Care Connections | HANYS Always There for Healthcare SINCE 1925

Extend your hospital's reach with community health workers

Selenah Martin, MSW
Community Health Worker, Catholic Health System Long Island

Vilma Quintana
Community Health Worker, Montefiore

Miranda Blakeslee, MBA
Operations Manager, Bassett Healthcare Network

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Agenda

- Introductions
- Our partners
- Session 7: Extend your hospital's reach with community health workers
- Questions & answers

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HANYS Care Connections Team

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Our partners

Mother Cabrini HEALTH FOUNDATION

DataGen® Insights for Healthcare®

OUR FUNDER

Funding from the Mother Cabrini Health Foundation allows HANYS to expand its capacity to provide education, direct support, tools and data to our members. With Care Connections, we strive to build hospital-community partnerships and share evidence-based chronic disease prevention and management strategies to address healthcare access barriers at the local level.

OUR PARTNER

DataGen®, Inc. develops custom analytics for participants to help them understand healthcare access barriers and the chronic disease burden in their communities so they can develop tailored interventions.

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Selenah Martin, MSW

Martin is a community health care worker with Catholic Health at St. Joseph Hospital in Bethpage, New York since 2024. Martin earned her MSW from Columbia University School of Social Work in May 2020, at the height of the COVID-19 pandemic.

Martin has been involved in a range of community-engaged initiatives and efforts. She helped create a Youth Development Department in Los Angeles, focusing on empowerment and engagement. She supported efforts to end mass incarceration and uplift the voices of those impacted by the criminal legal system. Her involvement led her to speak at the Beyond the Bars conference at Columbia University, contributing to broader conversations on justice and reform.

Before joining Catholic Health, she worked as a social work counselor with Partnership with Children, a community-based organization, whose goal is “to develop the emotional, social, and cognitive skills of children in New York City to help them succeed in school, society, and life through a trauma informed and strength-based approach”. Martin seeks to get her licensure to become an LMSW.

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Vilma Quintana

Quintana is a dedicated Community Health Worker with more than 18 years of experience in the social care field. She currently serves patients at Montefiore, where she brings a compassionate, person-centered approach to her work.

Prior to joining Montefiore, Quintana worked in a residential setting for adolescents with mental health challenges, beginning as a Senior Counselor and later advancing into roles as an Administrator and Case Manager. She remains actively engaged in this community as a volunteer.

A natural helper, Quintana is driven by her passion for empowering individuals and families. She finds fulfillment in supporting patients as they work toward their goals.

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Miranda Blakeslee, MBA

Blakeslee is the Operations Manager of The Mary Imogene Bassett Medicaid Health Home.

Blakeslee has led initiatives in workforce development, program implementation and cross-sector collaboration with community-based organizations and state agencies. She began her career in direct service and remains passionate about supporting community health workers and advancing programs that improve access, equity and community health outcomes.

The goal of Blakeslee's career is to improve care coordination and outcomes for individuals who have complex medical, behavioral health and social needs. She continues working closely with community health workers, care managers and partner organizations to further achieve a healthier New York.

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Question 1

When and where do patients engage with a community health worker at your organization?

Selenah Martin, MSW
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Question 2

Which patients do you work with?

How do you help them?

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Question 3

What does success look like for a community health worker? How do you measure it?

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Question 4

As a community health worker, how do you collaborate with a patient's care team? How do you interact with clinicians at work?

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Question 5

How do you work with social service agencies and community-based organizations?

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Question 6

How do you ensure that your program aligns with what the community actually needs instead of operating based on assumptions?

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Question 7

How do you help patients feel like they can trust you and open up to you?

Vilma Quintana
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Montefiore Medical Center

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Question 8

How do you help your hospital reach the most vulnerable populations?

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Question 9

What are the most meaningful improvements in health outcomes you've seen because of CHWs?

Miranda Blakeslee, MBA
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Question 10

How do you build trust with patients, so they feel comfortable asking for what they need?

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Question 11

What feedback has the community given about CHWs at your hospital? Do you have any particularly memorable success stories?

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Question 12

What are the differences between hospitals that have community health workers, or similar roles, and hospitals that don't?

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Interested in employing CHWs?

Check out Care Connections Community Health Worker Scholarship

With generous support from the Mother Cabrini Health Foundation, Care Connections is awarding two scholarships of **$2,500** each to support the recruitment and training of local community health workers.

We have also developed additional resources to support hospitals and health systems in developing their own CHW programs:

- Defining a CHW
- CHW Program Start Up
- Sample CHW Job Description

For more information, please contact Rachael Brust, CHW scholarship program lead, at rbrust@hanys.org.

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Thank you for joining!

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Questions?

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