Integrating CHW Voice into System Transformation Efforts

CHW Collaborative of Pierce County
Objectives

- Awareness and ability to identify system change efforts
- Understanding the different levels of change engagement
- Discuss successes and barriers to integrating authentic community voice into system transformation efforts
What systems change or transformation efforts are we referring to?

- *Systems change* is a shift in the way that a community makes decisions about policies, programs, and the allocation of its resources — and, ultimately, in the way it delivers services to its citizens.
## Types of System Change

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<tr>
<th></th>
<th>Incremental</th>
<th>Reform</th>
<th>Transformation</th>
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</thead>
<tbody>
<tr>
<td><strong>Purpose</strong></td>
<td>To improve the performance of the established system.</td>
<td>To change the system to address shortcomings and respond to the needs of stakeholders</td>
<td>To redirect the system and change its fundamental orientations and core relationships</td>
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<td><strong>Participation</strong></td>
<td>Replicates the established decision making group and power relationships</td>
<td>Brings relevant stakeholders into engagement in ways that enable them to influence the decision making process</td>
<td>Creates a microcosm of the problem system, with all participants coming in on an equal footing as issue owners and decision makers</td>
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<td><strong>Process</strong></td>
<td>Confirms existing rules. Preserves the established power structure and relationships among actors in the system</td>
<td>Opens rules to revision. Suspends established power relationships; promotes authentic interactions; creates a space for genuine reform of the system</td>
<td>Opens issue to creation of new ways of thinking and action. Promotes transformation of relationships with whole-system awareness and identity; promotes examining deep structures that sustain the system</td>
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Levels of System Change

- Individual
- Community
- Organizational
- Policy/Legislative
INDIVIDUAL
CHWs
Professional Development
Capacity Building

COMMUNITY
1) Engage in process
2) Identify gaps, consumer needs
3) Partner w/systems to develop solutions that work!

ORGANIZATIONS

They model, teach & support systems to be better partners with community

They model, teach & support their community
INDIVIDUAL
CHWs
Professional Development
Capacity Building

COMMUNITY
1) Engage in process
2) Identify gaps, consumer needs
3) Partner w/systems to develop solutions that work!

They model, teach & support their community

ORGANIZATIONS
Learn to get better community feedback
How to operationalize
How to partner with community
How to better utilize CHWS

• Community has it’s own relationship with systems
• Systems also have a direct relationship with Organizations
INDIVIDUAL CHWs

COMMUNITY

They model, teach & support their community

ORGANIZATIONS

POLICY/LEGISLATION

• City, Local, State
• Federal
Opportunities

- Medicaid Demonstration Projects
- Community Needs Assessments/Health Improvement Plans
- Social/Environmental Advocacy
  - Methanol Plants
  - Transportation reductions
- State Wide Task Force Recommendations
Staying true to CHW values
Questions?

- Contact info: chwcollaborativepc@gmail.org