



CHW CARE COORDINATION TRAINING PROGRAM OUTLINE:

Program Title & Description

PMCMSS has developed an innovative program to prepare the #1 emerging occupation in the Healthcare Industry. Community Health Workers (CHWs) are listed 1st 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.

Course Number	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

The classroom hours available include 30 hours.

Students who successfully complete both the 30 content hours will receive the full complement of education hours and content areas that is needed to fulfill the training requirements for CHW Certification. Community Health Worker Certification is offered through the Florida Certification Board, PBCMSS is a certified education provider for CHW Certification Training (#5284-A). Potential work locations where graduates may be employed include long-term care facilities, physician offices, hospitals, clinics, and 501C3 non-profits.



COMMUNITY HEALTH WORKER CERTIFICATION

The Certified Community Health Worker (CCHW) designation is a credential for front-line health workers who, by virtue of their trusted status in the community, serve as a liaison, link and intermediary between health services and the community to facilitate access to services and improve the quality and cultural competence of service delivery. Examples of job titles that are considered to be Community Health Worker positions include but are not limited to Promotores(as) de Salud; Community Health Educator; Health Communicator; Outreach Worker; or Health Advocate. Clock hours earned through PBCMSS may be submitted to Florida Certification Board for Community Health Worker Certification training education hours. PBCMSS Institute for Learning CHW Care Coordination Training Program offers the full complement of education hours and content areas that are needed to fulfill the training requirements (30 clock hours) for the certification application as a community health worker. PBCMSS Institute for Learning is a certified education provider for Florida Certification Board, Florida Certification Board Provider number 5284-A.

The full CCHW Certification Requirements are:

- Training: 30 hours of training in specified content areas*
- Formal Education: High School Diploma, General Equivalency Degree or higher.
- Related Experience: 500 hours of related paid or volunteer experience.
- Letters of Recommendation: 3 total: one supervisory recommendation, two personal/character and/or supervisory recommendations.
- Written Exam: Earn a passing score on the 100 multiple-choice item written exam. Florida Certification Board facilitates exam proctoring.

WEBSITE: <https://flcertificationboard.org/certifications/certified-community-health-worker-cchw/>

PBCMSS CHW CARE COORDINATION TRAINING PROGRAM COURSE OFFERINGS*

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HCS201	Overview of CHW Care Coordination	3
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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.