1. **Introduction to Community Health Worker (16 hours)**

Topics:

* Welcome, Overview, Housekeeping
* Course Information
* 1a: Define the roles, responsibilities, boundaries, limitations, and essential skills of a community health worker (CHW)/ advocate.
* 1b: Compare and contrast the role of a CHW with the role(s) of nursing, social work, legal aide, and case manager.
* 1c: Describe the role of the CHW in other communities across the United States.
* 1e: Distinguish the differences between the para-professional healthcare extender and the professional in healthcare service delivery.
* 1f: Explain the value of the CHW in the healthcare service delivery team.
* 1g: Define effective advocacy and strategies to advocate.
* 1h: Describe the importance of referrals when assisting people to access healthcare.
* 3h: Develop a time management strategy.
* 3l: Define critical thinking and why it is important for the CHW.
* 3p: Define outreach.
* 5d: Define the boundaries and limitation of the role of a CHW.

1. **Communication (16 hours)**

Topics:

* 2a: List ways personal safety can be maximized when doing outreach work.
* 2b: Identify signs that indicate conflict is imminent and describe methods to deescalate and avoid conflict.
* 2c: Recognize signs of stress in yourself and your clients.
* 2d: Identify and utilize coping strategies for managing stress for yourself and your clients.
* 4i: Employ effective communication skills when collaborating with clients and other members of the service team.
* 5e: Describe “appropriate” versus “inappropriate” behavior when working with clients, para-professionals, and other professionals.
* 7b: Identify and develop culturally appropriate communication skills to improve effectiveness with clients.
* 7c: Outline how to interact effectively within the community and its culture by building trust, being culturally responsive, and working within diverse team settings.
* 7e: Describe the impact of unclear communication on the ability of a CHW to help a client.
* 7k: Explain how to demonstrate a sense of respect for the client.

1. **Organization and Resources (16 hours)**

Topics:

* 1a: Describe essential public health services, and demonstrate an understanding of how to access and navigate public health services.
* 3a: Identify community resources and how to access them.
* 3b: Describe the process of identifying needed resources when entering a new community.
* 3c: Describe the process of linking clients with the required resources and services.
* 3f: Differentiate the different types of community resources.
* 3i: Develop a resource list for various health issues.
* 3o: List potential medical resources available to the uninsured or underinsured.
* 3q: Identify ways to connect community members to healthcare and community services in order to improve health.
* 4e: Demonstrate how to provide clients information based on individual needs and desires.
* 6a: Demonstrate accurate completion of appropriate documentation forms.
* 6b: Outline the benefits of documentation in healthcare service delivery.
* 6c: Define the purpose of accurate documentation.
* 6d: Distinguish the differences between structured and unstructured (storytelling) documentation.
* 6e: List essential information that must be included in the client record.
* 6f: State reasons for the timeliness of documentation and its practical applications.
* 6g: Create and maintain records following legal principles when documenting.

1. **Life Style Choices (8 hours)**

Topics:

* 1d: Explain the barriers to primary healthcare and the knowledge needed to navigate the barriers.
* 3e: Define the social determinants of health and the appropriate resources to address them.
* 4a: Describe life style components of health.
* 4b: Identify life style choices that are frequently limited by environmental and intrinsic factors.
* 4c: Define how health issues are exacerbated by life issues.
* 4f: Summarize behavior change theories and how they affect health and disease.
* 4g: State how health is related to food, shelter, education, and jobs.
* 4k: Identify ways to act as a role model for clients regarding self-care and healthy behaviors.

1. **Cultural Beliefs and Healthcare (8 hours)**

Topics:

* 4d: Collect client data specific to healthy behaviors, safety, and psychological issues.
* 4h: Construct a contract with clients that promote healthcare and social responsibility.
* 4j: Discuss the culture of poverty.
* 5h: Discuss the impact of culture in the context of full disclosure.
* 5i: Define culture brokering.
* 7a: Demonstrate knowledge of the role cultural beliefs have on health practices and use of services.
* 7f: Explain how different cultural and religious beliefs may have an impact on health.
* 7h: Identify and recognize family and community remedies and differentiate them from cultural and religious practices.
* 7i: Describe the impact of different cultural and religious beliefs/practices on health.
* 7j: List ways to show respect for clients when providing information that demonstrate techniques to refrain from stereotypical and prejudicial behavior.

1. **Legal and Ethical Considerations (16 hours)**

Topics:

* 3g: Explain the importance and benefits of following time lines when accessing resources.
* 3j: Identify community partnerships and collaborations already in place.
* 3k: Discuss the concept of partnership and collaboration in terms of the CHW and community resources.
* 3m: Explain public health insurance and the qualification requirements.
* 3n: Identify target populations in the community and how to navigate the enrollment process.
* 5a: Identify concepts, laws, and compliance regulations that impact clients when accessing services.
* 5b: Define confidentiality, HIPPA, compliance, accountability, ethical protocols, and ethical aspects of confidentiality.
* 5c: List ways to provide a “helper” function while empowering the client to manage their own lives.
* 5f: Explain the legal responsibility of a CHW regarding mandatory reporting.
* 5g: Articulate steps to referring clients to domestic violence services, legal services, and additional supportive services.
* 5j: Define liability and malpractice.
* 5k: Discuss how ethics influence the care of clients.

1. **Putting the Plan into Action (16 hours)**

Topics:

* 7d: Design a plan to network within the community and throughout the healthcare system to best provide for client needs.
* 9a: Demonstrate effective ways to develop and present basic information.
* 9b: Design and deliver a basic presentation.
* 9c: Explain the importance of getting to know your audience.
* 9d: Demonstrate proper ways to set up for a health fair.

1. **Employability Skills** **(4 hours)**

**Topics:**

Interview techniques and questions

Resume writing –

Customer service skills – internal and external

Dress and presentation skills

Professional behavior and ethics in the workplace