

Health Center Professional Development Program

Community Health Worker Professional Skills Training (101)

When: September 13 – December 19, 2023

Introduction: The NACHC Quality Center is excited to offer Community Health Worker Professional Skills 101 as a course offering in the fall 2023 Health Center Professional Development Program. The Quality Center recognizes the critical importance of providing access to training opportunities for health center professionals to build skills, develop competencies, and advance careers while driving improved patient care and health outcomes. More specifically, these trainings help to achieve the Quintuple Aim: improved health outcomes, improved patient experiences, improved staff experiences, reduced costs, and equity.

Course Description: This course provides foundational skills for health center staff to carry out the responsibilities of a Community Health Worker.

Who Should Apply: Community Health Workers/CHWs (or professionals in similar roles, such as patient navigators) whose focus is on improving individual patient and community health and health access. While this can encompass staff in a wide variety of job roles and titles, the focus is on building connections where people live, learn, work, worship, and heal, from the inner city to rural communities.

Instructors: Faculty with HealthTeam Works and the Iowa Chronic Care Consortium. For more information on the instructors visit their respective links:

[Deborah Thompson, MPA](#); [Katie Ebinger, MPH, MSW](#); [Cecilia L Saffold, MBA, PMP](#); [Tinika Roland, MBL](#)

**30 seats
available -
Apply today
for your
chance to be
accepted!**

Course 1: Introduction to Community Health Worker: The Big Picture

- Module 1: The Role of Community Health Workers
- Module 2: The Evolution of the Community Health Worker
- Module 3: Introduction to Public Health
- Module 4: Healthcare and Health Policy
- Module 5: Health Equity for All

Course 2: Core Competencies for Providing Direct Services

- Module 6: Cultural Humility, Implicit Bias, Gender Issues, Disability Etiquette
- Module 7: Guiding Principles for Community Health Workers
- Module 8: Conducting Client-Centered Interviews

Course 3: Enhancing Client Interactions

- Module 9: Client-Centered Counseling for Behavior Change
- Module 10: Care Management
- Module 11: Home Visiting

Course 4: Enhancing Professional Skills

- Module 12: Stress Management and Self Care
- Module 13: Conflict Resolution
- Module 14: CHW Professional Skills

See Course 5 information on page 2

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Training includes:

- 12-month access to tools, templates, and Solution Center resources (a platform of like-minded individuals to promote healthcare transformation through learning)
- 20 asynchronous courses (approximately 30 hours) participants complete on their own
- Four 90-minute live sessions with discussion and customized coaching support from faculty and experts
- Quizzes and assignments
- Completion of all online modules, participation in the live sessions, and live-session assignments are required to receive a Certificate of Completion and Continuing Education Credits.

Attendants complete the 20 asynchronous courses (approximately 30 hours) on their own, supported by four 90-minute guided courses.

Course 5: Applying Core Competencies to Key Health Issues

- Module 15: Chronic Conditions Management
- Module 16: Promoting Healthy Eating and Active Living
- Module 17: Understanding Trauma and Supporting the Recovery of Survivors
- Module 18: Health Outreach and Navigating Community-Based Resources
- Module 19: Managing COVID Response and Recovery
- Module 20: Evaluation and Research

Course Schedule	2023 Dates	Time
Asynchronous modules 1-8	September 13 – October 4	On your own
Live, virtual session #1	October 3	11:00 am -12:30 pm ET
Asynchronous modules 9-11	October 5 – October 31	On your own
Live, virtual session #2	October 31	11:00 am -12:30 pm ET
Asynchronous modules 12-14	November 1 - December 6	On your own
Live, virtual session #3	December 5	11:00 am -12:30 pm ET
Asynchronous modules 15-20	December 7 – December 20	On your own
Live, virtual session #4	December 19	11:00 am -12:30 pm ET

Questions?

Please contact us at: qualitycenter@nachc.org

For more information and to apply, click [here](#).



**Applications due
by August 10, 2023,
11:59pm EDT**