

# Utah State University

## Health Professions

### Assessment

2021

#### **Community Health Worker**

The USU Community Health Worker program is taught through a series of online modules culminating with a final project. The student is also required to attend face-to-face meetings with speakers and mentors. The online modules are delivered over a course of six weeks. The program is offered on the USU Eastern, USU Blanding and USU Moab campuses.

The Community Health Worker training standards are set by the Utah Department of Health EPICC Program in alignment with the core competencies set forth in recommendations arising from the 2016 CHW Core Consensus (C3).

The Community Health Worker Core Consensus Project's primary **aims are to expand cohesion in the field and to contribute to the visibility and greater understanding of the full potential of Community Health Workers (CHWs)** to improve health, community development, and access to systems of care.

The disciplinary knowledge and skills required are as follows:

#### **Disciplinary Skills:**

1. Demonstrate cultural mediation among individuals, communities and health and social service systems.
2. Provided culturally appropriate health education and information.
3. Assist in care coordination, case management, and system navigation.
4. Demonstrate how to provide coaching and social support.
5. Advocate for individuals and communities.
6. Assist in building individual and community capacity.
7. Provide direct service.
8. Implement individual and community assessments.
9. Conduct outreach.
10. Participate in evaluation and research.

#### **Skills and Career Competencies:**

1. Communicate effectively both verbally and in writing.
2. Engage in ethical behavior.
3. Demonstrate active and engaged listening skills.
4. Demonstrate interpersonal and relationship building skills.

5. Conduct oneself professionally.
6. Apply facilitation and education delivery skills.
7. Demonstrate the ability to be an advocate for individuals and the community.
8. Display service coordination and navigation skills.
9. Participate in evaluation and research.

All course listed above have assessments embedded in the course. In addition, the Utah Department of Health provides direct evaluation of the programs through program coordinators and an evaluation checklist of the roles, responsibilities and skills learned and demonstrated by each enrolled CHW student at the completion of the course.

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Strategic Plan

The USU Community Health Worker program is offered through the USU Health Professions Programs and students can enroll on the USU Eastern, USU Blanding, and USU Moab campuses. The curriculum was developed through the Utah Department of Health and the Community Health Worker Core Consensus Project (C3) The needs assessment was determined by the Utah Department of Health and C3.

Following the development of the lists of recommended roles and skills, the C3 Project team actively solicited feedback from CHW associations and networks across the country. After incorporating input from a majority of existing CHW networks, the C3 Project team disseminated a recommended list of 10 roles and 11 skills and as noted above, endorsed existing knowledge about qualities.

After releasing the roles and competency recommendations in 2016, the C3 Project team proceeded to explore best practices related to the assessment of CHW skills and to examine the potential impact of CHWs' service setting on CHW roles and skills. The team also conducted stakeholder outreach to expand understanding and adoption of C3 Project recommended CHW roles and competencies. This led to the development of an assessment toolkit designed to share field-driven, evidence-based recommendations, tools, and resources for supporting a comprehensive assessment of CHWs' work.

In 2021, USU partnered with Utah State Department of Health and C3 to offer the CHW program. USU has partnered with local public health departments as well as Utah Navajo Health Systems, Inc. to provide the local communities with CHWs to improve health, community development, and access to systems of care.

Assessments of the program and program success is evaluated through Utah State Department of Health, C3 and USU Health Professions Program Director along with the CHW program coordinator.