

Riverside Family Physicians Opportunities to Leverage Community Health Workers

[Riverside Family Physicians](#) is an innovative multi-site primary care practice serving 15,000 patients in Riverside, CA. Understanding the complexity of comprehensive patient care, our goal is to capture and work to address behavioral health and psychosocial determinants of health to enhance patient outcomes. Utilizing ConnectIE, a local resource website, our staff actively aid patients by helping with resources, housing, and transportation, identifying, and bridging crucial care gaps.

Recently, we have embarked on a project leveraging Community Health Worker (CHW) services. These CHWs play a vital role in identifying care gaps for our Medi-Cal population through screenings and function as patient navigators, integrating behavioral health services seamlessly. They also serve as a key resource in linking patients to diverse services, including medical, preventative, and behavioral health, leading to an improved overall quality of life. To further strengthen our approach, our collaboration with the Inland Empire Health Plan (IEHP) has enabled our staff to undergo comprehensive training through their Community Health Program, equipping our CHWs with skills in health education, navigation, SDOH screenings, and health assessments.

Moving forward, our envisioned workflows see the opportunity of leveraging CHWs ensuring the completion of PHQ-9 assessments and subsequent follow-up for scores falling below specific thresholds, with the guidance of our behavioral health clinicians. In addition, our collaborative team-based care model, informed by detailed population health data, underscores the importance of addressing social and behavioral needs, driving us to continually innovate and reshape our patient care strategies.

Additional Resource:

- [DHCS – Community Health Workers resource webpage](#)