

## COMMUNITY HEALTH WORKERS

## Donor-supported Community Health Worker helps a family understand how to care for their daughter

When four-year-old Seta developed Type I Diabetes, Celiac Disease, and Graves Disease in addition to COVID, her parents were distraught and overwhelmed by the news. As refugees from Uganda who primarily spoke Swahili, Seta's parents struggled to understand her diagnoses and how to care for her at home. Because of language and literacy barriers, they weren't able learn how to monitor and control Seta's blood sugar, didn't understand how to treat her with insulin, and were confused about what she could eat that wouldn't exacerbate the diabetes and celiac disease. **Seta's life was in danger.**



All too often, patients like Seta end up in the emergency room repeatedly and their health declines due to lack of culturally appropriate health education. **But because Seta's family was able to connect with a Community Health Worker (CHW) who lived and worked nearby, her story has a happy ending.**

The CHW took Seta's parents to the grocery store and taught them to shop for the foods Seta needs. She went to Seta's home and taught her parents to cook meals that are safe for Seta. She used a language line so a Swahili speaker could translate instructions on how to use the insulin pump and they practiced together until Seta's parents feel confident. **The CHW still checks in on Seta and her family regularly.**

The Providence Community Health Workers are members of the community who work to extend medical and social services to unserved or underserved populations. CHWs share ethnicity, language, socioeconomic status and life experiences with the community members they serve, making them uniquely qualified to improve access to services in a culturally appropriate manner.

Providence welcomed four Community Health Workers a year ago to begin this vital work in Anchorage neighborhoods. The program has been so successful Providence is working to hire another four to serve even more communities in Anchorage.

**Our donors make this possible—thank you.** Donor support for Providence and the Community Health Worker program is bringing care and comfort beyond the four walls to the hospital, to the people and communities that need it most. Because of the generosity of our donors, thousands more stories like Seta's can have happy, healthy endings.