

CHW 51 Course Outline as of Fall 2002**CATALOG INFORMATION**

Dept and Nbr: CHW 51 Title: OUTREACH TECHN/STRATEGY

Full Title: Outreach Techniques and Strategies

Last Reviewed: 2/26/2018

| Units | | Course Hours per Week | | Nbr of Weeks | Course Hours Total | |
|---------|------|-----------------------|------|--------------|--------------------|-------|
| Maximum | 3.00 | Lecture Scheduled | 3.00 | 17.5 | Lecture Scheduled | 52.50 |
| Minimum | 3.00 | Lab Scheduled | 0 | 17.5 | Lab Scheduled | 0 |
| | | Contact DHR | 0 | | Contact DHR | 0 |
| | | Contact Total | 3.00 | | Contact Total | 52.50 |
| | | Non-contact DHR | 0 | | Non-contact DHR | 0 |

Total Out of Class Hours: 105.00

Total Student Learning Hours: 157.50

Title 5 Category: AA Degree Applicable

Grading: Grade Only

Repeatability: 00 - Two Repeats if Grade was D, F, NC, or NP

Also Listed As:

Formerly: CHW 52A

Catalog Description:

This course will provide techniques and strategies for community health outreach workers to provide services to medically underserved people in their Sonoma County communities and health care agencies. Focus will include improving communications, solving problems and managing conflicts, identifying community health concerns, practicing outreach strategies for diverse communities, exchanging and reporting health information, and helping people find needed health services.

Prerequisites/Corequisites:

Concurrent Enrollment in CHW 151L (or CHW 51L or CHW 52AL)

Recommended Preparation:

Eligibility for ENGL 100A or ENGL 100.

Limits on Enrollment:**Schedule of Classes Information:**

Description: This course will provide techniques and strategies for community health outreach workers to help connect medically under-served people in Sonoma County communities with appropriate health services. (Grade Only)

Prerequisites/Corequisites: Concurrent Enrollment in CHW 151L (or CHW 51L or CHW 52AL)
 Recommended: Eligibility for ENGL 100A or ENGL 100.
 Limits on Enrollment:
 Transfer Credit: CSU;
 Repeatability: Two Repeats if Grade was D, F, NC, or NP

ARTICULATION, MAJOR, and CERTIFICATION INFORMATION:

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|----------------------|----------------------|------------------------|-----------------------|
| AS Degree: | Area | Effective: | Inactive: |
| CSU GE: | Transfer Area | Effective: | Inactive: |
| IGETC: | Transfer Area | Effective: | Inactive: |
| CSU Transfer: | Transferable | Effective: Spring 1998 | Inactive: Summer 2005 |
| UC Transfer: | | Effective: | Inactive: |

CID:

Certificate/Major Applicable:

Certificate Applicable Course

COURSE CONTENT

Outcomes and Objectives:

By the completion of this course, the student will be able to:

1. Compare and contrast international and US examples of primary health care.
2. Examine effective and ineffective listening techniques.
3. Determine and demonstrate 5 effective interpersonal communication techniques and 5 effective multicultural communication techniques in home-visiting and health clinic scenarios.
4. Separate the scope of practice of CHWs from that of other members of the health care team.
5. Demonstrate through classroom activities, including role-play and critical thinking scenarios, a variety of ways to manage community health-related conflicts.
6. Explain and demonstrate 5 steps in problem solving and decision making used in community health work.
7. Compare and contrast ways to appropriately exchange information with clients, co-workers, supervisors, and family.
8. Identify how adult learning and motivated theories for health behavior change apply to community health work.
9. Explain the relationship between personal health beliefs and community health work.
10. Determine why one-to-one health counseling works.
11. Demonstrate, through classroom activities, one-to-one health counseling.
12. List 3 ways to implement group education.
13. Describe when you would use one-to-one health counseling and when you would use group education.

14. Compare and contrast international and US examples of health outreach.
15. State effective outreach strategies for diverse communities.
16. List four appropriate ways to collect and record health information.
17. Identify and apply techniques for assessing individual and community needs.
18. Describe ways to effectively study health care situations.
19. Demonstrate through classroom activities, techniques for discussing cases effectively with health team members.
20. Organize a listing of a variety of resources to meet community health needs.
21. Identify how to find resources and keep referral information up-to-date.
22. Evaluate appropriateness and effectiveness of community resources for diverse communities.

Topics and Scope:

- I. Introduction
 - A. Purpose of CHW PROGRAM
 - B. Course description & objectives
 - C. Course requirements, grading, and expectations
 - D. Course content & calendar
 - E. Compare & contrast health, primary health care, and CHW roles
In the US and in developing countries
- II. Communication Techniques & Strategies
 - A. Verbal and nonverbal styles and techniques
 - B. Practicing active listening
 - C. Practicing messages that increase the listener's acceptance of health information
 - D. Identifying communication barriers
 - E. Communicating with individuals from other cultures
- III. Professional & Personal Guidelines for CHWs
 - A. Defining scope of practice
 - B. Identifying and dealing with challenging situations.
- IV. Conflict Management
 - A. Techniques for conflict management
 - B. Practicing conflict management
- V. Problem Solving & Decision Making
 - A. Negotiating techniques
 - B. Developing practical techniques to use in the workplace & in the community
- VI. Interviewing Techniques
 - A. Assessing clients
 - B. Maintaining confidentiality
 - C. Practicing intake & interviewing techniques
- VII. Health Education and Counseling
 - A. Theory & techniques for motivating health behavior changes in individuals & groups
 - B. Using individual health promotion & education techniques
 - C. Practicing one-on-one health promotion & education
- VIII. Group Health Education
 - A. Speaking in public

- B. Practicing techniques to get and keep group interest
- IX. Community Outreach
 - A. Comparing international and US examples of health outreach methods
 - B. Planning and practicing community outreach
 - C. Using effective outreach strategies in diverse communities
 - D. Making home visits
- X. Information Collection and Recording
 - A. Identifying important information
 - B. Assessing individual, family, & community needs
 - C. Making reports, case notes, and other documents
- XI. Case Management
 - A. Setting the plan and the pathway
 - B. Deciding on goals
 - C. Communicating with health care team members
 - D. Following up with clients and health team
- XII. Information and Referrals
 - A. Gathering and giving referrals
 - B. Evaluating client entitlements & eligibility
 - C. Providing advocacy
 - D. Following up and evaluating referrals
- XIII. Health Topic Sessions
 - A. At various times during the semester, 5 community experts will lecture & provide health resources related to their topics
 - B. The topics will vary according to community needs. Examples this year: conflict management, family violence resources, resources for the aging, building a resource network, identifying economic resources

Assignment:

Students will use their work or externship sites for the following Assignments:

1. Interview a CHW at your closest community health clinic and find out what primary health care is offered there. Compare that in a one-page paper with the US and developing countries' common primary care.
2. Use three of the listening techniques that we discussed today at your work site, and write how you used them. Describe three ineffective listening habits you observed this week.
3. Complete the CHW job description for someone at your work site and complete the scope of practice module this week.
4. Write up a workplace conflict with a problem scenario. We will role-play some solutions in class and use problem-solving steps to manage the conflict.
5. Memorize the interviewing and intake techniques and practice on 5 people this week.
6. Pick an educational topic from the list provided, and do a 5-minute health promotion next week in class with your community assessment partner.
7. In groups of 3 or 4, present techniques that would get and keep group interest on a health topic of your choice that you bring from your work site.

In class:

1. Role-play scenarios or problem-solve situations dealing with challenging CHW boundary issues, communication techniques, conflict management techniques, interviewing and intake techniques, etc.
2. After the presentation on case management and referrals, the class will divide into work groups and read the situation described:
A 15-year-old pregnant woman comes into your agency. She reports that Her father recently discovered her pregnancy, which she had been trying to hide by not eating. She appears very thin and has not had any prenatal care. She reports that her boy friend, an 18-year-old, drinks heavily and hits her "when she gets out of line." Remembering the scope of practice of a community health worker, in small groups:
 - A. Carry out a needs assessment.
 1. Identify one of the most important problems in this case with the reasons for this decision.
 2. List other problems and explain.
 3. Describe how you would explain your agency's services (you work in a prenatal program) and client contracts.
 - B. Assess the client's readiness for change.
 - C. Identify community referral information that could be given to her.
 - D. List government entitlements and their eligibility criteria for this young woman.

Other Assignments:

1. Complete the community assessment packet in your chosen community with your partner(s) including 1) windshield tour, 2) community demographics, 3) interview with a community professional, 4) interview with a community leader, and 5) complete research for additional demographic information. Each student should write up a portion of the assignment.
2. Visit 5 community health agencies, health departments, or health clinics. Complete one information sheet for each visit, picking up brochures and asking a contact person any questions not answered by the brochures. Check our referral resource file and update the current information sheet if there are any changes. One is due each week for 5 weeks.
3. Assignments related to the health topic sessions will be given to students during the CHW 51L seminar that follows the sessions. It will involve role-playing, critical thinking, and problem solving scenarios related to that day's health topic. May include work site applications.

Methods of Evaluation/Basis of Grade:

Writing: Assessment tools that demonstrate writing skills and/or require students to select, organize and explain ideas in writing.

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| Written homework |
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| Writing 20 - 30% |
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Problem Solving: Assessment tools, other than exams, that demonstrate competence in computational or non-computational problem solving skills.

Homework problems, Quizzes, CASE MANAGEMENT STUDIES

Problem solving
20 - 40%

Skill Demonstrations: All skill-based and physical demonstrations used for assessment purposes including skill performance exams.

Class performances, Field work, Performance exams, COMMUNICATION, CONFLICT MANAGEMENT AND TEAMWORK

Skill Demonstrations
10 - 15%

Exams: All forms of formal testing, other than skill performance exams.

Multiple choice, Matching items, short essay

Exams
10 - 25%

Other: Includes any assessment tools that do not logically fit into the above categories.

Attendance, participation, quick reviews of concepts

Other Category
15 - 20%

Representative Textbooks and Materials:

Instructor prepared materials (Examples: Referral Resources, Current Health Topic Data).