



Community Health Worker Training Syllabus

Course Schedule:

Webinar training: 10:00-12:00

8 weeks of online modules at 2-4 hours per week

Objectives:

The purpose of this training is to provide a baseline understanding of the role of community health worker. The course content is intended to clarify your understanding of the material and concepts presented in webinar and online coursework during the period of the course. In order to achieve an understanding of the material, you will be asked to participate in activities both in the classroom, online, and in forums that pose questions during the online portion of the course.

Community Health Worker (CHW)

1. Understand the complex role of a CHW
2. Identify roles of a CHW
3. Identify appropriate boundaries for the CHW

Community Outreach and Engagement

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

Communication Skills

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



For persons with disabilities, this document is available on request in other formats.
To submit a request, please call 1-800-525-0127 (TDD/TTY call 711).

Social Determinants of Health and Disparities

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

Organization Skills

1. Identify the reasons why good organizational skills are essential to the role of the Community Health Worker
2. Prioritize activities in relationship to patient care and competing demands
3. Identify the organizational tools and procedures required by an organization
4. Develop weekly work plans

Documentation Skills

1. Identify the reasons why effective documentation is essential to the role of CHW
2. Identify the documentation requirements expected of CHW at their organization
3. Use appropriate techniques to document patient encounters

Assessment Skills

1. Identify the reason why effectively assessing patients' needs is critical for a CHW
2. Identify the assessment tools and procedures required by their organization
3. Demonstrate ability to use assessment tools in order to identify patient needs

Service Coordination Skills

1. Identify the reasons why effective service coordination is essential to the role of CHW
2. Identify patient referral resources available at their organization
3. Demonstrate the ability to develop a resource manual of internal and community-based supports and resources

Case Study

1. Explain the importance of documentation, assessment, organization and coordination of care to the role of the CHW.
2. Demonstrate how to prioritize activities and address barriers to care that result in better patient outcomes
3. Develop a case study appropriate to present to a physician, manager, co-worker, clinical team and/or patient-centered health/medical home.

Assessment:

1. Participants receiving the webinar and online training are required to complete 80% of all coursework in order to receive the Certificate of Completion.
2. Modules, forums, and assignments are assessed as pass/fail
3. Course objectives are aligned with assignments, forums, activities and quizzes.
4. Both webinar training days must be attended to receive Certificate of Completion

Expectations:

1. Participants who do not login to the online training system and begin coursework by week two, will be dropped from class for lack of participation.
2. Participants who do not login for 2 weeks or more are at risk of being removed from class.