Introduction: Community Health Education Resource Person (CHERP) Level 1 - Wellness

Welcome! Congratulations on making the decision to be trained as a Community Health Education Resource Person also known as CHERP. The CHERP training is the foundation of the Community Health Worker program at the West Virginia School of Osteopathic Medicine Center for Rural and Community Health.

Providing this type of service may seem overwhelming at first, but the CHERP training program is structured to gradually teach you the skills needed to be able to help people in your community become healthier.

You will be able to assist doctors, nurses, dietitians, personal trainers and others in promoting health. Regardless of how far you go in the CHERP training process, you will gain the skills to help people develop healthier lifestyles.

Slide 5 Unit 1 Introduction Overall Course Goals

Following successful completion of this course, learners will be able to

Learning outcome 1: Explain the roles and responsibilities of a Community Health Education Resource Person (CHERP) also known as Community Health Workers (CHWs).

Learning outcome 2: Educate and encourage people to improve their overall health and well-being through lifestyle changes.

Learning outcome 3: Communicate and develop trust with community members, health care teams and service providers.

Slide 5 Unit 1 Introduction Overall Course Goals (continued)

Learning outcome 4: Coach and provide resources to enable community members to understand the concepts of health promotion and disease prevention.

Learning outcome 5: Teach community members how good nutrition relates to health.

Learning Outcome 6: Teach community members how physical activity relates to health.

Slide 6 Unit 1 Introduction Objectives

Following successful completion of this unit, learners will be able to

Objective 1: define terms related to your roles and responsibilities as a CHERP-trained Community Health Worker.

Objective 2: explain your responsibilities as a CHERP-trained Community Health Worker.

Objective 3: describe vocational ethics and ethical practice of CHERP-trained Community Health Worker.

Objective 4: explain the Code of Ethics for Community Health Workers.

Slide 7 Code of Ethics for Community Health Workers

The Community Health Workers (CHWs) Code of Ethics, supported by the American Association of Community Health Workers[1], was established to provide a framework and a guide for health care are professionals and CHWs so they can understand ethical issues and expectations of partners, to assist each in providing quality health education and service, and to provide the most accurate information for better decision-making for health of the individual and the community.

There are four main Articles for the Code of Ethics

1. Responsibilities in the Delivery of Care
2. Promotion of Equitable Relationships
3. Interactions With Other Service Providers
4. Vocational Rights and Responsibilities

Slide 7 Code of Ethics for Community Health Workers

Article 1: Responsibilities in the Delivery of Care

1.1 Honesty
1.2 Confidentiality
1.3 Scope of Ability and Training
1.4 Quality of Care
1.5 Referral to Appropriate Services
1.6 Legal Obligations

Slide 7 Code of Ethics for Community Health Workers (continued)

Article 2: Promotion of Equitable Relationships

- 2.1 Cultural Humility
- 2.2 Maintaining the Trust of the Community
- 2.3 Respect for Human Rights
- 2.4 Anti-Discrimination
- 2.5 Community Member Relations

Slide 7 Code of Ethics for Community Health Workers (continued)

Article 3: Interactions with Other Service Providers

- 3.1 Cooperation
- 3.2 Conduct
- 3.3 Self-Presentation

Article 4: Vocational Rights and Responsibilities

- 4.1 Continuing Education
- 4.2 Advocacy for Change in Law and Policy
- 4.3 Enhance Community Capacity

Slide 7 Code of Ethics for Community Health Workers (continued)

4.4 Wellness and Safety
4.5 Loyalty to the Vocation
4.6 Advocacy for the Vocation
4.7 Recognition of Others
4.8 The Health Disease Continuum
4.9 Community Member Health History

Article 1:
Responsibilities in the Delivery of Care

Slide 9 Article 1: Responsibilities in the Delivery of Care

Community Health Workers, also known as Community Health Education Resource Person(s) build trust and community capacity by improving health and social welfare of the community members they serve. When conflict arises among individuals, groups, agencies, and institutions, CHWs should consider all issues and give priority to those that promote the wellness and quality of living for the community member. The following provisions promote the vocational integrity of Community Health Workers or CHWs.

1.1 Honesty. Community Health Workers (CHWs) are volunteers who strive to ensure the best health outcomes for the communities they serve. They communicate the potential benefits and consequences of available services, including the programs under which they are employed.

Slide 9 Article 1: Responsibilities in the Delivery of Care (continued)

1.2 Confidentiality. CHWs respect the confidentiality, privacy, and trust of individuals, families, and communities they serve. They understand and abide by employer policies, as well as state and federal confidentiality laws, that are relevant to their work.

1.3 Scope of Ability and Training. CHWs are truthful about qualifications, competencies, and limitations of the services they may provide, and should not misrepresent qualifications or competencies to individuals, families, communities, or employers.

1.4 Quality of Care. CHWs strive to provide high quality service to individuals, families, and communities. They do this through continued education, training, and an obligation to ensure the information they provide is up-to-date and accurate.

Slide 9 Article 1: Responsibilities in the Delivery of Care (continued)

1.5 Referral to Appropriate Services. CHWs acknowledge when community member issues are outside of their training and refer community members to the appropriate health, wellness, or social support services when necessary.

1.6 Legal Obligations. CHWs have an obligation to report actual or potential harm to others within the communities they serve to the appropriate authorities. Additionally, CHWs have a responsibility to follow legal regulations set forth by the state and or their employing organization. Responsibility to the larger society or specific legal obligation may supersede the loyalty owed to individual community members.

Article 2:
Promotion of
Equitable
Relationships

Slide 11 Article 2: Promotion of Equitable Relationships

Community Health Workers (CHWs) focus their efforts on the well-being of individuals within a whole community. They value and respect the expertise and knowledge that each community member possesses. In turn, CHWs strive to create equitable partnerships with communities to address issues of health and well-being.

2.1 Cultural Humility. CHWs possess expertise in the communities in which they serve. They maintain a high degree of humility and respect for the cultural diversity within each community. As advocates for their communities, CHWs have an obligation to inform employers and others when policies and procedures will offend or harm communities, or are ineffective within the communities where they work.

Slide 11 Article 2: Promotion of Equitable Relationships (continued)

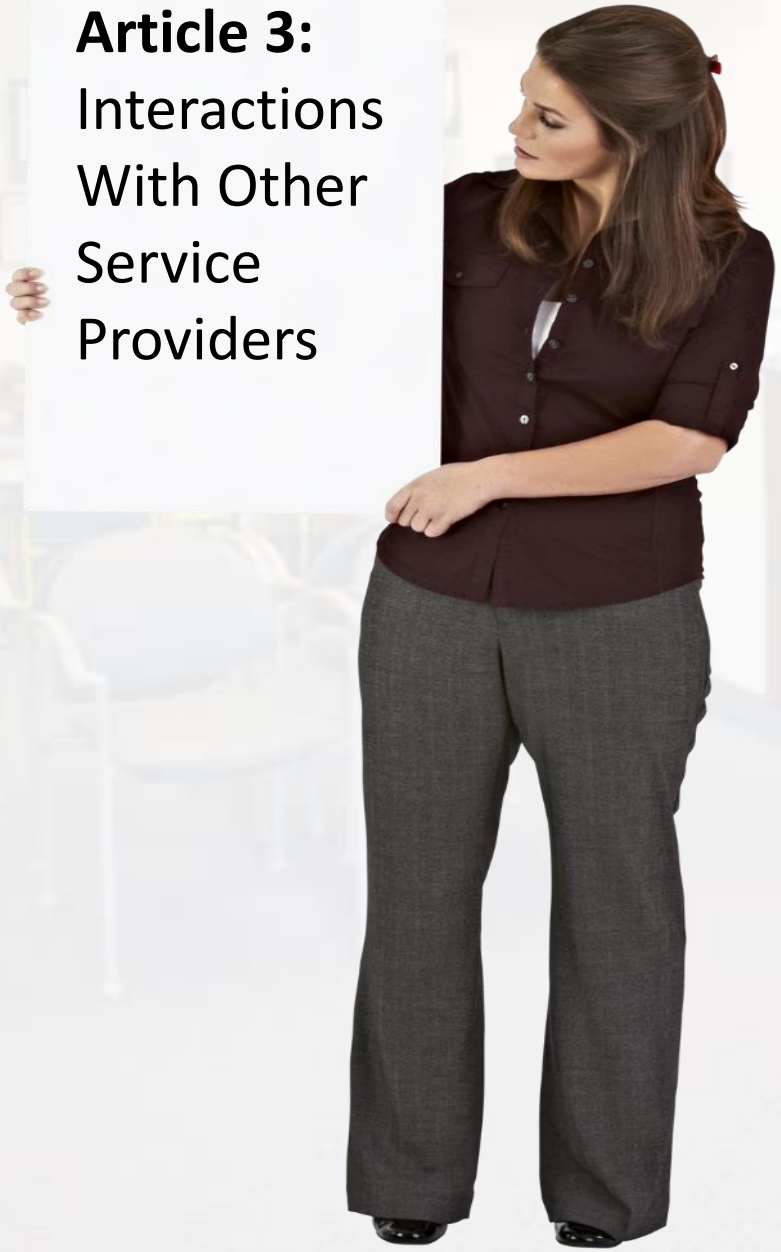
2.2 Maintaining the Trust of the Community. CHWs are often members of their communities and their effectiveness in providing services derives from the trust placed in them by members of these communities. CHWs do not act in ways that could jeopardize the trust placed in them by the communities they serve.

2.3 Respect for Human Rights. CHWs respect the human rights of those they serve, advance principles of self- determination, and promote equitable relationships with all communications.

2.4 Anti-Discrimination. CHWs do not discriminate against any person or group on the basis of race, ethnicity, gender, sexual orientation, age, religion, social status, disability, or immigration status.

2.5 Community Member Relationships. CHWs maintain professional relationships with community members. They establish, respect, and actively maintain personal boundaries between them and their community members.

Article 3:
Interactions With Other Service Providers



Slide 13 Article 3: Interactions with Other Service Providers

Community Health Workers (CHWs) place the well-being of those they serve above personal disagreements and work cooperatively with any other person or organization to help provide care to those in need.

3.1 Cooperation. CHWs place the well-being of those they serve above personal disagreements and work cooperatively with any other person or organization dedicated to helping provide care to those in need.

3.2 Conduct. CHWs promote integrity in the delivery of health and social services. They respect the rights, dignity, and worth of all people and have an ethical obligation to report any inappropriate behavior (e.g. sexual harassment, racial discrimination, etc.) to the proper authority.

3.3 Self-Presentation. CHWs are truthful and forthright in presenting their background and training to other service providers.

Article 4:
Vocational
Rights &
Responsibilities

Slide 15: Article 4: Vocational Rights & Responsibilities

The Community Health Worker (CHW) vocation is dedicated to excellence in the practice of promoting well-being in communities. Guided by common values, CHWs have the responsibility to uphold the principles and integrity of the vocation as they assist families to make decisions impacting their well-being. CHWs embrace individual, family, and community strengths and build upon them to increase community capacity.

4.1 Continuing Education. CHWs should remain up-to-date on any developments that substantially affect their ability to competently render services. CHWs strive to expand their knowledge base and competencies through education.

Slide 15: Article 4: Vocational Rights & Responsibilities (continued)

4.2 Advocacy for Change in Law and Policy. CHWs are advocates for change and work on impacting policies that promote social justice and hold systems accountable for being responsive to communities. Policies that advance public health and well-being enable CHWs to provide better care for the communities they serve.

4.3 Enhance Community Capacity. CHWs help individuals and communities move toward self- sufficiency in order to promote the creation of opportunities and resources that support their autonomy.

4.4 Wellness and Safety. CHWs are sensitive to their own personal well-being (physical, mental, and spiritual health) and strive to maintain a safe environment for themselves and the communities they serve.

Slide 15: Article 4: Vocational Rights & Responsibilities (continued)

4.5 Loyalty to the Vocation. CHWs are loyal to the vocation and aim to advance the efforts of other CHWs worldwide.

4.6 Advocacy for the Vocation. CHWs are advocates for the vocation. They are members, leaders, and active participants in local, state, and national professional organizations.

4.7 Recognition of Others. CHWs give recognition to others for their professional contributions and achievements

Now, let’s test your understanding of the Code of Ethics by taking a look at situations that you may encounter in your role as a CHERP-trained CHW. Read the scenarios and choose the most appropriate answer based on ethical practice.

Slide 17 Test your knowledge quiz

17.1 You are out to dinner with three of your friends. Jackie, a member of your church, calls you on your cell phone. While sitting at the dinner table with your friends, you talk to Jackie. Your friends do not hear your conversation with Jackie. Jackie asks if you can talk to her about nutrition during her pregnancy. You set up an appointment to meet, and hang up the phone. You say to your friends, “Sorry that was Jackie from church. She wants some nutrition advice for her pregnancy.” Which code of ethics was violated? (Correct answer is Confidentiality-Code of Ethics)

17.2 You are doing volunteer work at a county fair. You are manning the cholesterol screening booth. A participant get his cholesterol report. His cholesterol numbers are really high.

Slide 17 Test your knowledge quiz (continued)

He asks you if you think he is at risk for heart disease. You tell him that his chances of disease are 50/50. Which code of ethics was violated? (Correct answer is Confidentiality)

17.3 You are working as a health coach at a youth summer camp. A boy comes to you in private and hands you a pocket knife. He shows you where he has been cutting his arm. He asks you to keep the knife. You tell him he needs his pocket knife for some camp activities. You make him promise not to do anything unsafe. You give him back the knife. The next day he attempts suicide by overdosing on Over-The-Counter (OTC) drugs. Is this scenario an example of a violation of a CHW's Legal Obligations? (Correct answer is Scope of Ability and Training)

Slide 17 Test your knowledge quiz (continued)

17.4 Working at a local clinic, a community member you have not met before asks you for help to lose weight. You and the community member work together over several weeks. At one of your counseling sessions, the community member asks you out for lunch. You accept the invitation. Does this violate client relationships? (Correct answer is “Yes”)

17.5 You are working part time for the county hospital. Some of the staff repeatedly tell racial jokes in the lunchroom. You ask them to discontinue such joking. They continue to joke and even tease you about it. You decide not to eat lunch in the lunch room. Was there a violation of Conduct for the Code of Ethics? (Correct answer is “Yes”)

Slide 17 Test your knowledge quiz (continued)

17.6 Your friend confesses to you that her daughter is anorexic. You have known the girl since she was 5 years old (now 14). Your friend asks if you will counsel her daughter. You tell mom that you would be glad to talk to her daughter. You tell mom that you are not qualified to do clinical counseling. You suggest mom get help from a clinical psychologist. You give mom the name and addresses of two psychologists. You agree to still talk with the daughter as a friend of the family. Is this an ethical violation of the Referral to Appropriate Services? (Correct answer is “No”)

17.7 You are working part time as a health coach in the county clinic. You forget an appointment with a patient and don’t notify the clinic. A day later you apologize to your supervisor. The clinic reschedules the patient appointment. You keep the rescheduled appointment with the patient. You

Slide 17 Test your knowledge quiz (continued)

apologize to the patient, explaining you had a family emergency. Was this an ethical violation of Honesty? (Correct answer is “Yes”)

17.8 A Hispanic lady comes to you for help losing weight. English is her second language. You have difficulty understanding her. You suggest she work with another CHW who speaks Spanish. You give her the name and contact information for a bi-lingual CHW. Was this a violation of ethics? (Correct answer is “No”)

How did you do? Do you have a good understanding of the Code of Ethics for Community Health Workers? We will review more situations in the scenarios of this unit.

You have come to the end of this lesson. To advance to the next activity please click on the **<u>Green Arrow</u>** ► below at the bottom right of the screen or use the Jump to... button to navigate within the course. Click on EXIT ACTIVITY at the top right to take you back to the course outline.