**CHaSCI social work care management model trainings (**[**AIMS and Bridge**](https://www.chasci.org/care-models)**)**

**Common barriers to effective engagement in care**

1. Patient disengagement
2. Patient ambivalence
3. Patient priorities / needs change
4. Negative patient behavior
5. Underlying complexities, including behavioral health, cognitive health, and trauma
6. Complex family dynamics
7. Provider / Network limitations

**Clinical skills used to prevent and address barriers: Non-specific elements**

**Clinical skills used to prevent and address barriers: Specific elements**

**CHaSCI skills trainings on** [**other social care integration initiatives**](https://www.chasci.org/workforcedevelopment) **(example curriculum, for CHWs)**

**Core knowledge**

* Basics of public and community health
* Health care and chronic conditions
* Social determinants of health
* Community health interventions
* Benefits and insurance
* Stress, trauma, and mental health

**Core skills**

* Soft skills
  + Professional behavior & etiquette
  + Accountability & expectation-setting
* Communication & engagement skills
  + Empathy
  + Curiosity
  + Patience
  + Building rapport
  + Using open-ended questions
  + Active listening
    - *Focus on what the person is saying*
    - *Ask clarifying questions*
    - *Reflect*
    - *Validate*
    - *Summarize*
    - *Use minimal encouragers*
    - *Use silence*
  + Responding to challenging statements
* Addressing safety & risk issues
* Advocacy skills
* Self-care skills

For reference: CHW apprenticeships core competencies <https://www.urban.org/sites/default/files/2018/07/25/cbof_full_framework_community-health-worker.pdf>

**Core competencies for frontline complex care providers**

Details at <https://www.nationalcomplex.care/wp-content/uploads/2020/10/Core-competencies-for-frontline-complex-care-providers-Full-Report-web-final.pdf>

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* With input from CSWE and NASW

**Six competency domains:**

1. Human complexity and context
2. Personal and professional commitment and ethics
3. Person-centered, relationship-powered care
4. Integrated team collaboration
5. Diverse information management
6. Systems complexity and context