

Reimagining Health and Human Service Roles to Support Value-Based Care¹

- Addiction Counselors – Assess and treat individuals with mental, emotional, or substance abuse problems, including abuse of alcohol, tobacco, and/or other drugs. Activities may include individual and group therapy, crisis intervention, case management, client advocacy, prevention, and education.
- Case Managers (personal health navigators) – Case Management is a collaborative process of assessment, planning, facilitation, care coordination, evaluation and advocacy for options and services to meet an individual’s and family’s comprehensive health needs through communication and available resources to promote patient safety, quality of care, and cost-effective outcomes.
- Community Health Workers (CHWs) – A community health worker is a frontline public health worker who is a trusted member of and/or has an unusually close understanding of the community served. This trusting relationship enables the worker to serve as a liaison/link/intermediary between health/social services and the community to facilitate access to services and improve the quality and cultural competence of service delivery. A community health worker also builds 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 and advocacy.
- Dental Therapists – Dental therapists are mid-level practitioners licensed by the Board of Dentistry and members of an oral health care team. They provide evaluative, preventive, restorative and minor surgical dental care within their scope of practice. Dental Therapists (DT) work under the direction of a dentist.
- EMTs and Paramedics – Emergency medical technicians (EMTs) and paramedics care for the sick or injured in emergency medical settings. People’s lives often depend on the quick reaction and competent care provided by these workers. EMTs and paramedics respond to emergency calls, performing medical services and transporting patients to medical facilities.
- Community Paramedics and Mobile Integrated Health Care Providers – Experienced EMTs and Paramedics, with appropriate training and approval of their supervising EMS agency and Medical Director, who identify community health needs and address gaps in care, coordinate and facilitate continuity along the care continuum for individual patients, and work to reduce unnecessary ED visits and promote better navigation of the health care system.
- Health Information Technology Specialist – Health information technology specialists support clinicians and staff across many healthcare settings, including inpatient rehabilitation facilities, acute care hospitals, long-term care facilities, physician offices, mental health facilities, and outpatient clinics. Others work for organizations that do not provide direct medical care, such as consulting firms, public health and other government agencies, insurance companies, and software vendors.
- Intake Workers - Intake specialists work in the medical field to help direct people to the services they need. Intake specialists are used in many different areas, such as hospitals, mental health facilities, crisis centers, nursing homes and more. Intake specialists talk directly with patients and

¹ This list is not ranked in order of importance, nor is it comprehensive.

their families, determining their needs, their medical history, physical and mental state and special requirements. Understanding these needs helps the intake specialist determine what services the facility needs to provide and guides patients to the right areas.

- Peer Support Specialists – Peer support specialists are mental health workers who have had experience with a psychiatric disorder—such as PTSD, depression, or addiction—and have been trained to counsel or assist others with that condition. Familiar with the disorder themselves, these specialists act as role models for clients facing similar difficulties.
- Personal Care Assistants – Home health aides and personal care aides help people with disabilities, chronic illnesses, or cognitive impairment by assisting in their daily living activities. They often help older adults who need assistance. In some states, home health aides may be able to give a client medication or check the client’s vital signs under the direction of a nurse or other healthcare practitioner.
- Pharmacists - Among other pharmacy care functions, today's pharmacists can provide immunization services, medication synchronization, patient customized packaging, specialty compounding, medication therapy management² (MTM), transition of care services, and even more under collaborative practice agreements. Considerable evidence demonstrates the value of expanded pharmacist involvement in patient care. Allowing pharmacists to practice at the top of their profession in a truly team-based collaborative environment will improve quality and access while helping control costs.
- Psychologists – Psychologists study cognitive, emotional, and social processes and behavior by observing, interpreting, and recording how people relate to one another and to their environments. They use their findings to help improve processes and behaviors.
- Social Workers – Social workers help people solve and cope with problems in their everyday lives. Clinical social workers also diagnose and treat mental, behavioral, and emotional issues.

² Drug therapy management is that practice of pharmacy which involves the expertise of the pharmacist in a collaborative effort with the practitioner and other health care providers to ensure the highest quality health care services for patients.