

Moving Toward National Consensus on Community Health Worker Roles/Scope of Practice and Competencies

Rural Health Learning Collaborative

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UT Project on CHW Policy and Practice

The CHW Core Consensus (C3) Project: An Overview

- Coordinated by UT School of Public Health Institute for Health Policy – Project on CHW Policy and Practice
- Administered by the National Area Health Education Centers Organization (NAO)
- Funded initially by the Amgen Foundation and several in-kind and contract contributions

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Why C3 now?

- National Community Health Advisor Study (1998) has provided a starting point for creation of CHW education programs, BUT...
- Times have changed – more CHWs working “inside” health care
- More states developing official role definitions and skill requirements
- Pressure to create national standards, but agreement among states is not clear
- More organizations want to know “what’s a good training program?”
- First stage of work: Coastal AHEC collected, analyzed over 40 training program descriptions

CHWs are everywhere



C3 Project Aim

Project Aim:

The C3 Project aims to offer CHW and other stakeholder-driven “contemporary” recommendations for consideration and adoption throughout US related to:

- CHW Core Roles (together: Scope of Practice)
- CHW Core Skills
- And affirm existing knowledge about CHW Core Qualities



C3 Project Methods

REVIEW OF CHW:

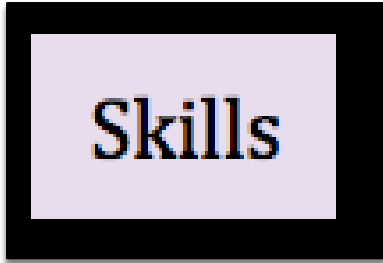
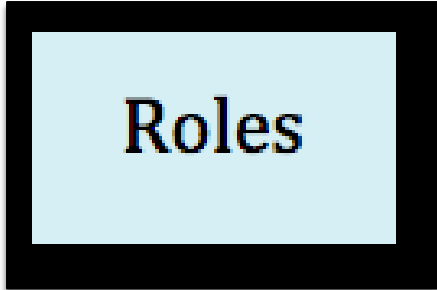
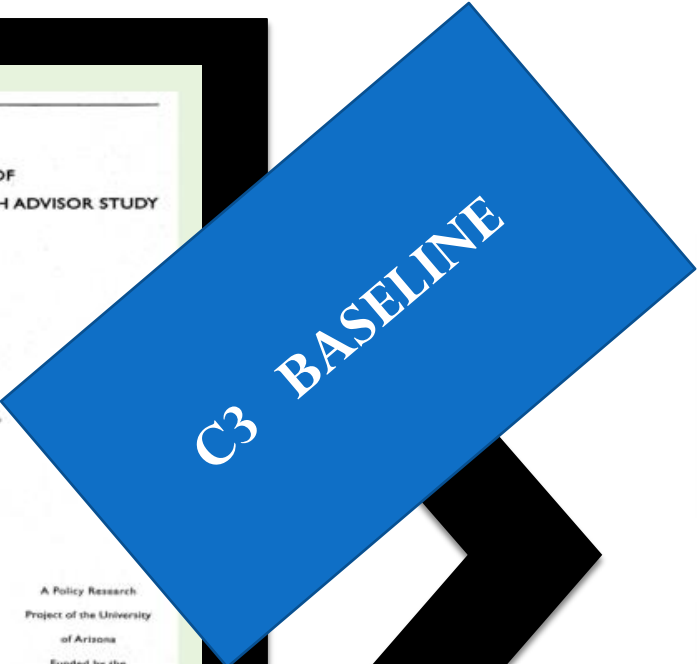
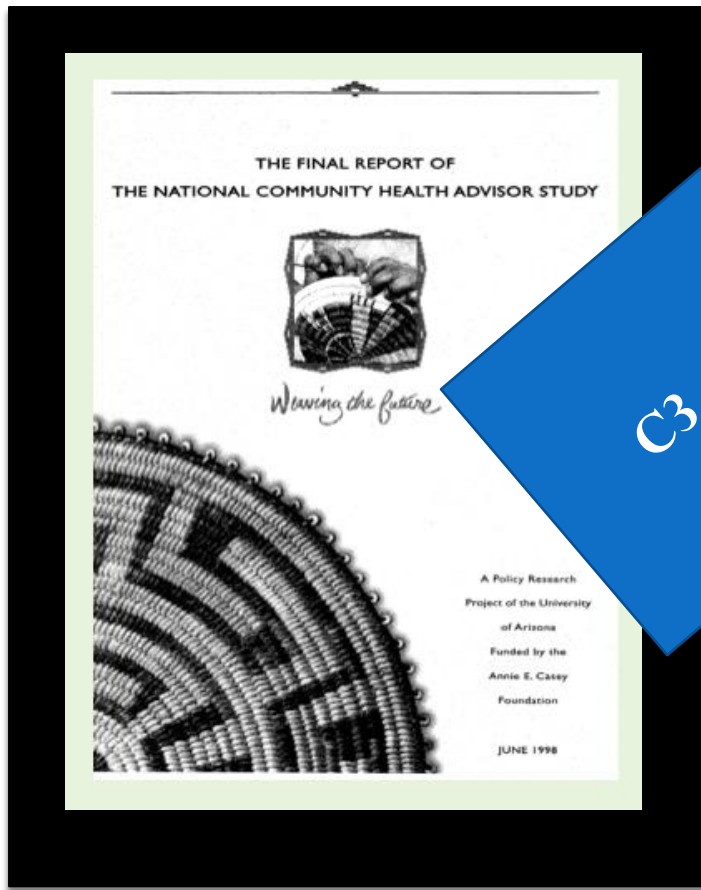
Roles

Skills

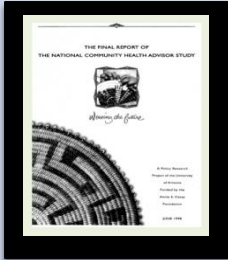
Endorsement of identified:

CHW Qualities

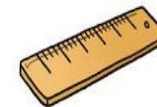
Core Cross Walk of Benchmark Documents



Nat'l CHA Study (1998) Baseline for C3 Project Crosswalk

ROLES	SKILLS	QUALITIES
<p data-bbox="142 262 629 305">Reviewed by C3 Project</p> <ol style="list-style-type: none"> <li data-bbox="142 376 602 419">1) Cultural Mediation <li data-bbox="142 434 564 476">2) Health Education <li data-bbox="142 491 610 642">3) Assuring Access to Health Care and Other Services <li data-bbox="142 662 629 762">4) Informal Counseling and Social Support <li data-bbox="142 776 595 876">5) Individual and Community Advocacy <li data-bbox="142 891 595 991">6) Provision of Direct Service <li data-bbox="142 1005 649 1162">7) Individual and Community Capacity Building <p data-bbox="142 1225 656 1285">http://crh.arizona.edu/sites/default/files/pdf/publications/CAHsummaryALL.pdf</p> <p data-bbox="208 1316 483 1353">info@c3project.org</p>	<p data-bbox="701 262 1188 362">Reviewed by C3 Project Ability to /for:</p> <ol style="list-style-type: none"> <li data-bbox="701 434 1081 476">1) Communication <li data-bbox="701 491 1035 534">2) Interpersonal <li data-bbox="701 548 1089 591">3) Knowledge Base <li data-bbox="701 605 1190 648">4) Service Coordination <li data-bbox="701 662 1120 705">5) Capacity Building <li data-bbox="701 719 950 762">6) Advocacy <li data-bbox="701 776 931 819">7) Teaching <li data-bbox="701 833 1058 876">8) Organizational 	<p data-bbox="1352 262 1684 305">Endorsed by C3:</p> <ul style="list-style-type: none"> <li data-bbox="1259 357 1773 399">•Connected to the community <li data-bbox="1259 405 1603 448">•Strong and courageous <li data-bbox="1259 454 1676 496">•Friendly / outgoing / sociable <li data-bbox="1259 502 1375 545">•Patient <li data-bbox="1259 551 1731 594">•Open-minded / non-judgmental <li data-bbox="1259 599 1707 676">•Motivated and capable of self-directed work <li data-bbox="1259 682 1375 725">•Caring <li data-bbox="1259 731 1437 773">•Empathetic <li data-bbox="1259 779 1599 822">•Committed / dedicated <li data-bbox="1259 828 1425 871">•Respectful <li data-bbox="1259 876 1379 919">•Honest <li data-bbox="1259 925 1549 1002">•Open / eager to grow / change / learn <li data-bbox="1259 1008 1758 1051">•Dependable / responsible / reliable <li data-bbox="1259 1056 1491 1099">•Compassionate <li data-bbox="1259 1105 1545 1148">•Flexible / adaptable <li data-bbox="1259 1153 1723 1196">•Desires to help the community <li data-bbox="1259 1202 1418 1245">•Persistent <li data-bbox="1259 1250 1580 1293">•Creative / resourceful <p data-bbox="1491 1319 1804 1356">C3 Project - July, 2015</p>

C3 Benchmark Documents



STATE	Roles /Scope of Practice (SOP)	Training Standards (Curricula)
California	California Health Workforce Alliance- State Conf./Study	Community Health Works/ City College of San Francisco
Massachusetts	Official State SOP	Official State Board of Cert. Core Competencies
New York	New York State CHW Initiative	New York State CHW Initiative
Oregon	Scope of Practice Committee, State Traditional Health Worker Commission	Scope of Practice Comm., State Traditional Health Worker Comm. (Comm. Capacitation Center Multnomah County)
Minnesota	MN Community Health Worker Alliance	Official State Curriculum
CHR/IHS	Formal SOP	<i>NA/Revisit –date tbn</i>
Texas	State Definition of CHWs	State Curriculum Standards (Coastal AHEC certified curriculum)

CHW Network Outreach

Fall 2014: Overview of C3

Spring 2015: Updates and Q & A

NOW:

Summer 2015: CHW Network Review



GOALS:

- To share C3 Project with nation's CHW leadership and acknowledge C3 Project's goals impact/link to CHW self-determination
- To update CHW Network Leaders on C3 Project plans and to gather early CHW Network feedback on hopes for Project
- To gather CHW Network leaders input on Roles and Skills and as appropriate endorsement of proposed Roles, Skills and Qualities
- To encourage CHW Network linkages

C3 Project Findings for Review



Individuals, Families, and
Community Served

Roles

Skills

Qualities

**FOR NETWORK
REVIEW ONLY:
NOT FOR
DISTRIBUTION**

CHW Roles proposed for Network Review

10 ROLES FOR CONSIDERATION: (* NEW)

Roles under review by Networks Summer, 2015

Example of a Role: (new, was emerging in 1998)

Participating in Evaluation and Research

- Engaging in evaluating CHW services and programs
- Identifying and engaging research partners, including community consent processes
- Participating in evaluation and research:
- Identification of priority issues and evaluation/research questions
- Development of evaluation/research design and methods
- Data collection and interpretation
- Sharing results and findings
- Engaging stakeholders to take action on findings

CHW Skills- (sometimes called Competencies) proposed for Network Review

10 SKILLS FOR CONSIDERATION: (*NEW)

Skills under review by Networks Summer, 2015

Example of a Skill :

with main skill and sub-skills

SKILL 1: Communication Skills

- Ability to use language confidently
- Ability to use language in ways that liberate
- Ability to communicate using plain language
- Ability to communicate with empathy
- Ability to listen actively
- Ability to prepare written communication (including electronic)
- Ability to document work
- Ability to use the language of the community served

Skill 10: Knowledge Base

(*NEW since 1998)

10. Knowledge Base

- Knowledge about pertinent health issues
- Knowledge about healthy lifestyles and self-care
- Knowledge about integration of mental/behavioral and physical health
- Knowledge about health behavior theories
- Knowledge of basic public health principles
- Knowledge about the community served
- Knowledge about United States health and social service systems
- Knowledge about social determinants of health
- Knowledge about critical thinking techniques and problem solving

Affirming Existing CHW Qualities

(also known as Attributes)

The C3 Project did not review CHW Qualities but we believe these are at the heart of the CHW field and at the core of those qualities is connection to the community:

From NCHAS (1998)

- Connected to the community (a community member or possessing shared experience with community members)

From NY (2010)

- Connected to Community
- Community member OR having a close understanding of the community they serve
- Shared life experiences
- Desire to help the community

We are asking CHW Networks to endorse existing Qualities such as these from NY or from the NCHAS (See Slide # 10 for NCHAS Qualities)

PREFERRED CHW ATTRIBUTES			
CHW QUALITIES CONTRIBUTING TO SUCCESSFUL ACCOMPLISHMENT OF THE CHW SCOPE OF PRACTICE			
1	3	5	7
CONNECTED TO COMMUNITY <ul style="list-style-type: none"> ▶ Community member OR have a close understanding of the community they serve ▶ Shared life experiences ▶ Desires to help the community 	MATURE <ul style="list-style-type: none"> ▶ Courageous ▶ Prudent ▶ Temperate ▶ Wise 	OPEN-MINDED/ NON-JUDGMENTAL – RELATIVISTIC, NON-DUALISTIC <ul style="list-style-type: none"> ▶ Unbiased ▶ Flexible ▶ Tolerant 	FRIENDLY, OUTGOING, SOCIABLE <ul style="list-style-type: none"> ▶ Gracious ▶ Pleasant ▶ Responsive ▶ Welcoming
2	4	6	8
PERSISTENT, CREATIVE, AND RESOURCEFUL <ul style="list-style-type: none"> ▶ Determined ▶ Imaginative ▶ Ingenious 	EMPATHETIC, CARING, COMPASSIONATE <ul style="list-style-type: none"> ▶ Kind ▶ Gentle ▶ Considerate ▶ Sensitive 	HONEST, RESPECTFUL, PATIENT <ul style="list-style-type: none"> ▶ Sincere ▶ Candid ▶ Polite ▶ Courteous 	DEPENDABLE, RESPONSIBLE, RELIABLE <ul style="list-style-type: none"> ▶ Trustworthy ▶ Loyal ▶ Motivated and capable of self-directed work ▶ Committed/ dedicated

Sources: Community Health Worker Network of NYC and The National Community Health Advisor Study

Early Release Review & Feedback Exchange Memorandums of Understanding

C3 is working with select states/organizations offering limited early release in exchange for feedback

- Wisconsin: **active collaboration**— integrating into CHW Apprenticeship Program design
- Illinois: coordination - response to state leg
- Florida: coordination -new state association
- Vermont: coordination
- Washington: local level training integration
- Oregon: state: pending

How will C3 be shared?

C3 Project Report/Findings Release

- Unity Conference presentation July 2015 –
Announced Network Review
- APHA Presentation –Session along with CHW Apprenticeship
Updates Monday, November 2, 2015
- Journal of Ambulatory Care Management –Methods article
accepted for publication 12/15
- Ongoing reports to federal and other CHW workgroups
- Report release to stakeholders, others planned for late 2016

To be added to our distribution list

Contact us at: info@c3project.org

UT Project on CHW Policy and Practice:
[https://sph.uth.edu/research/centers/ihp/
community-health-workers/](https://sph.uth.edu/research/centers/ihp/community-health-workers/)