

PUBH A002N: COMMUNITY HEALTH WORKER II

Item	Value
Curriculum Committee Approval Date	05/03/2023
Top Code	126100 - Community Health Care Worker
Units	0 Total Units
Hours	54 Total Hours (Lecture Hours 36; Lab Hours 18)
Total Outside of Class Hours	0
Course Credit Status	Noncredit (N)
Material Fee	No
Basic Skills	Not Basic Skills (N)
Repeatable	Yes; Repeat Limit 99
Grading Policy	P/NP/SP Non-Credit (D), • Letter Non-Credit (L)

Course Description

The focus of this course is to describe and explain diversity in all its forms to address community health disparities. Care coordination skills and knowledge will be introduced to support clients and promote their own well-being. The lab portion of the course provides a space to practice culturally centered interpersonal communication skills. Motivational interviewing techniques will be taught and practiced preparing trainees for informal interviews with their clients. Noncredit. NOT DEGREE APPLICABLE. Not Transferable.

Course Level Student Learning Outcome(s)

1. Explain how unequal access to care leads to poor community health outcomes and health disparities.
2. Describe the changing population in the United States and how this affects the work of health practitioners and providers.
3. Identify and apply models for practicing cultural humility by conducting client-centered interviews.
4. Develop your professional development plan to enhance your informal counseling knowledge and skills.
5. Learn to clearly document the care management services you provide. 5. Define health disparities.

Course Objectives

- 1. Define health inequalities.
- 2. Analyze health disparities data and discuss health inequalities among specific populations.
- 3. Discuss how health disparities impact our communities.
- 4. Examine the role of CHWs in overcoming health disparities and promoting social justice.
- 5. Define and describe the concept of cultural humility.
- 6. Discuss how traditional health care beliefs and practices influence the delivery of health services.
- 7. Analyze client-centered healthcare delivery models.
- 8. Describe the types of client interviews that CHWs are likely to conduct

- 9. Describe and demonstrate how to build rapport with a new client
- 10. Conduct a client-centered interview
- 11. Explain key concepts and techniques for motivational interviewing
- 12. Identify common challenges to providing client-centered counseling
- 13. Discuss confidentiality and be able to explain confidentiality policies to a client
- 14. Understand the importance of documentation and discuss different strategies for best practices
- 15. Explain the scope of practice as a care manager.
- 16. Organize their work by clearly documenting the care management services they provided
- 17. Prepare for home visits.
- 18. Identify and respond to common challenges related to home visiting.
- 19. Identify key safety concerns and plan for ways to address them.

Lecture Content

What is health equity and why it matters Evidence of health inequalities Health inequalities among nations Discuss infant, child, and maternal mortality rates Discuss life expectancy Health inequalities in the United States compared to other wealthy nations Race, ethnicity, and health inequality Life expectancy gaps Immigration status and health Gender-specific disparities Social Determinants of Health Income Social status Employment and work Education Neighborhood quality Public policies Health behavior impact on health Access to healthcare Differences in the quality of healthcare Overcoming health inequalities Policies designed to promote health equity (universal health care, health impact assessments (HIAs), food security, health promotion work programs) Defining cultural humility Understand the limits of our knowledge about other cultures The culturally diverse context for CHWs Immigrant communities Building cultural self-awareness Building capacity as culturally effective CHWs Traditional versus culturally sensitive health delivery models Client interviews An overview of initial client interviews that CHWs are likely to perform Structure of a client interview (beginning, middle, and ending phase) Confidentiality policy Obtaining informed consent Time management Documenting client interviews Become familiar with the forms you use How to explain the forms to clients How and when to fill out the forms Client-centered counseling Qualities and characteristics of successful counselors Acceptance of ambivalent client behavior Harm reduction and risk-reduction counseling Behavior change theories Stages of change theory (transtheoretical model of change) Motivational interviewing Challenges and mistakes with client-centered counseling Basic care management concepts Working as part of a team Case manager responsibilities Stages of case management Developing a case management portfolio Overview of home visits Preparing for a home visit Travelling arrangements Preparing for follow-up visits Common courtesies and guidelines Introducing yourself, dress code, respect, clear communication skills, set boundaries

Lab Content

Health equity and health disparities Share global and U.S. statistics Discuss the implications of health disparities Case studies in Health equity Reducing maternal and child health inequities: The Berkeley black infant health project Altering the basic conditions of health in the Sunnydale Housing project Cultural humility The explanatory model Provide client scenario Cultural health beliefs and the LEARN model The

influence of cultural beliefs case study Client interviews and informal counseling Role play and discussion of the scope of practice The Health Insurance Portability and Accountability Act (HIPAA) Informed consent Practice the three different stages of the interview process Case study action plan Case study example Identifying health risks Evaluating clients internal resources External resources Developing a customized action plan Motivational interviewing workshop Practicing CHW Q A Sharing the experience Home visits and case management Preparation Interpersonal communication skills practice Dealing with challenging clients Incarcerated clients Angry clients Safety Case study reflection Maintaining health boundaries Conducting an environmental assessment Overview of common stages of care management Developing the care management plan Case study reflection Risk identification and goal development Action plan activity Documenting progress Case study example Ending care management services Working with families An ecological framework A systems perspective Ethics Providing effective referrals with scarce resources Case study example

Method(s) of Instruction

- Enhanced NC Lect (NC1)
- Enhanced NC Lab (NC2)
- Online Enhanced NC Lect (NC5)
- Online Enhanced NC Lab (NC6)
- Live Online Enhanced NC Lect (NC9)
- Live Online Enhanced NC Lab (NCA)

Instructional Techniques

Lecture, demonstration, discussion, group activities, video tutorials, active learning.

Reading Assignments

Students will read from the textbook and instructor-provided handouts. (2 hours/week)

Writing Assignments

Written assignments related to case studies, website explorations, and evaluating the benefits of various social assistance and health insurance coverage programs. (1 hour/week)

Out-of-class Assignments

Students will not spend time outside of class to complete assignments.

Demonstration of Critical Thinking

Students will be asked to reflect and respond to case studies and scenarios related to health disparities and providing client-centered informal counseling.

Required Writing, Problem Solving, Skills Demonstration

Students will be asked to demonstrate their motivational interviewing skills through role playing activities. Students will complete intake forms, create action plans for clients based on case study scenarios.

Eligible Disciplines

Health: Masters degree in health science, health education, biology, nursing, physical education, kinesiology, exercise science, dietetics, or nutrition OR bachelors degree in any of the above AND masters degree in public health, or any biological science OR the equivalent. Masters degree required. Health care ancillaries (medical assisting, hospice worker, home care aide...: Any bachelors degree and two years of professional

experience, or any associate degree and six years of professional experience.

Textbooks Resources

1. Required Berthold, T., Avila, A., Miller, J. Foundations for Community Health Workers, ed. Josey-Bass Public Health, 2016 Rationale: This book is Californias gold standard for Community Health Worker training manuals. Its use is supported by the Department of Health Care Access and Information, which oversees CHWs. It will be the only book required across courses in the CHW certificate. 2. Required Rollnick, S., Miller, W.R., Butler, C.C. Motivational Interviewing in Health Care: Helping Patients Change Behavior (Applications of Motivational Interviewing), 2 ed. Guilford Press, 2022

Other Resources

1. Instructor provided handouts