

# The Patient and Community Health Worker Journey

The Travis County Accountable Health Communities (AHC) initiative supports patients with frequent, potentially preventable ED visits by connecting community health workers, providers, and community resources through data-sharing, powered by Connexus.

Community health workers guide patients through their journey – screening for health and social needs, connecting them to primary care and community services, and equipping them to manage ongoing care. **Early results show a significant reduction in preventable ED visits for patients six months after participation in AHC.**

## 01 Beginning

Patient is discharged from the ED.

## 02 Review

Connexus identifies patients most likely to benefit from AHC for outreach.

## 03 Connection

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 community health worker support.

### SIX MONTHS LATER

## 06 Completion

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

### BY THE NUMBERS

**3,000+**

Patients with frequent ED visits called for early intervention<sup>1</sup>

**150**

Patients called each month by every community health worker<sup>1</sup>

**1,800+**

Patients screened for health and social needs – nearly all opted into navigation support<sup>1</sup>

**65%**

Of referrals successfully connected patients to primary care and community services<sup>1</sup>

**85%**

Of patients with preventable ED visits before enrollment had fewer in the six months after completing AHC<sup>2</sup>

**\$1M**

In potential savings if similar results are sustained across a cohort of 2,500 Medicaid patients<sup>2</sup>

1. Figures from July 1, 2024 through June 30, 2025

2. Figures from July 2, 2024 through February 14, 2025