



Community Health Worker Training Manual EVALUATION



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Continuing Education 1

Continuing Education

CHWs require continuing education on all the topics covered in the initial training. Questions about the medical content will come up repeatedly when they are delivering their services and they need regular access to a supervisor who can clarify these questions. They also need continued practice with behavior change plans and the application of self-management. Finally, they need general supervisory support and social support from their peers.

CHWs in our Center meet bimonthly. This frequency of meeting was chosen to avoid overburdening CHWs. We meet mid-morning to facilitate parenting schedules and we serve a healthy snack. The continuing education sessions address two domains: 1) CHW self discovery via goal setting, addressing barriers and successes, and CHW group social support; and 2) topics brought forth by CHWs related to their work in the field. We used local experts in our medical center to facilitate discussion of identified topics. Ongoing education is a work in progress and will be driven by CHW identified needs and topics.

Meeting format

1) CHW Self Discovery (60 minutes total)

Each CHW should complete an individual change plan at the end of each CHW continuing education meeting. This change plan should include details on the specific intended action, *when* this will occur, *how*, potential *barriers*, and potential *solutions* to these barriers. (15 minutes)

Progress on individual change plans should be discussed and shared at the beginning of the following CHW continuing education meeting. Each CHW is asked if they would like to present their experience with goal achievement from the previous CHW continuing education session. The group gives verbal feedback and makes recommendations or shares personal experiences to give insights to goal achievement. Some examples of goals include: including children in meal preparation, organizing a home office or storage space, meeting specific daily step counts, or practicing mindfulness 10 minutes per day. (45 minutes)

Examples of individual change plans are in the Extra Documents and they are also described in the Introduction section of this manual.

2) Continuing Education Content (60 minutes total)

45 minutes of content

15 minutes of role playing and questions

The following are content areas that our Center has chosen to cover.

Lesson #1: Stages of Change

Lesson Objectives

By the end of this lesson, the CHW will be able to:

1. Describe the Stages of Change related to human behavior
2. Demonstrate incorporation of an interview technique to discover participant stage of change
3. Understand appropriate goal setting based on state of change.

Reference: Prochaska JO, DiClemente CC, Norcross JC. In search of how people change. Am Psychol. 1992;47:1102–4.

Lesson #2: Research and Confidentiality

Lesson Objectives

By the end of this lesson, the CHW will be able to:

1. Understand why protecting confidentiality is important
2. Describe what information is considered confidential in research studies.
3. Demonstrate behaviors that safeguard paperwork, computer use, telephone calls, etc. while striking a balance between operational necessity and maintaining maximal security
4. Be familiar with reporting of any perceived breach of confidentiality

Reference: Rush Center for Urban Health Equity (CUHE) Research and Confidentiality Policy and Rush CUHE List of Confidential Participant Information to Protect

Lesson #3: Care Giver Burden and Burnout & Self Care

Lesson Objectives

By the end of this lesson, the CHW will be able to:

1. Recognize signs of caregiver/CHW burnout
2. Demonstrate techniques to reduce caregiver/CHW burnout and increase self care

Reference: Rush CUHE Avoiding Caregiver Burnout and Rush Employee Assistance Program and Employee Wellness Information

Lesson #4: Addiction

Lesson Objectives

By the end of this lesson, the CHW will be able to:

1. Describe principles of a 12-step program
2. Demonstrate communication techniques to consider the level of spiritual wellness of a participant

Reference: Rush CUHE Spiritual Listening and 12 Step Program of Recovery

VandenBos, Gary R. (2007). APA dictionary of psychology (1st ed.). Washington, DC: American Psychological Association.