

CHW 151 Course Outline as of Summer 2005**CATALOG INFORMATION**

Dept and Nbr: CHW 151 Title: OUTREACH TECH/STRATEGIES

Full Title: Outreach Techniques & 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 51

Catalog Description:

This course will provide techniques 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 100 or ESL 100.

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

Description: This course will provide techniques for community health outreach workers to help connect medically underserved 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 100 or ESL 100.

Limits on Enrollment:

Transfer Credit:

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

ARTICULATION, MAJOR, and CERTIFICATION INFORMATION:

AS Degree:	Area	Effective:	Inactive:
CSU GE:	Transfer Area	Effective:	Inactive:

IGETC:	Transfer Area	Effective:	Inactive:
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CSU Transfer:	Effective:	Inactive:
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UC Transfer:	Effective:	Inactive:
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CID:

Certificate/Major Applicable:

Both Certificate and Major Applicable

COURSE CONTENT

Outcomes and Objectives:

Upon completion of this course, students 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 at least five effective interpersonal communication techniques and five effective multicultural communication techniques in home-visiting and health clinic scenarios.
4. Separate the scope of practice of Community Health Worker (CHWs) from that of other members of the health care team.
5. Demonstrate a variety of critical thinking scenarios to manage community health conflicts.
6. Explain and demonstrate at least five 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 motivation theories for health behavior change apply to community health work.
9. Evaluate the effectiveness of one-to-one health counseling.
10. List at least three ways to implement group education.
11. Compare and contrast international and US examples of health outreach.
12. State at least four effective outreach strategies for diverse communities.
13. List at least four appropriate ways to collect and record health information.
14. Identify and apply techniques for assessing individual and community needs.

15. Describe ways to evaluate a variety of health care situations.
16. Demonstrate a variety of techniques for effective team case discussions.
17. Organize a listing of a variety of resources to meet community health needs in Sonoma County - maintaining currency and effective follow-up.

Topics and Scope:

- I. Introduction: Compare and contrast health, primary health care, and CHW roles in the US and in developing countries
- II. Communication Techniques and Strategies
 - A. Verbal and nonverbal styles and techniques
 - B. Practicing active listening
 - C. Identifying communication barriers
 - D. Communicating with individuals from other cultures
- III. Professional and 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 and Decision Making
 - A. Negotiating techniques
 - B. Developing practical techniques to use in the workplace and in the community
- VI. Interviewing Techniques
 - A. Assessing clients
 - B. Maintaining confidentiality
 - C. Practicing intake and interviewing techniques
- VII. Health Education and Counseling
 - A. Theory and techniques for motivating health behavior changes in individuals and groups
 - B. Using individual health promotion and education techniques
- 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 using effective outreach strategies in diverse communities
 - C. Making home visits
- X. Information Collection and Recording
 - A. Identifying important information
 - B. Assessing individual, family, and community needs
 - C. Making reports, case notes, and other documents
- XI. Case Management
 - A. Setting the plan and longer range goals
 - B. Communicating with health care team members
 - C. Following up with clients and health team
- XII. Information and Referrals
 - A. Gathering and giving referrals

- B. Evaluating client entitlements and eligibility
- C. Providing advocacy
- D. Following up and evaluating referrals

XIII. Health Topic Sessions

At various times during the semester, community experts will discuss community health issues and provide related health 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. Write a one-page paper comparing clinic's care with the US and developing countries' common primary care.
2. Use three listening techniques at your work site and write about how you used them. Also, describe three ineffective listening habits you observed (1-2 pages).
3. Complete the CHW job description for someone at work site and write a one- to two-page paper comparing the job the standard scope of practice for CHW's.
4. Write a one- to two-page paper describing a workplace conflict.
5. Role-play scenarios or problem-solve situations dealing with challenging CHW boundary issues, communication techniques, conflict management techniques, interviewing and intake techniques, etc.
6. Complete a community assessment (as a team) including:
 - 1) windshield tour
 - 2) community demographics
 - 3) interview with a community professional
 - 4) interview with a community leader
 - 5) complete research for additional demographic information.Each student on the team will write a 4-6 page portion of the assignment. Compile and submit.
7. Visit five community health agencies, health departments, or health clinics, completing information sheets and bringing relevant brochures to add to the referral file.
8. Assignments related to the health topic sessions will be given following each session. Assignments will involve role-playing, critical thinking, and problem solving scenarios related to that day's health topic. May include work site applications.
9. Quizzes (5-7); final exam.
10. Reading, 5-10 pages per week.

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.

Written homework, See assignments 1, 2, 3, 4, 6, 7.

Writing
30 - 50%

Problem Solving: Assessment tools, other than exams, that demonstrate competence in computational or non-computational problem solving skills.

Critical thinking and problem solving scenarios.

Problem solving
10 - 15%

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

Class performances, Role playing; completion of objectives.

Skill Demonstrations
10 - 15%

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

Multiple choice, Matching items, short essay

Exams
15 - 30%

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

Attendance, participation, instructor/supervisor evaluations.

Other Category
15 - 35%

Representative Textbooks and Materials:

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