Community Health Worker Training Course Objectives

Community Health Worker Roles and Boundaries
1. Develop common definition of Community Health Worker
2. Understand the roles and responsibilities of a Community Health Worker
3. Identify professional boundaries of a Community Health Worker

Communication Skills
1. Understand basic principles of communication
2. Identify active listening skills
3. Develop cross-cultural communication skills
4. Identify barriers to communication

Cultural Competency
1. Understand basic principles of Culture, cultural competency and cultural humility
2. Identify demographics and cultural diversity of WA State
3. Understand health disparities and how to contribute to positive changes as a CHW

Organization Skills
1. Identify the reasons why good organizational skills are essential to the role of Community Health Worker
2. Prioritize activities in relationship to patient care and competing demands
3. Identify the organizational tools and procedures required by their organization
4. Demonstrate ability to develop weekly work plans

Documentation Skills
1. Identify the reasons why effective documentation is essential to the role of Community Health Worker
2. Identify the documentation requirements expected of patient navigators at their organization
3. Identify and implement appropriate techniques to document patient and individual encounters.

Assessment Skills
1. Identify the reason why effectively assessing patients’ needs is critical for Community Health Workers
2. Identify the assessment tools and procedures required by their organization
3. Demonstrate ability to use assessment tools in order to identify patient or individual needs.

Service Coordination Skills
1. Identify the reasons why effective service coordination is essential to the role of Community Health Worker
2. Identify patient referral resources available at their organization and community
3. Demonstrate the ability to develop a resource manual of internal and community-based supports and resources.

Case Study Presentation
1. Develop work plan for case
2. Create case study to present to class
3. Present case study to class