



Community Health Workers' Role in the Prevention and Management of Chronic Conditions

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Disclosures

I have no conflict of interest relating to the material covered today.



MCD Public Health: About Us

The mission of MCD Public Health is to improve the health and well-being of people.

Our commitment is to increase the effectiveness of health care and public health systems to help people stay and become healthy.

We do this:

- In partnership with communities, organizations, and governments.
- By developing and operating creative, compassionate, and practical programs.
- By providing technical advice and assistance to enhance the capacity of others.



MCD Public Health: Scope of our Work

Programs

- ✓ Preventing Disease and Promoting Healthy Behaviors
- ✓ Improving Healthcare Quality and Access
- ✓ Fostering Collaboration Among People and Organizations



Learning Objectives

- Identify the learning needs of CHWs to support their clients and communities in the prevention and management of chronic conditions.
- Explain why it is important for CHWs to have access to continuing education opportunities regarding chronic disease prevention and management.
- Identify a comprehensive online CHW chronic disease prevention and management training program and know how to access it.



The Chronic Disease Burden



6 out of 10 adults in the U.S. have a chronic disease.



4 in 10 adults in the U.S. have two or more chronic diseases.



Chronic diseases lead to disability, death and high health care costs.



Examples of How CHWs Help

CHWs are perfectly positioned to help community members stay healthy throughout the lifespan, by addressing barriers to living a healthy lifestyle and negotiating cultural differences in healthcare.



Encourage clients to monitor and know their blood pressure numbers.



Help clients who have diabetes understand the importance of controlling the disease and regularly taking their diabetes medications.



Examples of How CHWs Help



Encourage clients to get recommended cancer screenings. Help overcome barriers to these services.

Help clients get the equipment they need to support improved self-management.

- Blood pressure monitoring equipment
- Diabetes blood glucose meters
- Asthma peak flow meters and nebulizer equipment



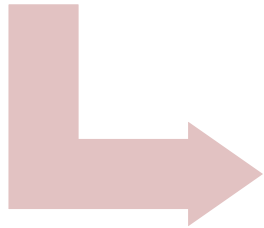
Helping clients properly use this equipment is another role for community health workers.



Nationwide CHW Survey

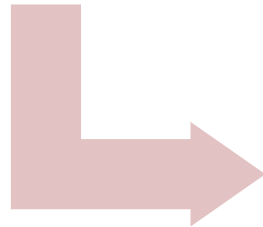
Online
Survey
Created

- Both English and Spanish versions



Distribution

- Distributed in May 2016
- Sent to 400 community health workers across the nation

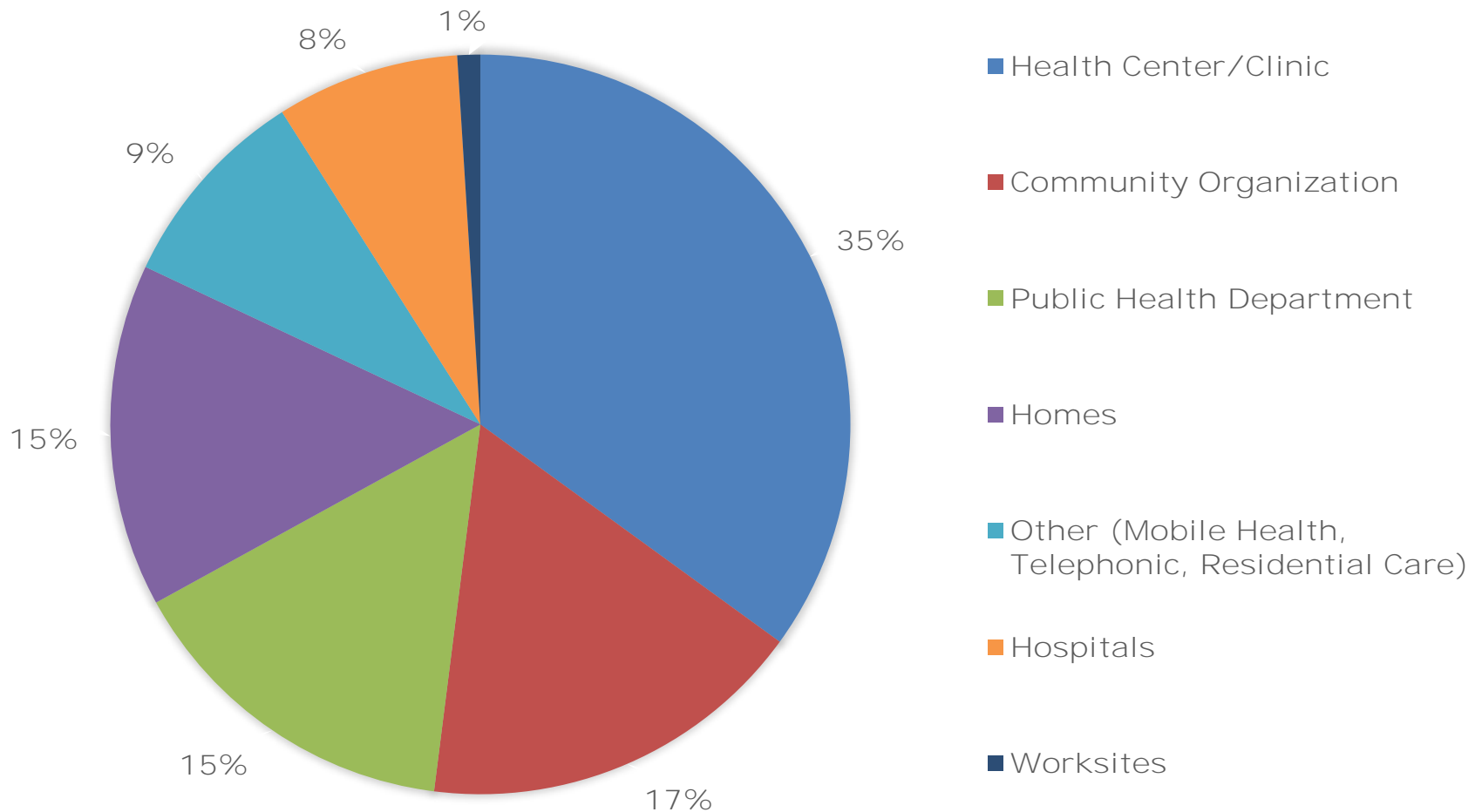


Responses

- 72 complete responses recorded



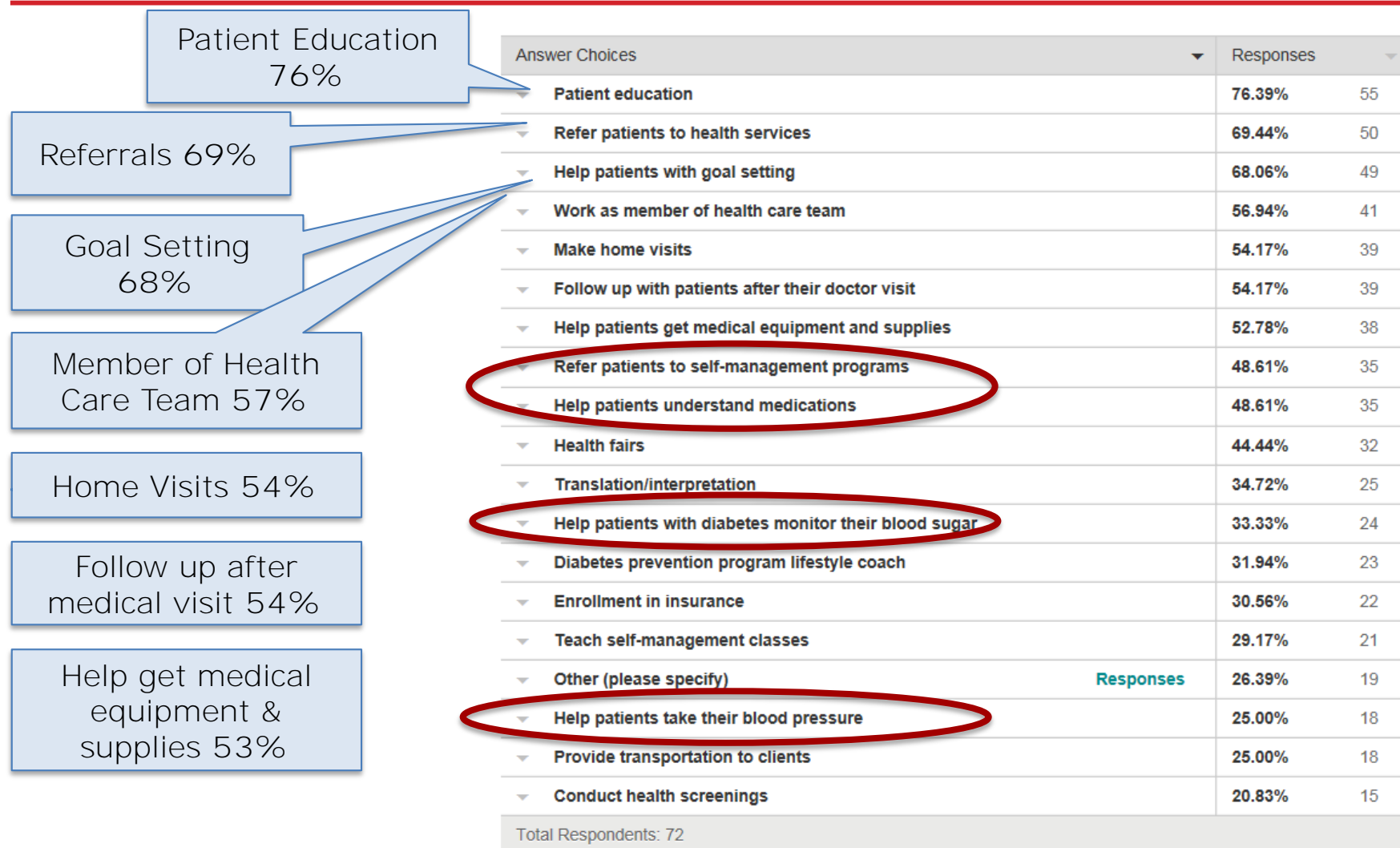
Where do you do most of your work?



10 >



What activities do you currently do as a CHW?



What are the biggest barriers you face doing your work

Answer Choices	Responses	
▼ Not enough support	34.72%	25
▼ Explaining my role to patients	8.33%	6
▼ Explaining my role to health care staff	23.61%	17
▼ Communicating with health care staff (i.e. doctors, nurses)	29.17%	21
▼ Not enough training	19.44%	14
▼ Lack of services for patients/clients	56.94%	41
▼ Other (please specify)	Responses 38.89%	28
Total Respondents: 72		



Describe 3 things that might help you with the barriers you listed and make your job easier or more effective:

Themes:

- Transportation came up a lot. Especially in rural locations.
- Insurance and services for patients
- Clarity of role & relationship to health care team
- Training & certification
- Better communication with patients and team
- Stable and sustainable CHW positions



CHW Training Support

Developed online training and resources in collaboration with:

- ✓ State Health Departments
- ✓ CHW Advisory Group
- ✓ Content Experts
- ✓ Professional voiceover talent
- ✓ Certified translators



www.chwtraining.mcdph.org



CHW Training Support

- The online training complements CHW core competency training.
- It includes additional education, skill building and access to resources for managing chronic conditions.
- Training modules are updated often as guidelines and recommendations are continually evolving.



CHW Training Support

- The training platform is designed to be self-paced and interactive, and trainees can revisit the site anytime.
- Downloadable handouts, resources and helpful web links are embedded throughout the training.
- Certificates of completion can be downloaded after completing each module.



CHW Online Training

- The CHW Online Training Program is low cost – just \$80 per registration.
- Each registration provides access to all modules available now and in the future - currently there are nine available, but additional modules are always being added.
- Registrations never expire. Once you are registered, you will always have access. Customer service is always available in English or Spanish, in case you forget your log in information. CHWtraining@mcdph.org
- Some organizations, counties and state agencies have bulk purchased registrations so that individuals living and/or working in those organizations, counties or states can register for **FREE**
- Some states, for example New Mexico, offer **6.25 CEUs** upon completion of all 9 modules.

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Free Registration?

Individuals living/working in the following places can access the online training program for **FREE**:

- Colorado
- Georgia
- Maine
- Maricopa County, Arizona
- Massachusetts
- Nebraska
- New Mexico
- New York
- Virginia

Please note that free access is dependent on annual contracts. These entities are currently offering the free access.

Get registered today so that you don't miss out!

<https://chwtraining.mcdph.org/>

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Training Modules

MODULE 1 CHRONIC CONDITIONS	MODULE 2 HYPERTENSION	MODULE 3 PREDIABETES	MODULE 4 DIABETES	MODULE 5 ASTHMA
<ul style="list-style-type: none">• The role of CHWs as a trusted member of the community• Addressing barriers and cultural differences• The importance of chronic disease self-management and referring clients to self-management programs.• Communication skills and working with members of the community and health care team	<ul style="list-style-type: none">• Facts about blood pressure, accurate blood pressure measurement• The importance of managing high blood pressure including understanding and taking medication as prescribed• How to help clients do self-measured blood pressure monitoring	<ul style="list-style-type: none">• Early signs and risks of developing diabetes• Lifestyle changes that can lower this risk• How to support and encourage clients to participate in diabetes prevention programs	<ul style="list-style-type: none">• Facts and dangers of type two diabetes• Daily management including checking glucose levels• How to support self-management and referring patients to self-management programs	<ul style="list-style-type: none">• Facts, causes, diagnosis, monitoring asthma control• Management including asthma medications• Addressing environmental triggers• Asthma action planning• Supporting children with asthma at home and in school



Training Modules

MODULE 6 BREAST CANCER

- Breast cancer data and facts
- Risks factors for breast cancer
- Signs and symptoms of breast cancer
- Screening and diagnosis of breast cancer
- How CHWs can support clients in screening and prevention of breast cancer

MODULE 7 CERVICAL CANCER

- Cervical cancer data and facts
- Risk factors for cervical cancer
- Signs and symptoms of cervical cancer
- Screening procedures and recommendation
- How CHWs can support clients in preventing cervical cancer and seeking proper screening

MODULE 8 COLORECTAL CANCER

- Colorectal cancer data and facts
- Risk factors for colorectal cancer
- Signs and symptoms of colorectal cancer
- Recommended screening procedures and timelines
- How CHWs can support clients in preventing colorectal cancer and seeking proper screening

MODULE 9 COLESTEROL BASICS

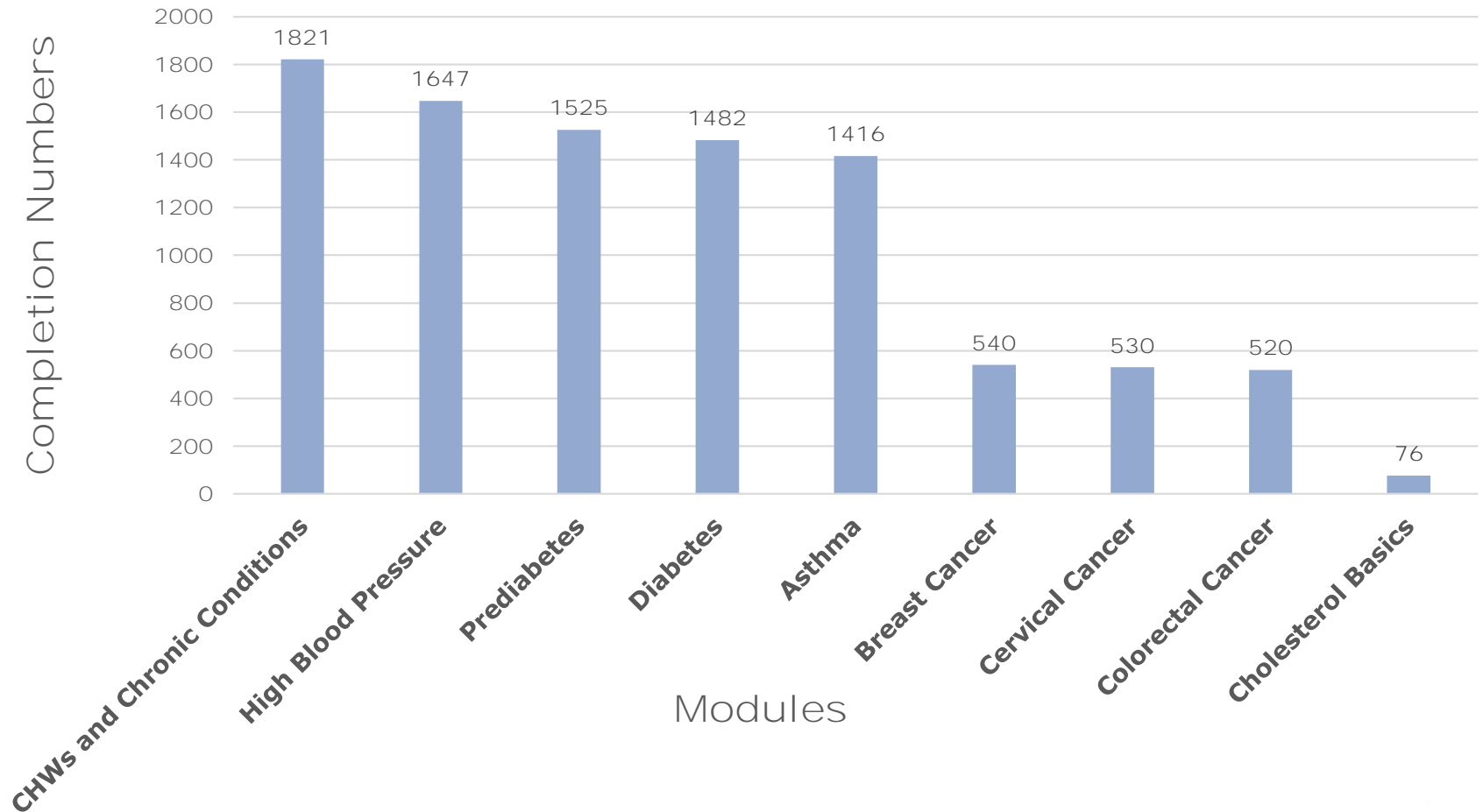
- Cholesterol data and facts
- Risk factors for high cholesterol
- Impacts and burdens of high cholesterol
- Recommended screening procedures and timelines
- How CHWs can support clients in preventing ASCVD and seeking proper screening

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Training Modules

Completion of Each Module by Registrants



Training Modules

The screenshot displays the user interface for the 'Module 1 CHWs & Chronic Conditions Overview' training module. On the left, a sidebar contains the MCD Public Health logo and a 'Menu' section with a tree view of topics. The main content area features a large graphic with the text 'Community Health Worker Online Training Program' and 'Module 1 Community Health Workers and Chronic Conditions Overview'. At the bottom, there is a footer with logos for 'MCD Public Health Training and Technical Assistance' and 'Insight Innovation Impact', along with a video player control bar.

MCD Public Health
Community Health Worker Training

Menu Audio

- Module 1 CHW and Chronic Cond...
 - Learning Objectives
 - Chronic Conditions in U.S.
 - CHW Definition
 - CHW Video
- CHW's and Chronic Conditions
 - CHW's and Chronic Conditions
- Test Your Knowledge
- CHW's and Self-Management
 - Self-Management Programs
- Test Your Knowledge
- Communication Skills
 - Communication Skills: Teach...
 - Communication Skills - Motiv...
- Test Your Knowledge
- Team-based Care
 - Team-based Care - CHW Role
 - Team-based Care - Challenges
- Test Your Knowledge
- Recap CHW in Action
- Evaluation Questions Complete

Module 1 CHWs & Chronic Conditions Overview

Resources

**Community Health Worker
Online Training Program**

**Module 1
Community Health Workers and
Chronic Conditions Overview**

MCD Public Health Training and Technical Assistance

Insight Innovation Impact

Audio controls: Play/Pause, Progress Bar, Repeat, Previous (PREV), Next (NEXT)



Special Modules



COMMUNITY HEALTH WORKER ONLINE TRAINING PROGRAM



Register here for the new FREE Community Health Worker COVID-19 training module!

<https://chwtraining.mcdph.org/register-covid-19.php>



MCD Public Health

Insight Innovation Impact

Special Modules

The screenshot displays a web-based training interface. On the left, a sidebar contains the MCD Public Health logo and a menu titled 'Menu Audio'. The 'CHWs and COVID-19' section is expanded, showing a list of topics: 'About this Training', 'What is the Novel Coronavirus', 'COVID-19 Prevention', 'Special Populations', 'Protecting the Home', 'COVID-19 Symptoms and Testing', 'CHW's Role', 'Stress and Anxiety', 'Myth-busting COVID-19', 'Cultural Competency', 'CHW Self-Care', 'Recap', and 'Module Evaluation Complete'. The main content area features a large graphic with a stylized globe and the text 'Community Health Worker Online Training Program' and 'Novel Coronavirus COVID-19 Pandemic'. At the bottom of the main area, it says 'MCD Public Health Training and Technical Assistance' and 'Insight Innovation Impact'. A video player interface is visible at the very bottom, including a progress bar and navigation buttons like 'PREV' and 'NEXT'.

MCD Public Health
Community Health Worker Training

Novel Coronavirus COVID-19 Pandemic

Resources

Menu Audio

- CHWs and COVID-19
 - About this Training
 - What is the Novel Coronavirus
 - COVID-19 Prevention
 - Special Populations
 - Protecting the Home
 - COVID-19 Symptoms and Testing
 - CHW's Role
 - Stress and Anxiety
 - Myth-busting COVID-19
 - Cultural Competency
 - CHW Self-Care
 - Recap
 - Module Evaluation Complete

Community Health Worker Online Training Program

Novel Coronavirus COVID-19 Pandemic

MCD Public Health Training and Technical Assistance

Insight Innovation Impact

PREV NEXT



COVID-19 Module

FREE to anyone anytime

Currently available in English and Spanish

Soon will also be available in French, Arabic and Lingala

Updates are being made as the COVID-19 situation evolves

Register today!

For English version:

<https://chwtraining.mcdph.org/register-covid-19.php>

For Spanish version:

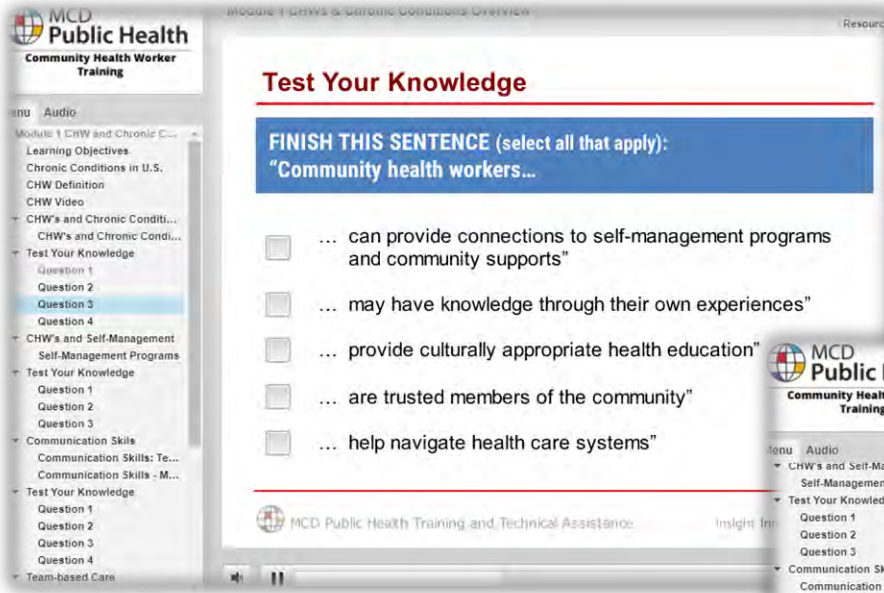
<https://chwtraining.mcdph.org/esp/register-covid-19.php>

25 >

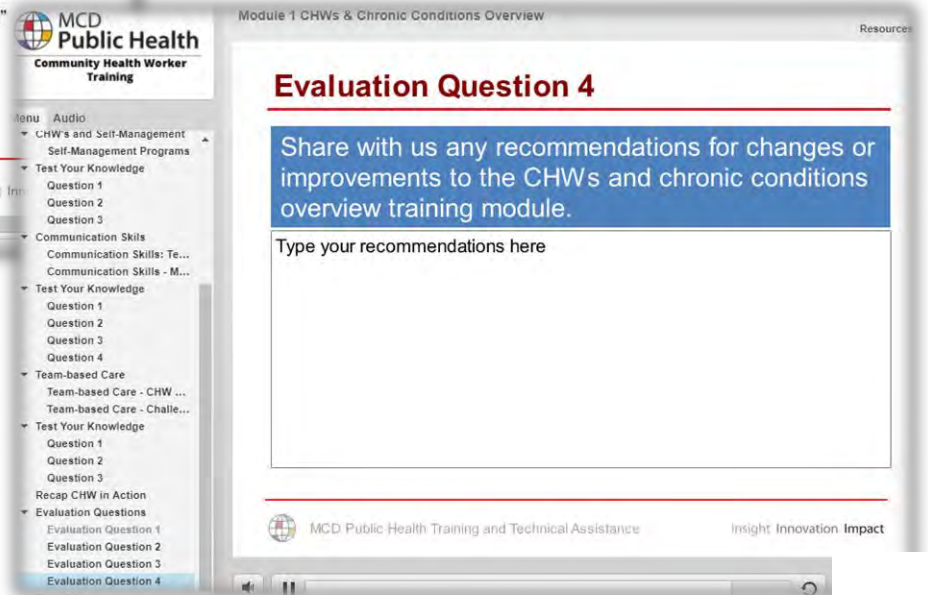


CHW Evaluation

All modules contain content-based “Test Your Knowledge” questions...



...and embedded evaluation questions.



CHWs Share Their Thoughts

*"I really liked the interactive questions, pictures, and videos. They made the module easier to follow and understand. It really explained what our role is with a **patient/client with a chronic condition.**"*

*"It was very informative. I can see how CHW are becoming a big part of the healthcare system. Some patients are very appreciative and totally rely on CHW. It made me realize how important this **role is.**"*

"The emphasis that is placed on getting ensuring the patients are able to understand the changes that they need to do in order to improve their health."



*"It reminded me why I chose to be a **CHW.**"*

"The comprehensive list of asthma management tips could be helpful in assisting clients to manage their condition."

*"I now understand what prediabetes is and how to prevent it what steps to take to help my clients understand what prediabetes **is.**"*



CHWs Share Their Thoughts



https://www.youtube.com/watch?v=AczSkt_e7VI

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MCD Public Health

Insight Innovation Impact

CHWs Share Their Thoughts



<https://www.youtube.com/watch?v=cx5jPhFFEek>

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In Closing

Our Community Health Worker online trainings are taken by people all over the country.

We do our best to make sure that they are general enough to be appropriate for all populations.

This being said, we are open to working with groups to adapt the training content to their specific needs.

Examples of our work include translation into different languages, addition of culturally-appropriate images and content relevant specifically to their communities.



Questions



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Website: www.mcdph.org

Visit the Training Site

www.chwtraining.mcdph.org

CHW's in Their Own Words



MCD Public Health Training and Technical Assistance

Insight Innovation Impact



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