

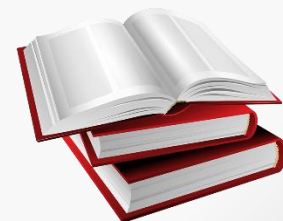
# What is a CHW?



# CHW Definition and discussion

**What are Community Health Workers?** Community Health Workers (CHW) are trusted members of the community and have a close understanding of the community they serve. CHWs serve as a link between the patient and health or social service agencies, working to improve health outcomes by improving access to services and quality of care.

**Definition:** A frontline public health worker who is a trusted member of, and/or has an unusually close understanding of, the community served. This trusting relationship enables the worker to serve as a liaison/link/intermediary between health/social services and the community to facilitate access to services and improve the quality and cultural competence of service delivery. A community health worker also builds individual and community capacity by increasing health knowledge and self-sufficiency through a range of activities such as outreach, community education, informal counseling, social support and advocacy. (Definition from American Public Health Association, 2015).



# Common tasks a CHW does with a patient.

- **Links** patients to medical care.
- **Attends** medical appointments with patients and educates them on navigating the system. Also, **advocates** for them during appointments
- **Helps** them apply for benefits – food stamps, Medicaid, health insurance, WIC, etc.
- **Connects** them to community resources.
- **Teaches** patients health literacy – how to read prescriptions, how to ask the doctor questions, how to refill their medications, etc.
- **Provides basic education** around their medical condition.
- **Perform home visits.**
- Moves patients towards **self-sufficiency** – teaching the patient the skills needed to become self sufficient
- **Cultural mediator**



# How are they different to supervise than other health professionals?

## Supervising CHWs:

- CHWs have a good understanding of the CHW role, workflow and internal processes.
- Individual supervisions (one on ones)
- Expectations, basic skills needed that CHWs might not have at the beginning and handholding.
- Audits
- As new CHWs are being hired, please consider providing guidance on the following items during supervision:
  - Resource activity: How to look up resources
  - Documentation
  - Assessing patients efficiently (feedback)

# Who is your CHW? (Discussion)

- After going over the CHW role and thinking of the particularities of your organization and the population served. What does your CHW look like?

Each site will go around.



# Core Competencies

- Professionalism and Conduct
- Self-awareness
- Service Coordination and System Navigation
- Education to Promote Healthy Behavior Change
- Advocacy
- Individual and Community Capacity Building
- Effective Communication Strategies
- Cultural Responsiveness
- Documentation and Reporting
- Use of Public Health/Community Health Concepts and Approaches
- Individual Assessment
- Community Assessment



# A history of a CHW program

<https://vimeo.com/dontblinkmpls/review/222731842/420b91e274>

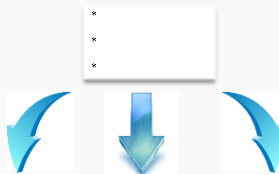


# Flowchart Development

## CHW Flowchart

### 1. What is the target population your CHW will be working with?

*As a group, discuss three requirements that the CHW's clients will need to meet to work with the CHW.*



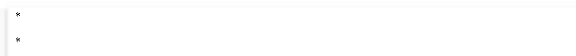
### 2. What are the referral sources?

*Who will become the partners in sending the referrals to your CHW? Internal referrals: clinic/hospital departments?? External referrals: Other clinics, community organizations?? Individuals (champions)??*



### 2.1. How would the referral process work?

*Now that you have identified the partners, how will they be sending you referrals? EMR, Referral form?*



### 3. Patient's Care Team

*Who will be working closely with the patient and the CHW?*



### 4. Organizational Support

*Who will be supporting the CHW internally? (Supervisor, other professionals)*



# Discussion / Questions?

- Please take some time to think through what we have learned today and share how would you apply this to your organization.
- Any questions?

- Thanks for your attention!!

