

PUBH A004N: COMMUNITY HEALTH WORKER SUPERVISOR

- 7. Demonstrate how CHWs can play a role in community needs and resources assessment.
- 8. Understand the ethical and professional responsibilities of a supervisor.

Item	Value
Curriculum Committee Approval Date	10/16/2024
Top Code	126100 - Community Health Care Worker
Units	0 Total Units
Hours	90 Total Hours (Lecture Hours 54; Lab Hours 36)
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	Yes
Grading Policy	P/NP/SP Non-Credit (D), • Letter Non-Credit (L)

Course Description

This course focuses on Community Health Worker Supervisors' (CHW-S) core competencies relating to their role in effectively supervising CHWs and their responsibilities. They will learn how to hire and supervise CHWs, develop effective communication techniques, and address common challenges specifically related to supervising CHWs. ADVISORY: PUBH A001N, PUBH A002N, and PUBH A003N; Prior to transitioning to a supervisor position, it is highly recommended that students have at least two years of experience working as CHWs. Not Transferable.

Course Level Student Learning Outcome(s)

1. Identify activities and aspects of Community Health Workers' supervision.
2. Identify best practices for hiring and continuous training strategies for CHWs to set employees for success.
3. Demonstrate skills for addressing common challenges in supervising CHWs.

Course Objectives

- 1. Understanding why CHWs are a good choice for addressing health disparities and finding the best fit for organizations working with CHWs.
- 2. Describe the core roles that CHWs play in the health and social services fields
- 3. Define the core competencies CHWs use to assist individuals and communities.
- 4. Recognize the different approaches for structuring CHW?s supervision meetings.
- 5. Demonstrate skills for addressing common challenges in CHW supervision.
- 6. Identify and demonstrate appropriate guidelines for documentation and case management by CHWs.

Lecture Content

The Role of Community Health Workers Core competencies of CHWs Supervisor Training Pre-test of Core CHW Curriculum Communication skills Interpersonal skills Knowledge base about the community, health issues, and available services Service coordination skills Capacity building skills Advocacy skills Teaching skills Organization skills Evaluation and research skills Overview of the CHW Role Responsibilities Competencies Skills Characteristics of CHWs Trends in the CHW field Overview of the Health System Types of healthcare institutions Inpatient Services Outpatient services Types of health insurance Public Welfare Insurance Medicaid (MediCal) Medicare Parts A, B, C, D, and G Challenges and limitations in covered benefits Healthcare ethics Code of Ethics Mental health services Family and caregivers Resources for mental health services Long-term care services Payment for long-term care services Medicare MediCal/Medicaid Other Coverage for home health care and community-based care Local, State, and Federal Public Assistance and Disability Programs CalWorks/TANF Unemployment insurance Supplemental Security Income (SSI) Overview of the Supervision System The supervisor s role Technical coaching Tracking visits Monitor CHW supplies Observe document service delivery Assess the accuracy of data collection Assess individual CHW s performance and progress indicators System linkage (Facilitate communication between CHW and sub-system) Report to the management team on CHW performance Collaborate with the management team Best Practices Effective supervision Framework for supervision One-on-one Group Field-based Peer supervisionion Characteristics of a Strong Supervisor Primary support for CHWs Supervisors as community representatives Theories of behavior change for supervisors Empowerment Theory Unconditional Positive Regard Transtheoretical Theory Monitor for quality of care Performance monitoring Linking CHWs and Health Facilities Tracking Public Health trends in the community Household spot checks for quality improvement Coaching styles Hiring CHWs (attitude and natural patient-centered approach) Reflective and supportive supervision Potential challenges supervising CHWs Limited resources Maintaining quality and consistency Troubleshooting CHW challenges (disagreement, frustration, logistical difficulties, difficulty building trust, dysfunctional employees)

Lab Content

An Overview of The Role, Responsibilities, Competencies and Values of CHWs CHW qualifications and minimum required training: Core vs. specialty training State-issued CHW/P/R certificate and renewal Interpersonal Communication Skills for Supervisors Active listening Restating Summarizing, provide feedback Nonjudgmental Probing Validation Consequences Creating safety and trust Reflecting on thoughts Communication Skills for Conflict Resolution Move from certainty to curiosity Disentangle intentions from the impact Distinguish blame from the contribution Promote cultural humility Value of compromise and apology Promoting CHWs Self-care to prevent burnout Recognizing signs of stress and burnout Common stressors Impact of provider stress on clients, providers, and agency Stress management techniques Navigating challenges supervising CHWs Documentation of CHWs performance Evaluation Communication

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

Instruction will be delivered via synchronous online lectures, videos, discussions, class projects, and demonstrations of techniques.

Reading Assignments

Students will be required to read from the textbook and instructor-provided handouts. (4 hours/week)

Writing Assignments

Students will be expected to provide written assignments such as reviewing and analyzing a case study. (2 hours/week) Peer review will also be used, and students will be required to read and respond to other student's work. (1 hour/week)

Out-of-class Assignments

Students will need to use library or online resources to provide evidence of best practices. Considering reading, writing, and other requirements, approximately 3 - 5 hours a week will be required.

Demonstration of Critical Thinking

Students will be asked to reflect and respond to case studies and scenarios related to supervising CHWs roles and responsibilities.

Required Writing, Problem Solving, Skills Demonstration

Students will be asked to reflect on common challenges supervising CHWs, and provide employee-centered solutions to improve productivity and employee satisfaction.

Textbooks Resources

1. Required Berthold, T., Avila, A., Miller, J.(Eds). Foundations for Community Health Workers, 3rd ed. Jossey-Bass, 2024 2. Required Heffner, C.L., Cowan, J. A.. The strength-based Clinical Supervision Workbook , 1st ed. Routledge, 2022

Other Resources

1. Instructor handouts lectures (available via Canvas).