

CHW Core Competency Course Objectives

Community Health Worker Roles and Boundaries

Understand the complex definition of Community Health Worker
Understand the roles and responsibilities of a Community Health Worker
Identify professional boundaries of a Community Health Worker

Community Outreach and Engagement

Define “community outreach”
Learn why community outreach is an essential part of delivering services
Identifying and getting to know your target community
Why your personal experiences can be helpful with outreach
Learning what the various barriers to outreach and strategies to overcome barriers to outreach
Learn the basics of effective communication
How to use social media and marketing for outreach
Partnering with other community groups to increase outreach and access
Coming up with an outreach plan

Communication Skills

Define the importance of communication with clients and team members
Describe the main methods of communication
Improve written, verbal and non-verbal communication skills
Use the principles of plain language to improve interactions with patients, clients and other health care providers
Use a readability checklist to guide development of better written materials
Describe additional ways to communicate health information beyond the written word
Overcome common barriers to ensure effective communication
Understand the challenges related to cross-cultural communication
Apply strategies to address cross-cultural communication barrier

Organization Skills

Identify the reasons why good organizational skills are essential to the role of Community Health Worker
Prioritize activities in relationship to patient care and competing demands
Identify the organizational tools and procedures required by their organization
Demonstrate ability to develop weekly work plans

Social Determinants of Health and Disparities

Demonstrate understanding of key data points of racial and ethnic health disparities that impact the care that patients receive
Describe how the social determinants of health impact the overall health status of under-served communities
Explain the relevance of health disparities and social determinants for patient navigation through case studies

Documentation Skills

Identify the reasons why effective documentation is essential to the role of Community Health Worker
Identify the documentation requirements expected of Community Health Workers at their organization
Use appropriate techniques to document patient encounters.

CHW Core Competency Course Objectives

Assessment Skills

Identify the reason why effectively assessing patients' needs is critical for Community Health Workers
Identify the assessment tools and procedures required by their organization
Demonstrate ability to use assessment tools in order to identify patient or individual needs.

Service Coordination Skills

Identify the reasons why effective service coordination is essential to the role of Community Health Worker
Identify patient referral resources available at their organization and community
Demonstrate the ability to develop a resource manual of internal and community- based supports and resources

Case Study

Demonstrate how to prioritize and address barriers to care that result in better outcomes
Develop a case study appropriate to present to a patient centered medical home model



Health Specific Module

Course Objectives

Breast Health and Screening

Identify the primary screening methods for breast cancer early detection
Identify the risk factors for developing breast cancer
Identify signs and symptoms of breast conditions
Identify the criteria that correspond to each category and diagnosis of the (BI-RADS) reporting system
Identify patient barriers to care
Develop action steps to address barriers
Prioritize action steps according to importance
Discuss the rationale supporting patient plans

Cervical Health and Cancer Screening

Identify the primary screening methods for the early detection of cervical cancer
Understand the link between HPV and cervical cancer
Identify the ways to reduce the risk of cervical cancer
Display a basic understanding of Pap test screening results
Identify patient barriers to care
Develop action steps to address barriers
Prioritize action steps according to importance
Discuss the rationale supporting patient plans

Colorectal Health and Cancer Screening

Identify the primary screening methods for the early detection of colorectal cancer
Identify the risk factors for developing colorectal cancer
Identify signs and symptoms of colorectal problems
Identify patient barriers to care
Develop action steps to address these barriers
Prioritize action steps according to importance
Discuss the rationale supporting patient plans

Prostate Health and Cancer Screening

Identify the screening methods for the detection prostate cancer
Identify the risk factors for developing prostate cancer
Identify the signs and symptoms of prostate problems
Understand the concept of "informed decision-making" as it relates to prostate cancer screening
Identify patient barriers to care
Develop action steps to address barriers
Prioritize action steps according to importance
Discuss the rationale supporting patient plans

Cardiovascular Health and Screening

Identify the screening methods for detecting cardiovascular disease risk
Identify the controllable risk factors associated with cardiovascular disease
Identify the uncontrollable risk factors associated with cardiovascular disease
Identify the signs and symptoms of a heart attack
Identify the signs and symptoms of a stroke
Identify patient barriers to care
Develop action steps to address barriers
Prioritize action steps according to importance

Health Specific Module Course Objectives

PreDiabetes and Diabetes

- Describe all major types of diabetes, including pre-diabetes
 - Describe the prevalence of diabetes and pre-diabetes in the United States
 - List the risk factors for developing diabetes
 - Recognize signs and symptoms of diabetes
 - Describe the Diabetes Primary Prevention (DPP) study findings
 - Identify three core strategies to prevent type 2 diabetes
 - Identify the different treatments that exist to manage diabetes
 - Identify patient barriers to care
 - Develop action steps to address barriers
 - Create a list of resources for patients with diabetes and pre-diabetes in the community
-

Navigating Health Insurance

- Describe the current Affordable Care Act changes through research on the HealthCare.gov website
 - Explain the basic concepts of how health insurance works to patients
 - Provide patients and community members with the information they need to interact with insurance company representatives and health care providers
 - Define important health insurance terms in a vocabulary matching quiz
 - Help patients choose the best insurance plan by analyzing local plan benefits
-

Understanding Disparities and Social Determinants of Health

- Demonstrate understanding of key data points of racial and ethnic health disparities that impact the care that patients receive
 - Describe how the social determinants of health impact the overall health status of under-served communities
 - Explain the relevance of health disparities and social determinants for patient navigation through case studies
-

Family Planning

- Define family planning and its significance
 - Ability to describe common methods of contraception and their general mode of action
 - Distinguish between short and long-acting methods of contraception
 - Identify common barriers to family planning and strategies for addressing them
 - Ability to provide basic family planning counseling and referrals to appropriate services
-

Healthy Eating Active Living (HEAL)

- Develop understanding of where to access evidence-based nutrition and physical activity guidelines
- Develop understanding basic guidance for nutrition and physical activity
- Develop understanding of the definitions of policy, systems and environmental changes
- Understand why policy, systems and environmental changes are important to help consumers make behavioral changes
- Provide examples of policy, systems and environmental changes
- Demonstrate understanding of best practices in healthy eating and active living
- Develop understanding of the first steps in making policy, systems, and environmental changes

Health Specific Module Course Objectives

HIV

- Explain HIV/AIDS basics
 - Describe signs and symptoms
 - List the ways HIV can be transmitted
 - List HIV infection control methods
 - Describe HIV risk-reduction tools and behaviors
 - Describe treatment recommendations for persons living with HIV/AIDS
 - Identify at-risk populations
 - Customize messaging by risk-population to increase access to and use of HIV prevention, care and treatment services
 - Provide social support by referring to state and local HIV/AIDS support services and resources, including insurance, community-based and clinical testing, case management and community LGBTQ groups/resources
 - Deliver vital HIV/AIDS information and messaging to diverse populations in a non-judgmental and confidential manner
 - Describe testing methods, where to get tested
-

Asthma

- Explain basics of what asthma is and how it looks
 - Explain components of asthma self-management plans
 - Identify asthma triggers in patients' environment and reduce exposure by recommending three strategies for improvement
 - Provide social support by linking individuals and families to community resources
 - Perform simple assessment through the Asthma Control Test
 - Recommend strategies for improving patient's asthma
 - Identify a few medications and how they should be administered
-

Immunizations

- Develop understanding of how vaccines work
 - Identify which vaccines prevent which diseases
 - Develop overall understanding of which vaccines are most important for kids, adolescents, and adults
 - Develop overall understanding about the dangers of diseases that vaccines can prevent
 - Identify client barriers to immunization
 - Develop action plans to address client barriers
-

Oral Health

- Identify major causes of oral disease
 - Describe the connection between oral health and overall health
 - Identify 4 ways that oral disease can be prevented
 - Identify risk factors for poor oral health
 - Identify cultural, social, and financial barriers to oral health
 - Describe ways to address barriers to oral health
 - Develop a self-management plan for oral health
 - Identify and find local oral health resources, including where to access dental care
-

Tobacco Cessation

- Discuss the dangers of tobacco use, including secondhand smoke, with clients
- Identify disparities and equity issues relevant in our communities
- Discuss short and long-term benefits of quitting tobacco
- Implement the 5As and 5Rs as a tool to assist clients with tobacco cessation
- Identify common medications used in to aid in tobacco cessation, and discuss possible side effects
- Assist clients with relapse prevention

Health Specific Module Course Objectives

Dementia

Understand your role as CHW when working with individuals who have memory loss or dementia
Know the warning signs/symptoms that indicate possible dementia
Describe the difference between normal aging and the warning signs of dementia
Relay why a medical assessment/diagnosis is helpful
Educate community members about the basics of dementia
Understand the impacts of dementia on the individual and family
Refer individuals and family members to health care, social services, and community agencies that can help

Chronic Pain

Describe chronic pain and how it starts
Discuss ways to prevent chronic pain
Identify possible causes of chronic pain
Identify the effect of chronic pain if untreated
Identify risks associated with chronic pain
Discuss the effect of opioid use, short (acute) and long (chronic)
Describe the effect of opioid overuse in Washington State
Identification of patient barriers to treating chronic pain
Develop solutions to barriers
Inform client of additional resources available

Advocacy Skills

Define what an advocate is
Name three ways in which you already use advocacy in your work and life
Understand the general principles of successful advocacy
Name your own communication style and how you can change it to become a better advocate
Name the communication styles of others and the best ways to address them
Plan ways to use advocacy

Providing Social Support

Define social cues and social support and describe how they relate to managing chronic illnesses,
Give examples of common harmful social cues,
Offer strategies to deal with harmful social cues,
Name helpful social cues,
Recognize what motivates people to build healthy habits,
Name eight ways to stay motivated, and
Work with clients to make a motivational maintenance plan that includes having difficult conversations and managing stress.

Depression, Anxiety, and Stress

Understand that anxiety and depression are illnesses, not character flaws
Recognize the signs and symptoms of anxiety and depression
Identify when anxiety or depression affects your clients' well-being
Be sensitive to social stigmas surrounding anxiety and depression
Recognize how cultural expectations and beliefs about mental illness may stop your client from seeking help
Connect your clients with professionals who can help with anxiety or depression
Teach your clients self-compassion and self-care methods to lighten symptoms of anxiety or depression

Health Specific Module Course Objectives

Health Literacy

Understand what health literacy is and why it matters.
Understand how to assess health literacy in patients and community members.
Develop writing and communication skills to use on the job
Discover strategies for other ways of addressing literacy gaps

Health Coaching and Motivational Interviewing

Understand the aims and activities of health coaching
Explore the stages of change and what leads to behavior change
Identify the core aspects of the Motivational Interviewing (MI) model
Observe helpful and harmful interactions between patient and provider, or care-team to develop MI skills
Given patient-resistant scenarios, apply an appropriate MI-based response
Explore the use of the importance and confidence scales
Know how to help a patient set an agenda, identify a goal, and develop an action plan

Behavioral Health

Identify warning signs of substance abuse
Learn about and be able to use substance abuse screening tools, including SBIRT
Identify members of their community with early signs of alcohol /drug misuse and refer those members for SBIRT by their primary care or behavioral health provider
Identify which populations are at-risk for depression, dementia, substance abuse, mental health disorders including PTSD
Identify warning signs of mental disorders
Teach participants research methods they can use to identify local agencies and services that can handle treatment and more in-depth screening for behavioral health problems, aging and disability

Blood Pressure and Hypertension

Describe blood pressure and the development of hypertension
Identify the primary methods for accurately measuring blood pressure
Identify the immediate and long-term impacts of hypertension
Identify potential risk factors for hypertension
Describe the burden and prevalence of hypertension in Washington State
Identify client barriers to hypertension management
Develop action plans to address client barriers
Locate resources for clients and communities to help manage and control hypertension

Prenatal Nutrition

Explain the importance of prenatal health care, including prenatal vitamins and oral health
Explain why weight gain during pregnancy is normal and important
Calculate how much weight a pregnant woman should gain based on her BMI
Identify tips for healthy eating, shopping and physical activity
Help clients plan healthy, affordable meals
Motivate clients to engage in healthy, safe forms of physical activity while pregnant
Provide guidance to clients on what foods and drinks to avoid during pregnancy
Explain the risks of drug and alcohol use during pregnancy
Give clients dietary tips to address common discomforts of pregnancy
Identify the benefits of the WIC Nutrition Program and explain how to apply for the program
Research and recommend community health care and nutrition resources



Health Specific Module Course Objectives

Sun Safety and Skin Cancer Prevention

- Identify and describe signs of skin cancer
- Teach the ABCDEs to clients
- Dispel myths about skin cancer risks in Washington and in general
- Explain how sunscreen and sun safety tools work to prevent skin cancer
- Recognize and address barriers to screening
- Locate local skin checks and treatment providers
- Refer clients with suspicious signs to a provider

Workers Compensation

- Describe workers compensation
 - Discuss what needs to happen when injured at work
 - Describe the process of what will happen
 - Describe the responsibility of injured workers
 - Describe the role of a claims manager
 - Be able to answer FAQs
-

