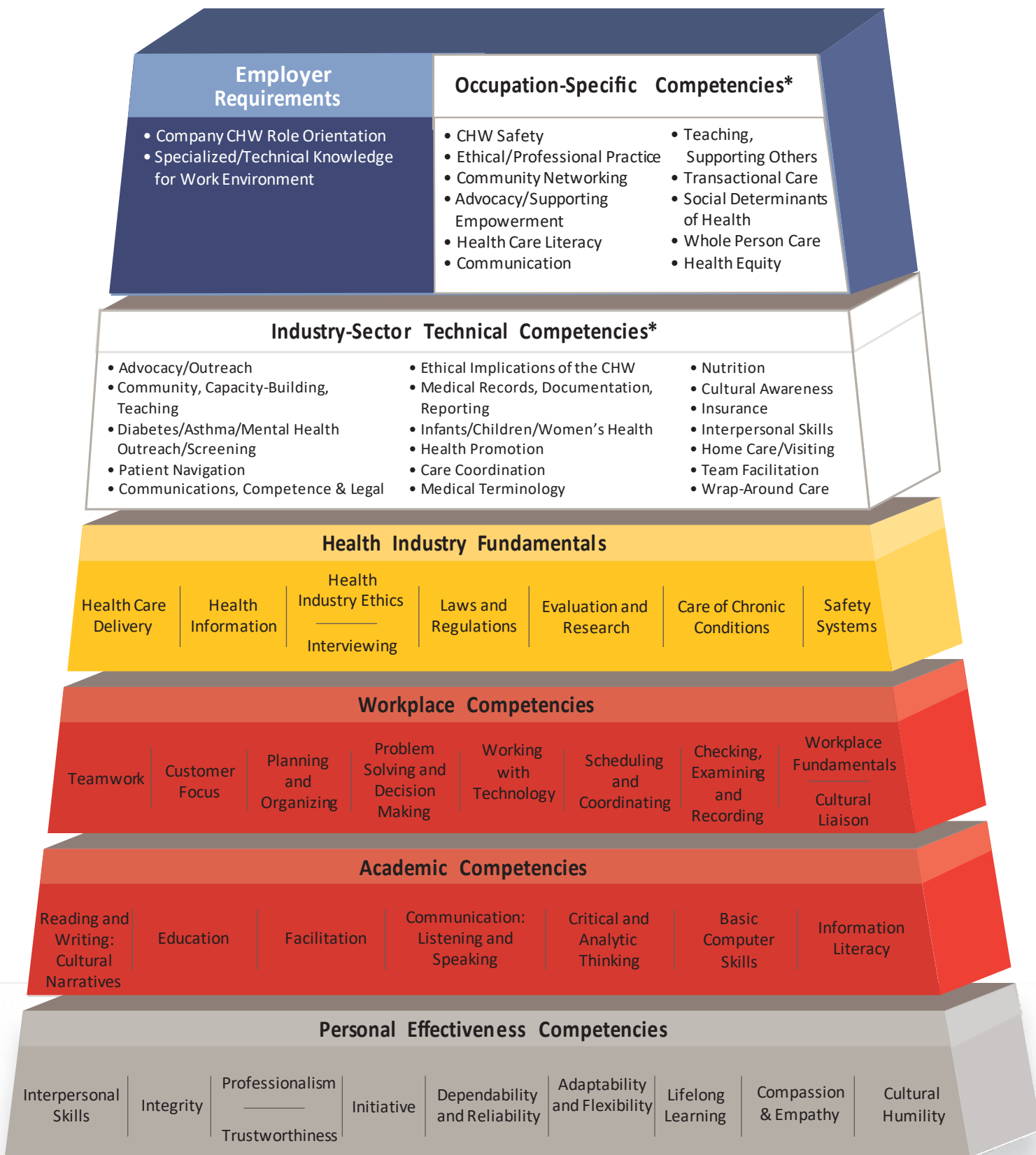


# Minnesota Dual-Training Pipeline Competency Model for Health Care Services Occupation: Community Health Worker



Based on: Health: Allied Health Competency Model Employment and Training Administration, United States Department of Labor, December 2011.

\* Pipeline recommends the Industry-Sector Technical Competencies as formal training opportunities (provided through related instruction) and the Occupation-Specific Competencies as on-the-job training opportunities.



## Competency Model for Health Care Services

### Community Health Worker

Community Health Worker (CHW) is a frontline public health worker who is a trusted member of and/or has an unusually close understanding of the community served. This trusting relationship enables the worker to serve as a liaison, link, or intermediary between health and social services and the community to facilitate access to services and improve the quality and cultural competence of service delivery.

**Possible Certification:** Community Health Worker Certificate

### Industry-Sector Technical Competencies

- Advocacy/Outreach – Actions taken to reach out to and support the community in which the CHW works
- Community, Capacity-Building, Teaching – A holistic, empowering approach to honor voices, share information, knowledge, and decision making with community members
- Diabetes/Asthma/Mental Health Outreach and Screening – Specific medical practice to diagnose and educate community members about chronic health conditions such as asthma, diabetes, and various mental health issues
- Patient Navigation – Supporting an individual in his/her journey with the health care system
- Communications, Competence, and Legal – Oral and written documentation that supports community members and their teams across systems while meeting confidential and legal requirements
- Ethical Implications – Legal requirements to remain confidential, unbiased, and cautious when dealing with sensitive information and situations
- Medical Records, Documentation, Reporting – Demonstrated ability to read, interpret, and document notes for medical records; ability to report on medical records
- Infants/Children/Women’s Health – Demonstrated knowledge and understanding of general health and well-being for infants, children, and women
- Health Promotion – Proficiency with what constitutes good health, and how to access support and service to maintain/return good health
- Care Coordination – Demonstrated ability to communicate and coordinate across systems to ensure whole person care for individuals and family members

- Medical Terminology – Proficiency with basic, general medical language commonly used by medical professionals
- Nutrition – Understanding and knowledge of healthy eating, including foods that contain significant vitamins and minerals
- Cultural Awareness – strong awareness of different cultures and cultural sensitivity with both verbal and non-verbal communications
- Insurance – general working knowledge of health insurance
- Interpersonal Skills – CHWs must be approachable and have strong interpersonal skills that encourage individuals and family members to feel comfortable
- Home Care/Visiting – CHWs must be able to schedule and coordinate visits in the homes of individuals and conduct themselves respectfully in others' homes
- Team Facilitation – Leadership to work as efficiently as possible to accomplish the proposed tasks
- Wrap-Around Care – Requires effective coordination and highly trained staff with sufficient time and resources to address complex cases

## **Occupation-Specific Competencies**

- Community Health Worker Safety – As with any occupation, CHWs must ensure their own safety on the job
- Ethical/Professional Practice – CHWs must remain professional and ethical in their judgment and communication
- Community Networking – CHWs must have the ability to build relationships and network within the community in which they serve
- Advocacy/Supporting Empowerment – CHWs must be able to advocate on behalf of their individuals and families, and create a dynamic in which they can be trusted to support and empower
- Health Care Literacy – CHWs must have strong understanding of health care language and practices
- Communication – the ability to exchange information in writing, speaking, and listening, cognizance of both verbal and non-verbal communication
- Teaching/Supporting Others – the ability to share information and make others feel strengthened throughout their interactions
- Transactional Care – identified care specific to an individual's needs; limited in scope and timing
- Social Determinants of Health – the economic and social conditions and their distribution among the population that influence both individual and group differences in health
- Whole Person Care – the approach to working with an individual as a whole person, mind, body, spirit
- Health Equity – the study and causes of differences in the quality of health and healthcare across different populations (different from health equality, which refers only to the absence of disparities in controllable or remediable aspects of health)

## Community Health Worker Training Plan

	List Course/Training Name and Title	Description of Courses and/or Training Program	List Responsible Provider: Company, College, Trainer, or other	Anticipated Completion Date
<i>Related Instruction Competencies</i>				
Advocacy/Outreach				
Community, Capacity-Building, Teaching				
Diabetes/Asthma/Mental Health Outreach and Screening				
Patient Navigation				
Communications, Competence and Legal				
Ethical Implications of the Community Health Worker				
Medical Records, Documentation, Reporting				
Infants / Children / Women's Health				
Health Promotion				
Care Coordination				
Medical Terminology				
Nutrition				
Cultural Awareness				
Insurance				
Interpersonal Skills				
Home Care/Visiting				
Team Facilitation				
Wrap-Around Care				
<i>On-The-Job Training Competencies</i>				
Community Health Worker Safety				

Ethical / Professional Practice				
Community Networking				
Advocacy / Supporting Empowerment				
Health Care Literacy				
Communication				
Teaching, Supporting Others				
Transactional Care				
Social Determinants of Health				
Whole Person Care				
Health Equity				