



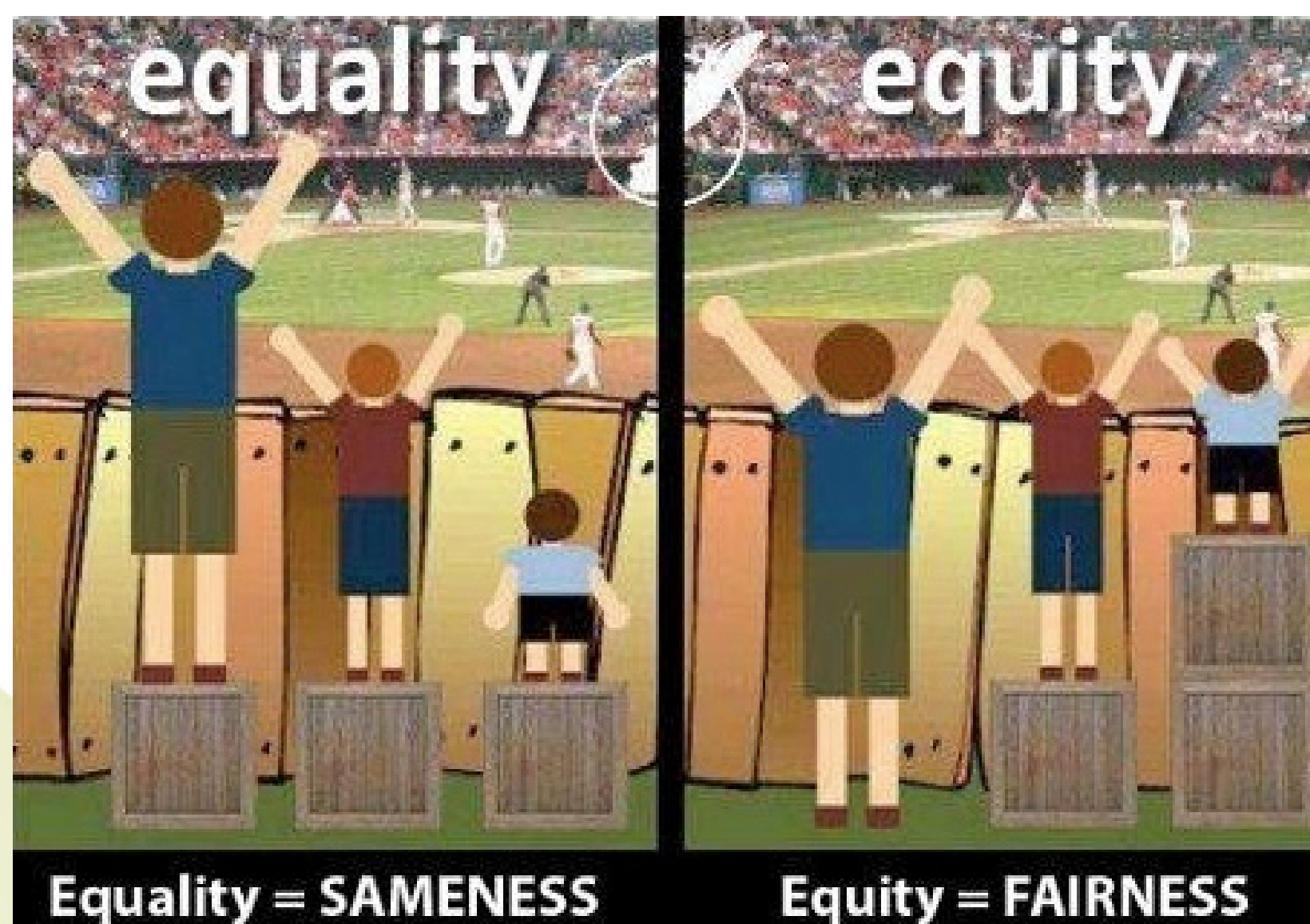
Edward M. Kennedy Community Health Center: Development of a Community Health Worker Orientation Toolkit

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ABOUT EMKCHC

Founded in a Worcester housing project as the Great Brook Valley Health Center in 1972, today Kennedy CHC has three medical facilities, four dental sites and six school-based clinics serving residents of Worcester, Framingham, Clinton, Milford, and the surrounding communities of MetroWest and Central Massachusetts.

Currently over 28,000 patients of all ages receive care and service through Kennedy CHC's medical home model of care which provides a comprehensive approach to primary care, urgent care, medical specialties, nutrition counseling, dental, optometry, pharmacy, behavioral health, social services, health education and youth development programs.¹



ACKNOWLEDGEMENTS

I would like to thank Sue Schlotterbeck, the Director of Health Equity at EMKCHC who allowed me to be a part of this project and the Community Health Workers who allowed me to shadow and learn from them during my time at the health center

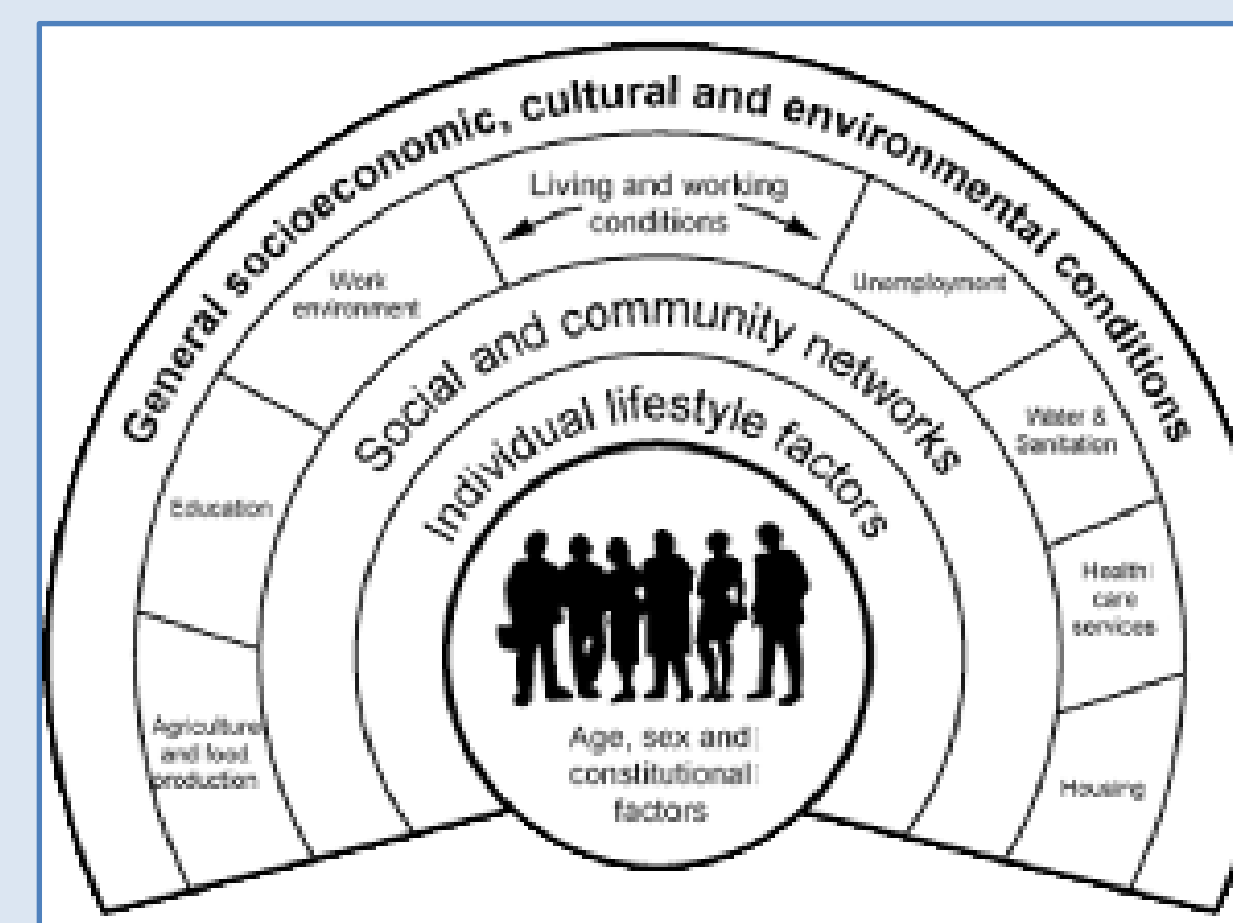
WHAT ARE COMMUNITY HEALTH WORKERS?

Community Health Workers are members of the medical team trained to help patients navigate the social determinants of health. CHWs are distinguished from other health professionals because they are hired primarily for their connection to the populations and communities they serve.

At EMKCHC, community health workers (CHW) play an important role addressing the barriers to care many patients face.

Key CHW roles include:

- Outreach
- Health Insurance
- Basic health education
- Facilitate referrals
- Empowerment
- Addressing the social determinants of health



PROJECT

The goal of this project is to develop a Community Health Worker Orientation Toolkit to standardize the training for CHWs at EMKCHC.

In the state of Massachusetts, CHW training is limited and not required, which makes it a particularly challenging role. As a result, in recent years there has been a movement to create a standard certification process for CHWs.

On August 31, 2010, The Board of Certification of Community Health Workers was signed into law by Gov. Deval Patrick becoming effective January 1, 2012. This board currently leads the front in developing a standard curricula for training CHWs.²

Training modules created include:

- Prenatal and Postpartum Care
- Motivational Interviewing
- CHW Safety

SUMMER GOALS

1. Learn more about the role CHW play in delivering care to patients
2. Learn about the diverse patient populations that receive care at ENKCHC
3. Continue to develop educational skills

FUTURE WORK

Continue to develop training modules and assess the training modules as part of an overall orientation toolkit

Share a completed CHW Orientation Toolkit with other community health centers and sites that employ the work of community health workers

RESOURCES

Equality vs. Equity: <http://nadhahassen.com/wp-content/uploads/2014/10/equity-and-equality.jpg>

Social Determinants of Health:

http://hiaconnect.edu.au/old/images/Determinants_of_Health.gif

1 <http://www.kennedychc.org/about-us/mission-overview>

2

<http://www.mass.gov/eohhs/gov/departments/dph/programs/hcg/dhpl/community-health-workers/about/about-the-board.html>

EDWARD M. KENNEDY
Community Health Center

