



## **CHW CARE COORDINATION TRAINING**

PMCMSS has developed an innovative program to prepare the #1 emerging occupation in the Healthcare Industry. Community Health Workers (CHWs) are listed 1st in Florida Center for Nursing Emerging and Evolving Roles and Occupations within the Healthcare Industry: *Florida Perspective* funded by CareerSource Florida in May 2016.

PBCMSS CHW Care Coordination Training Program offers the full complement of education hours and content areas that are needed to fulfill the training requirements (30 clock hours) for the certification application as a community health worker. PBCMSS Institute for Learning is a certified education provider for Florida Certification Board, Florida Certification Board Provider number 5284-A.

### **HOW TO ENROLL IN THE CHW CARE COORDINATION TRAINING PROGRAM:**

1. Contact CareerSource PBC - Mary Paulk (561) 340-1060 ext. 2434 or email at [mpaulk@careersourcepbc.com](mailto:mpaulk@careersourcepbc.com).
2. Register at <https://www.employflorida.com>
3. Gather required documents to apply which includes:
  - a. Verification of successful completion of public, private, or home schooling at the high school level or obtainment of a recognized high school equivalency credential or
  - b. Ability to read, write, and speak English; (high school diploma, GED, Interview)
4. Complete application to the school either in handwritten format and submit or use the online application. Forms are available [www.pbcms.org/care-coordination-program](http://www.pbcms.org/care-coordination-program).

The school will notify you that you have been accepted in writing and verbally. If you need to meet with our career advisor to discuss your academic plans, please make an appointment by calling [561-433-3940](tel:561-433-3940) #122.

### **CHW CARE COORDINATION TRAINING PROGRAM CLASS SCHEDULE**

#### ***Classroom Portion***

Classes will begin at 1:00m and end at 4:00 pm. Students will receive a 10-minute break mid-session. There will be 8 days of classroom learning.

#### ***Simulation Portion***

There is a total of 6 hours of simulation lab experience. Students will receive a 10-minute break mid-session. There will be 2 days of simulation lab learning.

#### **FACULTY LISTING:**

Karen Harwood MSW CCM SHRM-CP  
[561-433-3940](tel:561-433-3940) #122 [karenh@pbcms.org](mailto:karenh@pbcms.org)

## Dates for CHW Care Coordination Training Spring 2019

February 22 <sup>nd</sup>	March 22 <sup>nd</sup>	<i>April 19<sup>th</sup> NO CLASS</i>
March 1 <sup>st</sup>	March 29 <sup>th</sup>	April 26 <sup>th</sup>
March 8 <sup>th</sup>	April 5 <sup>th</sup>	May 3 <sup>rd</sup>
March 15 <sup>th</sup>	April 12 <sup>th</sup>	

### COURSE DESCRIPTION

#### **HCS 201 Overview of CHW Care Coordination**

The history of health care delivery system of the U.S., overview of the essential functions, scope of service and skills required of a community health worker care coordinator.

#### **HCS202 Basic Health Knowledge**

Primary risk factors, prevention strategies, symptoms and treatment for chronic health conditions, review of common health & safety concerns in the workplace, and skills to reduce risks.

#### **HCS 203 Cultural Competence**

Tools to managing personal bias, understand personal cultural identity & stereotypes, and skills to avoid and respond to micro-aggressions. Review of the importance of trained interpreters for medical translation as well as understanding diversity in non-verbal communication.

#### **HCS 204 Communication & Motivational Interviewing**

Motivational Interviewing techniques, relevance to care coordination, and impact on patient outcomes are taught. OARS model and change talk strategies reviewed.

#### **HCS 205 Strategies for Behavior Change - Practical Experience**

Students participate in an interactive lab experience through engaging actors to practice and observe motivational interviewing techniques.

#### **HCS 206 Health and Community Resources**

Barriers to health care access and community resources are challenging. Review of barriers and skills to develop comprehensive resource bank is provided.

#### **HCS 207 Effective Conflict Resolution Skills -Practical Experience**

Students participate in an interactive lab experience through engaging actors to practice and observe motivational interviewing techniques.

#### **HCS 208 Professional Responsibility**

Patient privacy, right to medical information, HIPAA guidelines and documentation strategies are reviewed.

#### **HCS 209 Working in Teams to Coordinate Care**

Team oriented patient care requires effective communication strategies. Understanding your work style, and work style of teammates helps to develop key strategies to address and advocate for patient needs. CHW care coordinator role in team strategy is addressed.

#### **HCS 210 Patient Advocacy**

Advocacy is key component in CHW care coordination role. Skills to uphold and understand individual & community rights, responsibility and strategies to advocate for health and social service needs, and resources to support vulnerable populations is provided.