



Community Health Worker: A Key Role in Practice Transformation

PCTM Shared Learning Webinar

February 29, 2024



Today's Agenda

- Announcement-Laurel Avila
- Introductions
- Community Health Worker Role-Kelly Volkmann, MPH
- Community Health Worker-Training Opportunities-Laurel Avila
- The Community Health Worker Role at Columbia County Community Health-Kim Emery, PA, Clinic Director
- Question and Answer
- Evaluation



Attention Contract Signators!

- ▶ Ammended contract sent out on February 9
- ▶ Signed contracts received:
 - Garfield Community Hospital
 - Yakima Neighborhood Health System.
- ▶ Please reach out to your signators to have them sign the ammended contract.
- ▶ Questions? Haydee Hill (hhill@greaterhealthnow.org)



Introductions

Please take a moment to introduce yourself:


- Name
- Organization
- Specific part of your job that you enjoy

Type your name and organization in the chat so we can give you credit for attending today.



The Role of the Community Health Worker

Presentation by Kelly Volkmann, MPH,
Director of the CHW Institute for the
Northwest Regional Primary Care
Association





Training Opportunities-DOH

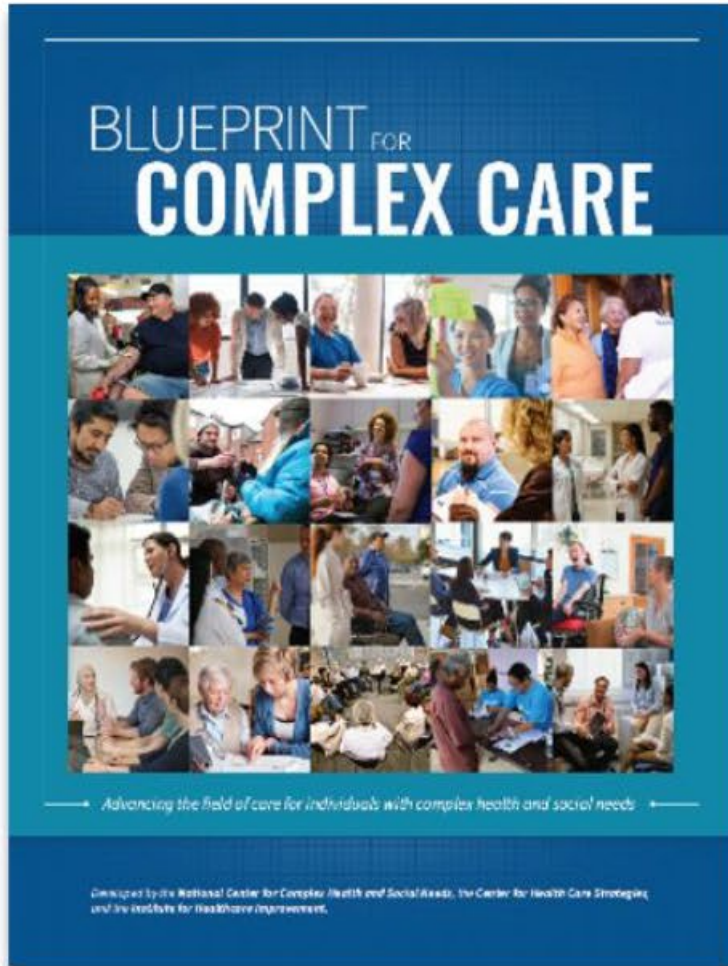
- ▶ Community Health Core Competency Training
 - 2-4 hours per week over 8 weeks
 - In person and online
 - Free
 - English and Spanish
- ▶ Health Specific Modules (register for 3 at a time)
 - Online
 - Free
 - 2-4 hours for each module

<https://doh.wa.gov/public-health-provider-resources/public-health-system-resources-and-services/local-health-resources-and-tools/community-health-worker-program>



Camden Coalition

COMPLEX CARE CERTIFICATE



Blueprint for Complex Care: A Strategic Plan for Advancing the Field

- Released in late 2018, the Blueprint drives a collective strategy for the complex care field to help it reach its potential
- A collaboration between the National Center, CHCS, and IHI funded by The Commonwealth Fund, the Robert Wood Johnson Foundation, and The SCAN Foundation
- Contains 11 action recommendations for strengthening the field, including:



Develop core competencies and standardized educational programs and resources to support their use

COMPLEX CARE CERTIFICATE

What is the certificate in complex care?

- A **set of 30 competencies**, developed in collaboration with experts from across the country, addresses the essential knowledge, skills, and attitudes required to provide complex care
- Bridges the gap between what is learned in school or other training programs and the **actual knowledge, skills, and attitudes needed in the field**
- Create a shared language and framework to **support collaboration within multidisciplinary teams** and across organizations/sectors.

Who are the courses for?

- Interdisciplinary teams that can include CHWs, nurses, doctors, peers, social workers, case managers, and more
- Frontline complex care practitioners and individuals delivering complex care
- Academic institutions, including community colleges

How are the courses be structured?

Each course takes 60-90 minutes to complete and includes mixed media, links to research, patient and practitioner stories, reflection and discussion questions, and team activities to apply the courses to the specific context and population and engage with other learners synchronously

What CEUs are available? ~13 CEUs for AAPA, AMA, ANCC, APA, ASWB, CPH, CCMC, IPCE

COURSE SNAPSHOT

Courses

Primer on complex care

Introduction to frameworks, orientations, and skills needed in complex care practice

Harm reduction

Principles and practices of harm reduction in complex care settings

Introduction to complex health and social needs

Interplay and compounding effects of multiple health and social needs

Motivational interviewing for complex care

Principles and practices of motivational interviewing in complex care settings

Relationship-building in complex care

Skills for building authentic health relationships, set boundaries, and build self-care practices

Care planning in complex care

Knowledge and skills to generate, implement, and maintain strengths-based and person-centered care plans

Power and privilege in complex care

Knowledge and skills for understanding the power dynamics that exist in healthcare and social interactions

Complex care delivery

Person-centered orientation, implementing care plans, and navigating complex systems

Trauma-informed care

Principles and practices of trauma-informed care in complex care settings

Collaboration & communication in teams

Knowledge for understanding team roles, coordinating care, and collaborative decision making

Systems Change Project

Team activity to identify root causes of health disparities, synthesize personal narratives to inform solutions, and leverage collective power to advocate for policy change



The Community Health Worker Role at Colombia County Health District

▶ Kim Emery, PA, Director of Clinical Services





Questions?





Evaluation

- <https://us13.list-manage.com/survey?u=0d9c5f2f0743d8a323bb264f9&id=9d6a0cd7b2&attribution=false>