

# PUBH A003N: COMMUNITY HEALTH WORKER III

Item	Value
Curriculum Committee Approval Date	03/20/2024
Top Code	126100 - Community Health Care Worker
Units	0 Total Units
Hours	144 Total Hours (Lecture Hours 36; Other Hours 108)
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
Open Entry/Open Exit	No
Grading Policy	P/NP/SP Non-Credit (D), • Letter Non-Credit (L)

## Course Description

The Community Health Workers (CHWs) III course focuses on developing the professional skills needed to succeed in the field while working independently or for a healthcare agency. Emphasis is given on self-care, resilience, and conflict resolution. CHWs come into direct contact with a diverse group of individuals and families and witness dysfunctional relationships that can impact their health and well-being. In this course, students will also learn how to build strong alliances with community partners and remain current on their field as a means to better serve the community. To complete the certificate, students must practice their skills through a 120-hour supervised internship to gain field experience. Noncredit. NOT DEGREE APPLICABLE. Not Transferable. PREREQUISITE: PUBH A001N and PUBH A002N or concurrent enrollment.

## Course Level Student Learning Outcome(s)

1. Recognize and respond to common sources of stress for CHWs
2. Create a self-care plan to improve engagement and support with challenging community members
3. Design a plan for professional development
4. Develop a professional portfolio of community partners and resources for clients
5. Practice foundational CHW skills through supervised field experience

## Course Objectives

- 1. Discuss the challenges of home visits
- 2. Identify best practices for responding to common challenges relating to home visits
- 3. Define and identify signs of stress and burnout
- 4. Become self-aware and evaluate stress levels
- 5. Develop an action plan for stress management
- 6. Identify common sources of conflict
- 7. Discuss the role of culture in conflict resolution
- 8. Become familiar with different cultural conflict styles and your own
- 9. Discuss how power and anger affect conflict resolution

- 10. Apply essential listening skills during a conflict
- 11. Discuss the challenges of adapting to a professional environment and adhering to organization codes of conduct
- 12. Prepare for a job interview
- 13. Practice verbal and communication skills relevant to CHWs
- 14. Practice verbal and communication skills relevant to CHWs
- 15. Apply time management skills and develop life and professional goals
- 16. Apply emotional interviewing skill and informal counseling to clients through supervised field experience
- 17. Complete intake forms and provide clients with appropriate resources

## Lecture Content

What is the importance of self-care? Define stress and stressors Define self-care and burnout Recognize common sources of stress and stress responses Assess personal signs of stress Develop a stress management plan Support a client with stress reduction planning Stress and disease prevention Understand how stress impacts health Conflict: A major source of stress Dealing with conflict Sources of conflict Conflict resolution Case study: Conflict between two CHWs Common sources of workplace conflict Insufficient resources Conflicting personalities Delegation of power and authority Conflicting values Lack of acknowledgment for one's contributions Disagreement over roles and responsibilities Intercultural misunderstanding Poor communication Poor leadership Work pressures Adapting to the professional setting Codes of conduct Time management Professional boundaries Written and spoken communication Giving and receiving constructive feedback Standard dress code Finding job opportunities Applying for jobs Cover letters Resumes References Interviewing for a job Internship or volunteer positions Keeping the job Remaining current Attending conferences Continuing education State-Issued CHW/P/R Certificate The legacy pathway The training pathway Self-attestation of lived experience Completion of an HCAI-approved training program State-issued CHW/P/R certificate renewal Field experience - 120 hours of internship field experience Practice informal interviews using MI techniques Complete intake forms Provide clients with resources Submit intake forms to the agency's coordinator Follow up with the clients Evaluate your field experience

## Lab Content

Field experience 20 hours of supervised field experience Practice informal interviews using MI techniques Complete intake forms Provide clients with resources Submit intake forms to the agency's coordinator Follow up with the clients Evaluate your field experience

## Method(s) of Instruction

- Field Experience (90)
- Enhanced NC Lect (NC1)
- Online Enhanced NC Lect (NC5)
- Live Online Enhanced NC Lect (NC9)

## Instructional Techniques

Lecture, demonstration, discussion, group activities, video tutorials, field experience/practicum

## **Reading Assignments**

Students will spend time reading from their instructor-provided handouts. (2 hours/week)

## **Writing Assignments**

Students are expected to work with an experienced CHW/P/R and complete 20 hours of fieldwork. (1 hour/week)

## **Out-of-class Assignments**

Written assignments related to case studies, reflecting conflict resolution cases.

## **Demonstration of Critical Thinking**

Students will be asked to reflect and respond to case studies and scenarios related to stress management, conflict resolution and professional conduct.

## **Required Writing, Problem Solving, Skills Demonstration**

Students will demonstrate their CHW foundational training during their field experience. The supervising CHW/P/R will evaluate their skills and performance.

## **Eligible Disciplines**

Health: Master's degree in health science, health education, biology, nursing, physical education, kinesiology, exercise science, dietetics, or nutrition OR bachelor's degree in any of the above AND master's degree in public health, or any biological science OR the equivalent. Master's degree required. Health care ancillaries (medical assisting, hospice worker, home care aide...): Any bachelor's 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 California's 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.

## **Other Resources**

1. Instructor provided handouts