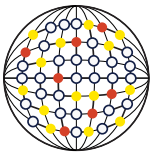


Community Health Navigator Forum 2025

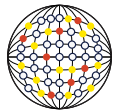


UNSW
International Centre for
Future Health Systems

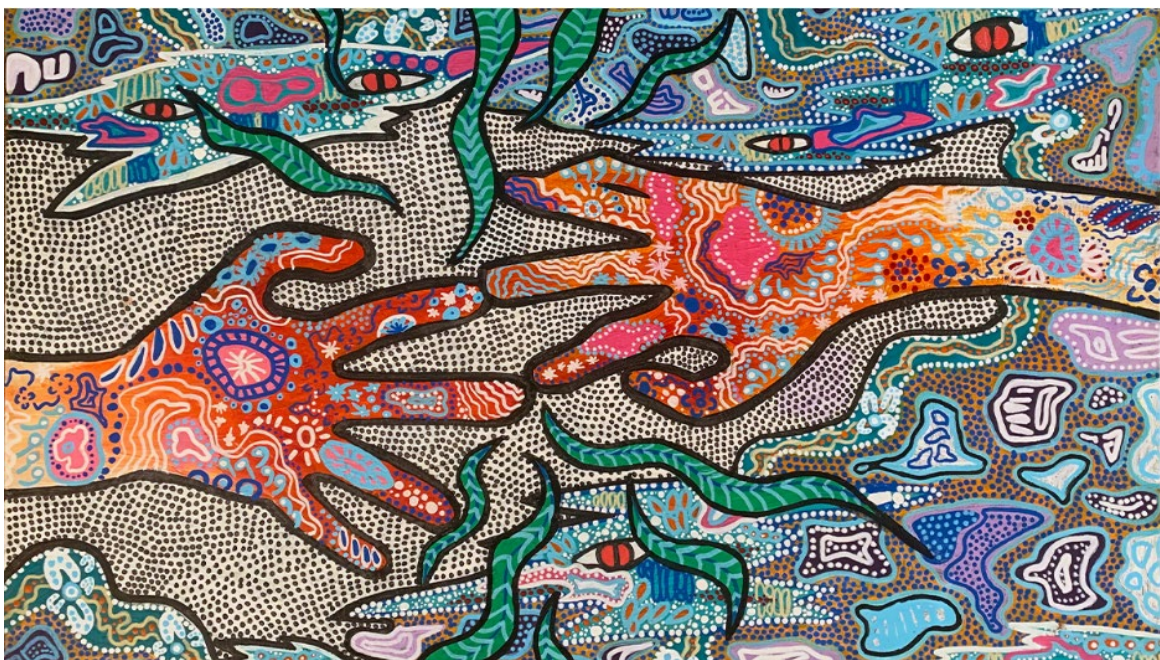


The Ian Potter
Foundation





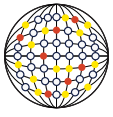
Acknowledgement of Country



Credit: Leilani Tallulah Knight, "U gonna listen now?", 2021



UNSW respectfully acknowledges the Bidjigal clan of the Dharawal Nation, alongside the Biripai, Dharug, Gadigal, Gumbaynggirr, Ngunnawal and Wiradjuri peoples, on whose unceded lands we are privileged to learn, teach and work. We honour the Elders of these Nations, past and present, and recognise the broader Nations with whom we walk together. UNSW acknowledges the enduring connection of Aboriginal and Torres Strait Islander peoples to culture, community and Country.

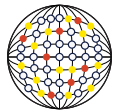


Message From the Director



Prof. Michael Kidd AO

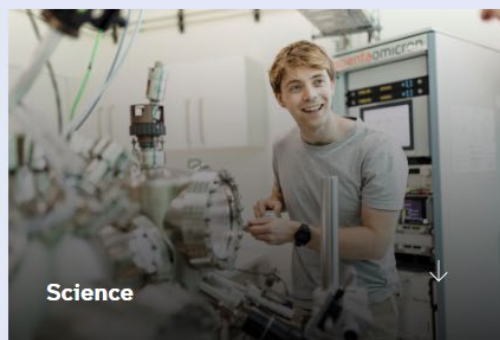
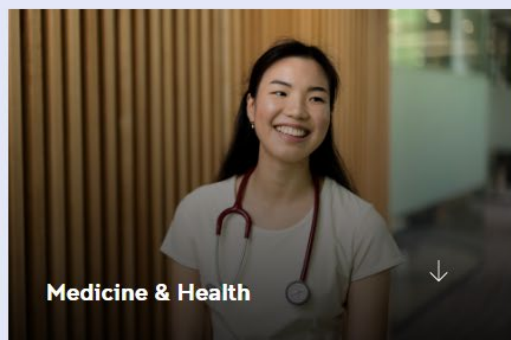
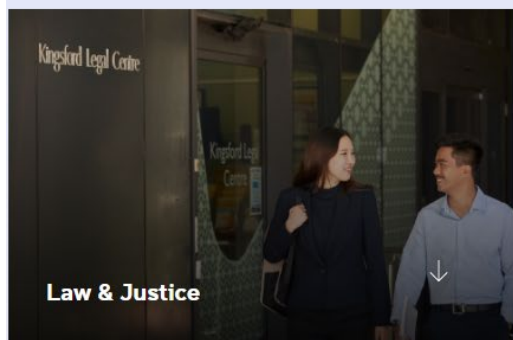
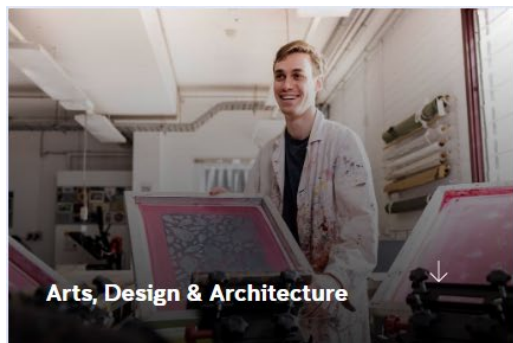
Professor Michael Kidd AO FAHMS holds a joint appointment as the Foundation Director of the International Centre for Future Health Systems at the University of New South Wales, and as Professor of Global Primary Care and Future Health Systems at the University of Oxford.




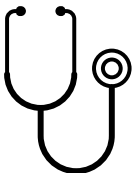
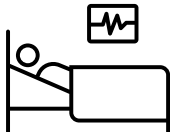



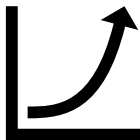
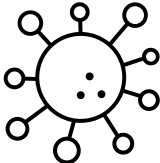
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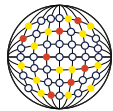
About us


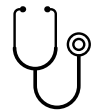






The Centre brings together researchers from each of the Faculties at UNSW to work together to drive forward-thinking solutions to improve health systems and provide advancements that seek to benefit all people.



Research – Policy – Advocacy

 <p>Equity</p>	 <p>Primary Care</p>	 <p>Hospital Care</p>	 <p>Digital Health</p>
 <p>Health Workforce</p>	 <p>Climate Change</p>	 <p>Population Pressures</p>	 <p>Pandemic Planning</p>



	Health systems reform to improve equity of access, affordability and outcomes of health care services
	Strengthening primary care health systems and better integration of care provided in the community
	Transforming hospital care to support adoption of innovations in health systems reform while improving the integration of health services and person-centred focus of care
	Safe and appropriate adoption of digital health innovations, including telehealth, artificial intelligence, genomics, quantum technology, and the use of data to support health systems reform
	Ongoing health workforce reforms to meet future population needs
	Supporting health systems to mitigate and meet the future challenges of climate change
	Supporting health systems to prepare for ageing population, future immigration and population growth pressures
	Incorporating lessons from the COVID-19 pandemic into health systems reform to support future emergency planning and address inequities highlighted during the pandemic

Who are Community Health Navigators?

Trained individuals, often from the communities they serve

Help individuals navigate healthcare and social services

Address barriers to care including language, transportation, and health literacy

Also known as patient navigators, lay health workers, or community health workers

What do they do?

- Provide culturally appropriate health education
- Facilitate access to care (e.g., appointments, transport)
- Assist with insurance and benefits
- Support chronic disease management
- Address social determinants of health
- Promote preventive care and wellness

International experiences

- **Australia: Aboriginal health worker programs** Lai et al., 2018 Makean et al 2021
- **United States: Cancer care navigation** Budde et al., 2021 Hou et al 2015
- **Chronic care** Lamina et al 2024; Rajagopalan et al 2025
- **Acute care:** Neadley et al 2025
- **COVID-19: CHNs supported vaccination and health education** Wells et al 2021; Wu et al 2024
- **Global: Trusted community liaisons in health systems** Amora et al 2025

My Baltimore experience



Members of the Maryland Community Health Workers Association, Inc. Photo courtesy of Tiffany Scott.

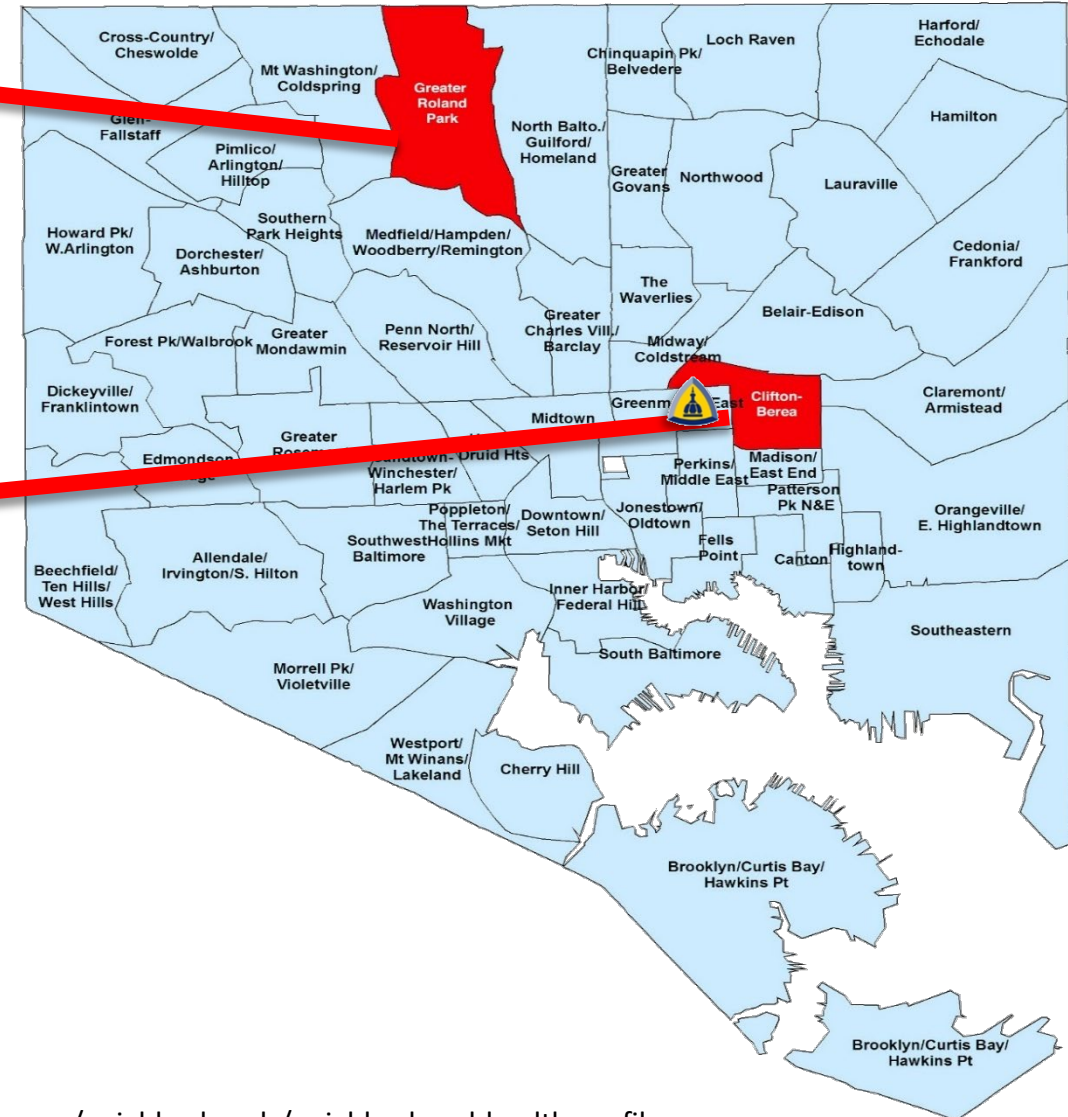
Worlds Apart Though the Distance is 8 kilometers

Roland Park

- 83.9 year life expectancy
- Death rate from Heart Disease: 13.6 per 10,000
- Death rate from Stroke: 5.1 per 10,000
- Median Household Income: \$104,482
- \leq HS Diploma: 7%
- Unemployment Rate: 2.3%
- Hardship Index: 16
- % of Land Covered by Food Desert: 0%
- % of Land Covered by Green Space: 63.6%

Clifton-Berea

- 66.9 year life expectancy
- Death rate from Heart Disease: 27.7 per 10,000
- Death rate from Stroke: 6.9 per 10,000
- Median Household Income: \$25,738
- \leq HS Diploma only: 63.3%
- Unemployment Rate: 17.4%
- Hardship Index: 61
- % of Land Covered by Food Desert: 47.9%
- % of Land Covered by Green Space: 11.8%





Original Investigation | Health Policy

Association of a Care Coordination Model With Health Care Costs and Utilization

The Johns Hopkins Community Health Partnership (J-CHiP)

Scott A. Berkowitz, MD, MBA; Shriram Parashuram, PhD, MPH; Kathy Rowan, PhD, MPH; Lindsay Andon, MSPH; Eric B. Bass, MD, MPH; Michele Bellantoni, MD; Daniel J. Brotman, MD; Amy Deutschendorf, MS, RN, ACNS-BC; Linda Dunbar, RN, PhD; Samuel C. Durso, MD, MBA; Anita Everett, MD; Katherine D. Giuriceo, PhD; Lindsay Hebert, MSPH; Debra Hickman, MDiv; Douglas E. Hough, PhD; Eric E. Howell, MD; Xuan Huang, MPH; Diane Lepley, RN, MSN; Curtis Leung, MPH; Yanyan Lu, MS; Constantine G. Lyketsos, MD; Shannon M. E. Murphy, MA; Tracy Novak, MHS; Leon Purnell, MEd; Carol Sylvester, RN, MS; Albert W. Wu, MD, MPH; Ray Zollinger, MD; Kevin Koenig, MPP; Roy Ahn, ScD, MPH; Paul B. Rothman, MD; Patricia M. C. Brown, JD; for the Johns Hopkins Community Health Partnership (J-CHiP) Team

Healthcare 4 (2016) 264–270



Contents lists available at ScienceDirect

Healthcare

journal homepage: www.elsevier.com/locate/hjdsi

Case report

Case Study: Johns Hopkins Community Health Partnership: A model for transformation



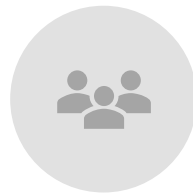
Scott A. Berkowitz^{a,*}, Patricia Brown^b, Daniel J. Brotman^a, Amy Deutschendorf^c, Linda Dunbar^b, Anita Everett^a, Debra Hickman^d, Eric Howell^a, Leon Purnell^e, Carol Sylvester^c, Ray Zollinger^f, Michele Bellantoni^a, Samuel C. Durso^a, Constantine Lyketsos^a, Paul Rothman^a, On behalf of the J-CHiP Program

Eric B. Bass, William Baumgartner, Michele Bellantoni, Scott A. Berkowitz, Romsai Tony Boonyasai, Daniel Brotman, Patricia Brown, Amy Deutschendorf, Linda Dunbar, Samuel C. Durso, Anita Everett, Michael Fingerhood, Kevin Frick, Peter Greene, Lindsay Hebert, David Hellmann, Debra Hickman, Douglas E. Hough, Eric Howell, Xuan Huang, Chidinma Ibe, Sarah Kachur, Anne Langley, Diane Lepley, Curtis Leung, Constantine Lyketsos, Yanyan Lu, Shannon Murphy, Mary Myers, Tracy Novak, Kymberlee Olson, Leon Purnell, Stephanie Reel, Judy Reitz, Melissa Richardson, Regina Richardson, Mike Rogers, Paul Rothman, Carol Sylvester, Martha Sylvia, Albert W. Wu, Hunter Young, Roy Ziegelstein, Ray Zollinger

Challenges



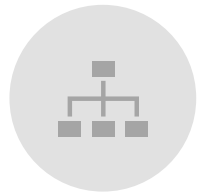
Sustainable funding and program support



Integration into health teams



Training and credentialing variability



Clear role definition and scope-of-practice issues



Share challenges with their communities



Intervention description
eg Placement- faith based or faith placed

Call to action

Move from
'bridging' to
transformational
change

Critical review of
scope of practice
from all health care
workers

Models for
compensation and
regulation

Sustainable funding
models

Think boldly and
creatively

Walk the talk

- Evidence based
- Interdisciplinary
- Person-centered

Most 'hard to reach' or 'lack of engagement' patients are due to barriers created in healthcare

