

DSHS Approved
Community Health Worker
160 Contact Hour
Certification Course

Core Competency Curriculum Outline



TEXAS A&M

HEALTH SCIENCE CENTER

SCHOOL OF RURAL PUBLIC HEALTH

Competency	Topics	Total hours by activity
Introduction	<ol style="list-style-type: none"> 1. Definitions <ol style="list-style-type: none"> a. CHWs b. Promotores c. Patient Navigators 2. Main characteristics & qualities 3. Core competencies 4. Emerging competencies 5. Job descriptions 6. Workforce development 7. Literature findings 8. Models of care 9. Reasons employers utilize CHWs/patient navigators 10. Barriers/challenges to CHW/PN programs 11. National movement, certification, and strategies 12. Best practices 13. History of CHWs in Texas 14. DSHS CHW/Promotora Program: certification requirements & process 15. Patient navigation history & new developments 	<ul style="list-style-type: none"> • Class instruction: 7.5 hrs • Homework: 5 hrs • <u>Hands on: 7.5 hrs</u> <p style="text-align: right;">Total: 20 hours</p>

Competency	Topics	Total hours by activity
Communication	<ol style="list-style-type: none"> 1. Communication Goals 2. Parts of Communication 3. Communication skills & strategies 4. Poor communication skills 5. Communication barriers <ol style="list-style-type: none"> a. Language differences b. Cultural differences c. Beliefs d. Values e. Age & life experiences f. Sensory impairments g. Cognitive impairments 6. Types of communication <ol style="list-style-type: none"> a. Verbal b. Non-verbal c. Written communication d. Electronic communication 7. Ineffective communication <ol style="list-style-type: none"> a. Ineffective communication behaviors b. Negative non-verbal communication 8. Effective communication <ol style="list-style-type: none"> a. Roadblocks to effective communication b. Effective communication strategies c. "I" statements 9. Active listening <ol style="list-style-type: none"> a. Listening versus hearing b. 4 types of listening c. Effective feedback after active listening d. Causes of poor listening 10. Communication tips 11. Facilitative questioning <ol style="list-style-type: none"> a. Types of questions b. Effective questioning c. Ineffective questioning 12. Motivational Interviewing <ol style="list-style-type: none"> a. Definition b. General principles c. Methods 13. Health literacy <ol style="list-style-type: none"> a. Definitions b. National statistics c. Basic health literacy d. Teaching health literacy 14. Conducting effective conversations 15. Public speaking 	<ul style="list-style-type: none"> • Class instruction: 7.5 hrs • Homework: 5 hrs • <u>Hands on: 7.5 hrs</u> <p>Total: 20 hours</p>

	<ul style="list-style-type: none"> a. The speech communication process b. Knowing your audience c. Demographic audience analysis d. Situational audience analysis e. Adapting to the audience f. Organizing a speech g. Use of appropriate language h. Meanings of words i. Speech delivery j. Vocalization k. Visual Aids <p>16. Electronic communication & social media</p> <p>17. Communicating with healthcare providers/professionals</p>	
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Competency	Topics	Total hours by activity
Interpersonal Skills	<ol style="list-style-type: none"> 1. Professional conduct 2. Ethical decision making 3. Patient confidentiality 4. HIPPA <ol style="list-style-type: none"> a. Patient’s rights guaranteed by HIPPA b. Patient’s privacy 5. Protected Health Information <ol style="list-style-type: none"> a. Location of PHI b. When we can share PHI c. Permission to use PHI d. Computers e. Disposal of information f. E-mail & Faxes g. “Need to know” rule 6. Patient Safety 7. Personal vision & reflection 8. Self-esteem 9. Personal boundaries & limitations <ol style="list-style-type: none"> a. Knowing your limits b. Maslow’s Hierarchy of needs 10. Personal safety 11. Hazards <ol style="list-style-type: none"> a. Physical hazards b. Biological hazards c. Mental hazards 12. Stress <ol style="list-style-type: none"> a. Common negative stressors b. Symptoms of negative stress c. Negative ways of coping with stress d. Common positive stressors e. Symptoms of positive stress f. Positive ways of coping with stress g. Help for stressful situations 13. Cultural Competency 14. Linguistic competence 15. Culture 16. Cultural competence 17. Cultural humility 18. Cultural sensitivity 19. Interpersonal skills 20. Definition of interpersonal skills 21. Improving interpersonal skills 22. Keys to effective relationships 23. Building Trust: a culture of confidentiality 24. Principles of motivation 25. Goal setting 26. Problem solving 27. Coping Skills 28. Psychosocial support 	<ul style="list-style-type: none"> • Class instruction: 7.5 hrs • Homework: 5 hrs • <u>Hands on: 7.5 hrs</u> <p>Total: 20 hours</p>

Competency	Topics	Total hours by activity
Service Coordination Skills	<ol style="list-style-type: none"> 1. Definition of service coordination 2. Who does service coordination 3. "Hats" of a service coordinator 4. Characteristics of service coordinators 5. Identifying needs 6. Assessing a client's needs <ol style="list-style-type: none"> a. Assessing client's readiness to change b. Assessing client's strengths & barriers c. Paperwork d. Assessment forms e. Resource access plans f. Household budgeting g. Referrals h. Transportation i. Patient follow-up 7. Teaching clients about the health care system 8. Patient & caregiver support 9. Finding community resources <ol style="list-style-type: none"> a. Identification of resources & partners b. Developing & consolidating resources c. Resource directories d. Gathering community resources e. Networking 10. Data collection <ol style="list-style-type: none"> a. Methods of data collection b. Where to collect data c. Documenting your work 11. Accessing information 12. Electronic database programs 13. Insurance 101 <ol style="list-style-type: none"> a. Eligibility & enrollment b. Providers & services c. Costs & payments d. Sources of health plans e. Types of health plans f. Managed care g. Medicaid 	<ul style="list-style-type: none"> • Class instruction: 7.5 hrs • Homework: 5 hrs • Hands on: 7.5 hrs <p>Total: 20 hours</p>

Competency	Topics	Total hours by activity
Capacity Building Skills	<ol style="list-style-type: none"> 1. Capacity building definitions 2. Types of community change 3. Theory of change 4. Perception shift 5. Capacity building functions 6. Capacity building challenges 7. Change progression 8. Role of agencies/organizations 9. Community activity 10. Community action 11. Community capacity building/community development 12. Community development 13. Coalitions <ol style="list-style-type: none"> a. Formation b. Who's involved? c. Planning logistics d. Inviting participants e. Meeting preparation f. Meeting facilitation g. Follow-up 14. Leadership <ol style="list-style-type: none"> a. 8 tips for becoming a true leader b. Strategies for developing a powerful image c. Techniques for teaching problem solving 15. Conflict resolution <ol style="list-style-type: none"> a. Definition of conflict b. Types of conflict c. Positive & negative effects of conflict d. Understanding different conflict style e. Essential steps to conflict resolution f. Conflict mapping g. Tips for conflict resolution h. Interacting with others i. Role of the CHW 16. Resource development & funding strategies <ol style="list-style-type: none"> a. Identifying resources & partners b. Identifying current need c. Develop & consolidate resources d. Internet campaigns e. Corporate sponsorships f. Charitable foundations g. Local vendor sales h. Radio-thons i. Public service announcements j. Next steps 	<ul style="list-style-type: none"> • Class instruction: 7.5 hrs • Homework: 5 hrs • <u>Hands on: 7.5 hrs</u> <p>Total: 20 hours</p>

Competency	Topics	Total hours by activity
Advocacy Skills	<ol style="list-style-type: none"> 1. Advocacy definitions 2. Approaches to advocacy 3. Why advocate? 4. Barriers & challenges 5. What's involved in advocacy? 6. Advocacy activities 7. Paths of advocacy messages 8. Advocacy levels 9. Advocacy roles 10. How to advocate 11. Advocacy checklist 12. Types of advocacy <ol style="list-style-type: none"> a. Legislative advocacy b. Judicial/Legal advocacy c. Administrative advocacy d. Budget advocacy e. Media advocacy f. Changing Public Opinion 13. Advocacy in Texas <ol style="list-style-type: none"> a. Texas Government basics b. Difference between advocacy & lobbying c. Calls to action 14. CHWs & Advocacy <ol style="list-style-type: none"> a. Why should CHWs care? b. Effective advocacy as CHWs c. Preparation & research d. Facts and information e. Building relationships f. Presenting effectively 	<ul style="list-style-type: none"> • Class instruction: 7.5 hrs • Homework: 5 hrs • <u>Hands on: 7.5 hrs</u> <p>Total: 20 hours</p>

Competency	Topics	Total hours by activity
Teaching Skills	<ol style="list-style-type: none"> 1. Definition of teaching 2. Qualities of a good teacher 3. Definition of learning 4. Teaching methods 5. Teaching strategies 6. Teaching skills 7. Preparing good presentations 8. Learning domains 9. Adult learning—critical elements 10. Type of learners 11. Learning styles 12. Health information 13. Health education <ol style="list-style-type: none"> a. Physical aspects of illness & disease b. Healthy & unhealthy behaviors 14. Health promotion & outreach 	<ul style="list-style-type: none"> • Class instruction: 7.5 hrs • Homework: 5 hrs • <u>Hands on: 7.5 hrs</u> <p>Total: 20 hours</p>

Competency	Topics	Total hours by activity
Organization Skills	<ol style="list-style-type: none"> 1. Definition of organization/organized 2. Why is organization important? 3. Benefits to organization 4. Components of being organized 5. Organization tool box 6. Organization strategies 7. Organization tips 8. Organization barriers 9. Multi-tasking vs. mono-tasking 10. Time management <ol style="list-style-type: none"> a. Saying no b. Keys to respecting your time c. Reducing interruptions d. Time wasters 11. Organizational skills <ol style="list-style-type: none"> a. Setting goals b. Making plans c. Guidelines for priority setting d. To-do-lists e. Steps to organize each day 12. Data collection methods 	<ul style="list-style-type: none"> • Class instruction: 7.5 hrs • Homework: 5 hrs • <u>Hands on: 7.5 hrs</u> <p>Total: 20 hours</p>

Competency	Topics	Total hours by activity
Knowledge-base	<ol style="list-style-type: none"> 1. Healthy Web Surfing <ol style="list-style-type: none"> a. Consider the Source b. Focus on Quality c. Evidence d. Currency e. Bias f. Website Ownership g. Protecting your privacy h. MedlinePlus 2. Behavior Change 3. Physical aspects of illness & disease 4. Healthy behaviors <ol style="list-style-type: none"> a. Nutrition b. Physical activity 5. Technology <ol style="list-style-type: none"> a. Computer programs b. Cell phones/texting/mobile apps c. Social media 	<ul style="list-style-type: none"> • Class instruction: 7.5 hrs • Homework: 5 hrs • <u>Hands on: 7.5 hrs</u> <p>Total: 20 hours</p>