

**Care Team Members**  
**Community Health Workers/ Patient Navigators**  
**and**  
**Behavioral Health Peer Supports**

**Purpose:** To provide community support to NCI primary care teams to improve health literacy, patient self-efficacy, and patient chronic disease self-management. Because they are trusted members of the community they serve, they are able to serve as a liaison between health/social services and the community to facilitate access to services and improve the quality and cultural competence of service delivery.

**Who is leading the charge?**

**1. Community Health Workers / Patient Navigators:**

North Country Prenatal/Perinatal Council

- Phone Number: 315-788-8533

**2. Behavioral Health Peer Supports:**

Northern Regional Center for Independent Living (NRCIL)

- Phone Number: 315-785-8703

**Areas to be Leveraged:**

1. Administration and Coaching of the Patient Activation Measures (PAM)\*
2. Report patient engagement and other required metrics quarterly to NCI PPS Project Management Office
3. Coordinate patient care across multiple settings
4. Provide coordination of access to evidenced-based preventative and primary care, patient/family education and self-management support
5. Ensure uninsured patients receive information about obtaining coverage
6. Provide cultural and linguistic appropriate services to meet the needs of the population

**Important Note:**

As members of the care team in identified communities, Community Health Workers, Patient Navigators, and Peer Supports will also build individual and community capacity by increasing health knowledge and self-sufficiency through a range of activities such as:

- Outreach
- Community education
- Informal counseling
- Social support
- Advocacy

\*Patient Activation Measure (PAM)- PAM is a valuable tool for assisting our region to effectively measure patient engagement by engaging our underinsured, low-utilizing and non-utilizing population in their healthcare.