



**CHW CARE COORDINATION TRAINING PROGRAM OUTLINE:**

**Program Title & Description**

Palm Beach County Medical Society Services (PBCMSS) has developed an innovative program to prepare the #1 emerging occupation in the Healthcare Industry. Community Health Workers (CHWs) are listed 1<sup>st</sup> in Florida Center for Nursing Emerging and Evolving Roles and Occupations within the Healthcare Industry: *Florida Perspective* funded by CareerSource Florida in May 2016.

The program objective is to provide students with the framework, tools and skills which are both necessary and needed to perform duties as care coordinators. The Community Health Worker Care Coordination Training will prepare individuals to provide patient centered support and assistance that improves the health of high-risk people often with chronic conditions. The role of the trained Care Coordinators will be to enhance the health care experiences of people receiving care. This will result in greater care plan adherence, improved health care experiences and lowering the costs of the care for the underserved and high-risk patients/clients.

Participants learn the scope of services for a CHW care coordinator; key aspects about chronic medical conditions which afflict their patients/clients; lifestyle activities which improve health; knowledge about cultural competency; advocacy skills for community needs and services; communication skills to affirm patients’/clients’ rights; roles and responsibilities as well as communication strategies such as motivational interviewing. Evidence based training and field content will empower CHWs to provide improved patient care. The classroom hours available include 24 hours, and the lab portion is 6 hours. PBCMSS is a certified education provider for Florida Certification Board, Florida Certification Board Provider number 5284-A.

**For more information contact Karen Harwood (561)433-3940 #119 karenh@pbcms.org**

**PBCMSS CHW CARE COORDINATION TRAINING PROGRAM COURSE OFFERINGS**

Course Number	COURSES HCS 201-210	Clock Hours
HCS201	Overview of CHW Care Coordination	3
HCS202	Basic Health Knowledge	3
HCS203	Cultural Competence	3
HCS204	Communication & Motivational Interviewing	3
HCS205	Strategies for Behavior Change - Practical Experience	3
HCS206	Health and Community Resources	3
HCS207	Effective Conflict Resolution Skills -Practical Experience	3
HCS208	Professional Responsibility	3
HCS209	Working in Teams to Coordinate Care	3
HCS210	Patient Advocacy	3



## **COURSE DESCRIPTION**

### **HCS 201 Overview of CHW Care Coordination**

The history of health care delivery system of the U.S., overview of the essential functions, scope of service and skills required of a community health worker care coordinator.

### **HCS202 Basic Health Knowledge**

Primary risk factors, prevention strategies, symptoms and treatment for chronic health conditions, review of common health & safety concerns in the workplace and skills to reduce risks.

### **HCS 203 Cultural Competence**

Tools to managing personal bias, understand personal cultural identity & stereotypes, and skills to avoid and respond to micro-aggressions. Review of the importance of trained interpreters for medical translation as well as understanding diversity in non-verbal communication.

### **HCS 204 Communication & Motivational Interviewing**

Motivational Interviewing techniques, relevance to care coordination, and impact on patient outcomes are taught. OARS model and change talk strategies reviewed.

### **HCS 205 Strategies for Behavior Change - Practical Experience**

Students participate in an interactive lab experience through engaging actors to practice and observe motivational interviewing techniques.

### **HCS 206 Health and Community Resources**

Barriers to health care access and community resources are challenging. Review of barriers and skills to develop comprehensive resource bank are provided.

### **HCS 207 Effective Conflict Resolution Skills -Practical Experience**

Students participate in an interactive lab experience through engaging actors to practice and observe motivational interviewing techniques.

### **HCS 208 Professional Responsibility**

Patient privacy, right to medical information, HIPAA guidelines and documentation strategies are reviewed.

### **HCS 209 Working in Teams to Coordinate Care**

Team oriented patient care requires effective communication strategies. Understanding your work style, and work style of teammates helps to develop key strategies to address and advocate for patient needs. CHW care coordinator role in team strategy is addressed.

### **HCS 210 Patient Advocacy**

Advocacy is key component in CHW care coordination role. Skills to uphold and understand individual & community rights, responsibility and strategies to advocate for health and social service needs, and resources to support vulnerable populations is provided.