

The Patient and Community Health Worker Journey

The Travis County Accountable Health Communities (AHC) initiative connects health care providers, community organizations, and community health workers through data-sharing, powered by Connexus. Community health workers navigate patients through their care journey – screening for health and social needs, connecting them to primary care and community services, and equipping them to manage future care. **Early results show a significant reduction in emergency department (ED) visits for patients six months after participation in AHC.**

01 Beginning

Patient visits ED.

02 Review

Connexus identifies patients who can benefit from AHC.

03 Connect

Community health worker engages with patient and builds trust.

04 Navigation

Community health worker helps patient navigate care and services.

MONTHLY BASIS

05 Access

Patient accesses primary care and community services with ongoing support from the community health worker.

SIX MONTHS LATER

06 Completion

Community health worker provides a warm hand-off to primary care or community resources for patients with ongoing needs, while stabilized patients now have the tools to manage care independently.

BY THE NUMBERS

2,300+

Patients with frequent ED visits reached for early intervention

150

Patients called each month by every community health worker

1,700+

Patients screened for health and social needs – nearly all opted into navigation support

65%

Of referrals successfully connected patients to primary care and community services

Figures from July 1, 2024 through June 30, 2025