers, employed by our partner organizations, who bridge the worlds of health care and social services for people. During the intake process, CHWs assess an individual’s medical needs and social determinants of health, help them determine pathways to pursue, and connect an individual with social services. In subsequent appointments, CHWs follow up on pathway-related progress to help triage and troubleshoot challenges. CHWs also meet regularly with their colleagues to keep abreast of local services that could prove useful to the people they support.

Our Partners: Health Care and Social Services Teams

Our partners include health care providers, government agencies and community-based organizations, among others. Our partners maintain a bidirectional relationship

with Elevate Health. They employ CHWs to receive referrals generated through the HUB, and make referrals generated by their respective agencies to Pathways.

Elevate Health

As part of the Pathways initiative, we recruit partners and train CHWs. When we launched Pathways Elevate Health provided seed funding to support workforce development with the specific intent to integrate Pathways with the care landscape. Elevate Health also facilitates Pathways’ data into the Community Data Trust, using secure, HIPAA-compliant and HITRUST processes to monitor and guide member enrollment, needs, and engagement. The community-governed data trust ingests and encrypts data from multiple sources – such as criminal justice, tribal, education and human services agencies – thus serving as a central resource to assess whole-person health and address community health challenges.

Road to Transformation

People in our community need support.

Pathways provides an invaluable resource for the most vulnerable segments of the population: people managing two or more chronic medical conditions.

Good health is about equity.

A person’s health is deeply influenced by economic and social conditions. By partnering with people to overcome wellness barriers, Pathways is helping create a more equitable and holistic health care system.

We are transforming medical care.

Research shows that community health workers – the core of the PCHI model – are highly effective in helping people achieve better health. They also simplify and streamline an individual’s search for social services, such as food, housing, mental health and chemical dependency resources.

Today and Tomorrow

In addition to helping people address barriers to quality of life and holistic health, Pathways saves time and resources. The CHW – as a single, central source of care coordination for both medical resources and social services – can address multiple needs in a single visit. This efficiency also benefits our organizational partners. Rather than employing multiple case managers for varying purposes, partners who employ CHWs are able to streamline and refine their services.

While Pathways is dedicated to serving people across Pierce County, we recognize that most of our resources are based in Tacoma. To serve all residents of Pierce County equitably, we are especially interested in recruiting partners in service to rural communities and underserved populations, such as people of color, veterans, immigrants and women.

For More Information

If you would like to learn more about the Pathways Community HUB, we would enjoy hearing from you.

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