Community Health Worker (CHW) Impact in Maryland

Results from CHW and CHW employer surveys - 2022

Maryland
DEPARTMENT OF HEALTH

Percent of CHW employers linking health outcomes to CHW services

Outcome	Percent
Client rated quality of life	71%
Hospital readmissions	67%
ED/urgent care usage	63%
Preventive care utilizations	54%
Preventable hospital admissions	50%

Employers see the **value** in the CHW workforce and most employers report tracking and linking positive client health outcomes to the services that CHWs provide.

Employers say their CHWs are **essential.**

"CHWs impact their clients directly and help them to access the information and programs to enhance their lives and improve their overall health and wellbeing." - CHW employer

"CHWs are the bridge between clients and providers and agencies." - CHW employer

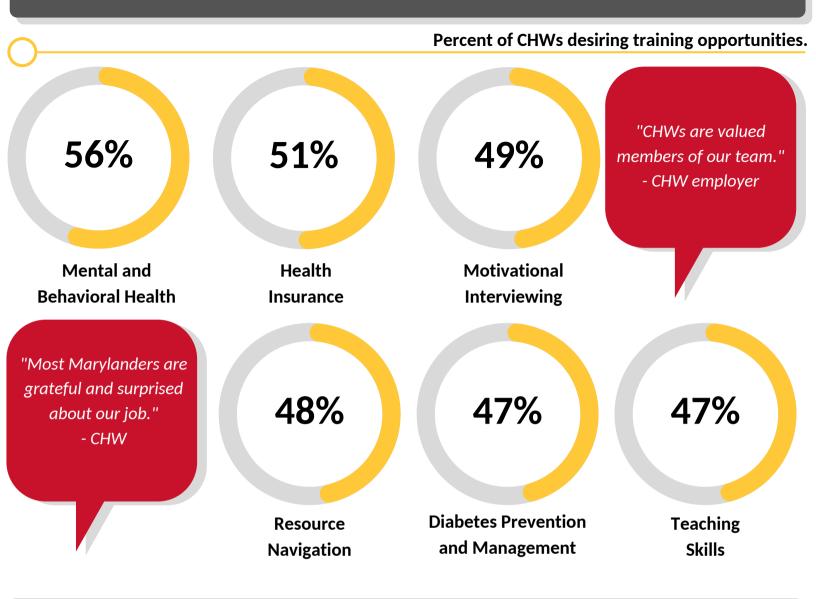*"CHWs are an invaluable asset."* - CHW employer

What CHWs love about their job.

"I enjoy the work, being hands on and in the mix of things you learn a lot of good information." - CHW

"As a CHW it warms my heart knowing I have helped someone to better their life." - CHW

"Becoming a CHW is great for me because I can work with both communities, English and Spanish." - CHW

CHWs are **passionate** about their work and desire additional training on many topics.

Percent of CHWs desiring training opportunities.

56%
Mental and Behavioral Health

51%
Health Insurance

49%
Motivational Interviewing

"CHWs are valued members of our team."
- CHW employer

"Most Marylanders are grateful and surprised about our job."
- CHW

48%
Resource Navigation

47%
Diabetes Prevention and Management

47%
Teaching Skills

CHWs deliver many critical services, in both urban and rural areas of Maryland.

Top five services CHWs report providing their clients.

Percent CHWs Providing Following Services in Urban Jurisdictions

Percent CHWs Providing Following Services in Rural Jurisdictions

Urban	Service	Rural
85%	Connections to Basic Needs	73%
61%	Home Visits	58%
64%	Medicaid Enrollment	51%
66%	Provider Follow Up Visits	52%
72%	Health Care Appointments	48%