



50 seats
available –
Apply today
for your
chance to be
accepted!

Health Center Professional Development Program

Community Health Worker Supervisor: 101 & 201

When: September 12 – October 4, 2023

Introduction: The NACHC Quality Center is excited to offer Community Health Worker Supervisor: 101 & 201 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 supervisors of CHWs with training to ensure success in their role. Participants will learn strategies to maximize the skills and deployment of CHWs in the healthcare setting, including integration within the care team, interfacing with the community, and using data to drive decisions.

Who Should Apply: Health center staff who supervise CHWs (or staff performing similar roles to CHWs such as patient navigators).

Course Content: A six-part series: four, 90-minute virtual courses and two, 60-minute Office Hours. Individuals registering for this course participate in both 101 and 102.

Instructors: Faculty from Northwest Regional Primary Care Association (NWRPCA).

Kelly Volkmann, MPH, managed CHWs in a clinical setting for 13 years before joining NWRPCA as the Project Director of the CHW Institute in 2021.

Seth Doyle, MA, has been working with CHWs and CHW programs with NWRPCA for over 16 years. Together, they bring a wealth of experience and expertise to their CHW Supervisor trainings.

CHW Supervisor 101

101 Session #1

- Overview of CHWs
- Unique supervision needs
- Popular Education (PE)
 - Explanation and history of PE
 - Historical use of PE with CHWS and community
 - Introduction and practice of PE skills
 - Using PE as a supervisory tool

101 Session #2

- Trauma-informed supervision
- Supportive supervision
- Situational leadership
- Case studies
- Growth opportunities

101 Office Hours

CHW Supervisor 201

201 Session #1

- Successful Actions for the Integration of CHW with Care Teams
- Preparing the workspace and care team
- CHW training - what can be expected, what is basic, additional training needed for clinically based CHWs
- Training and competency tracker

201 Session #2

- Roles and task for CHWs – documentation to provide care teams
- Determining CHW caseload by risk stratification and panel size
- Charting and referrals
- Growth opportunities

201 Office Hours

Health Center Professional Development Program: Community Health Worker Supervisor: 101 & 201

Training includes:

- Each training includes a toolkit of resources, including workflows that can be tailored for your health center
- Customized live learning and coaching support from faculty and experts
- Weekly sessions include discussions with instructor and breakout rooms
- Completion of all six sessions is required to receive a Certificate of Completion

Participants attend four, 1.5-hour live sessions supplemented with two, 1-hour office hours.

| Course Schedule | 2023 Dates | Time |
|---------------------------|--------------|-------------------|
| CHW 101: Live, Session #1 | September 12 | 3:30 – 5:00 pm ET |
| CHW 101: Live, Session #2 | September 19 | 3:30 – 5:00 pm ET |
| Office Hours #1 | September 20 | 4:00 – 5:00 pm ET |
| | | |
| CHW 201: Live, Session #1 | September 26 | 3:30 – 5:00 pm ET |
| CHW 201: Live, Session #2 | October 3 | 3:30 – 5:00 pm ET |
| Office Hours #2 | October 4 | 4:00 – 5:00 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**