



Supervising Community Health Workers: Strategies To Support Communication & Documentation

2-Part Virtual Learning Event

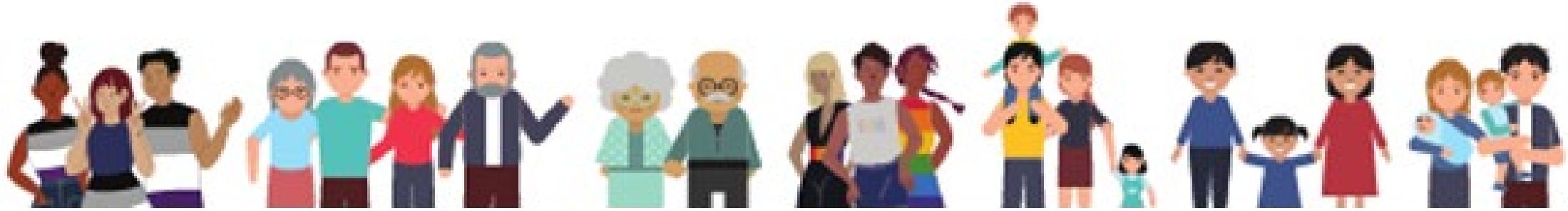
Part 1: Thursday, November 4, 2021, 9am-10am, PST



2-PART LEARNING EVENT

- **Thur., November 4, 2021, 9am-10am PST**
Part 1: Strategies For Supporting CHW Staff – Communication
 - **Dynamic Communication**
 - **Reflective Supervision**
 - **Best Practices & Takeaways**
- **Thur., November 18, 2021, 9am-10am PST**
Part 2: Strategies For Supporting CHW Staff – Documentation
 - **Caseload Monitoring**
 - **Documenting CHW's Work**
 - **Best Practices & Takeaways**

BACKGROUND



Community Health Workers (CHWs) play an important role in community health center care teams. Maximizing this workforce removes the burden from providers and other staff and better facilitates meeting patients' needs because they are trusted community members.

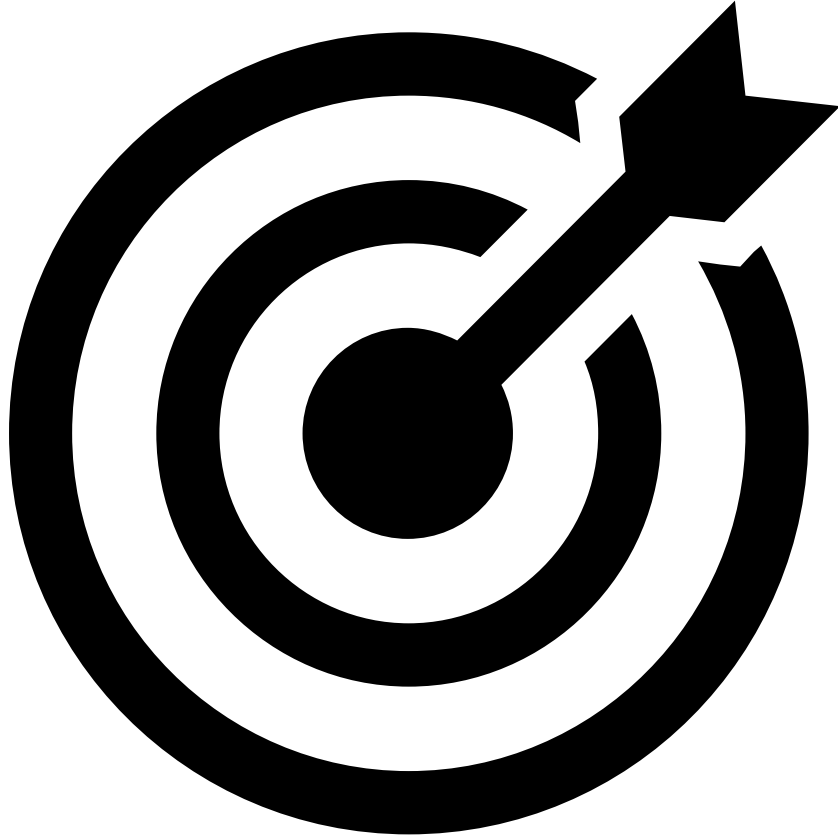
Supervisors at community health centers requested training to better support CHWs through improved communication to understand their work and challenges, and documentation of their work and caseload monitoring.



Washington
Association for
Community Health

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LEARNING OBJECTIVES



As a result of this learning event, attendees will:

- Learn a new strategy to support communication and/or documentation of Community Health Worker staff



Housekeeping

INTRODUCE YOURSELF

Type your name & health center in CHAT BOX



If possible, please keep your camera on



Mute your microphone when not speaking

?????

Type questions/comments in CHAT BOX



Link to webinar slides and recording will be emailed after Part 2

THIS EVENT IS BEING RECORDED

PRESENTERS



Shannon Lijewski
Principal Consultant



Andrea Krotzer-Burton
Vice President of Training



Session 1:

Strategies for Supporting CHW Staff

Communication

Washington Association for Community Health

11/4/2021

Virtual

EVERYDAY LIFE

With a focus on building individual, organization and community capacity, our team is committed to working alongside our clients, distilling the most complex issues and providing a clear path forward with custom training and advising.



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MEET OUR TEAM



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Agenda

- Dynamic Communication
- Reflective Supervision
- Best Practices & Takeaways



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Dynamic Communication

- Beyond Words
 - Facial expressions
 - Gestures
 - Tone of voice
 - Body posture
 - Listening
- Requires Crucial Conversation
 - Opinions differ
 - Stakes are high
 - Emotions are high



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Check Your Style

- Quick quiz on your communication style under stress

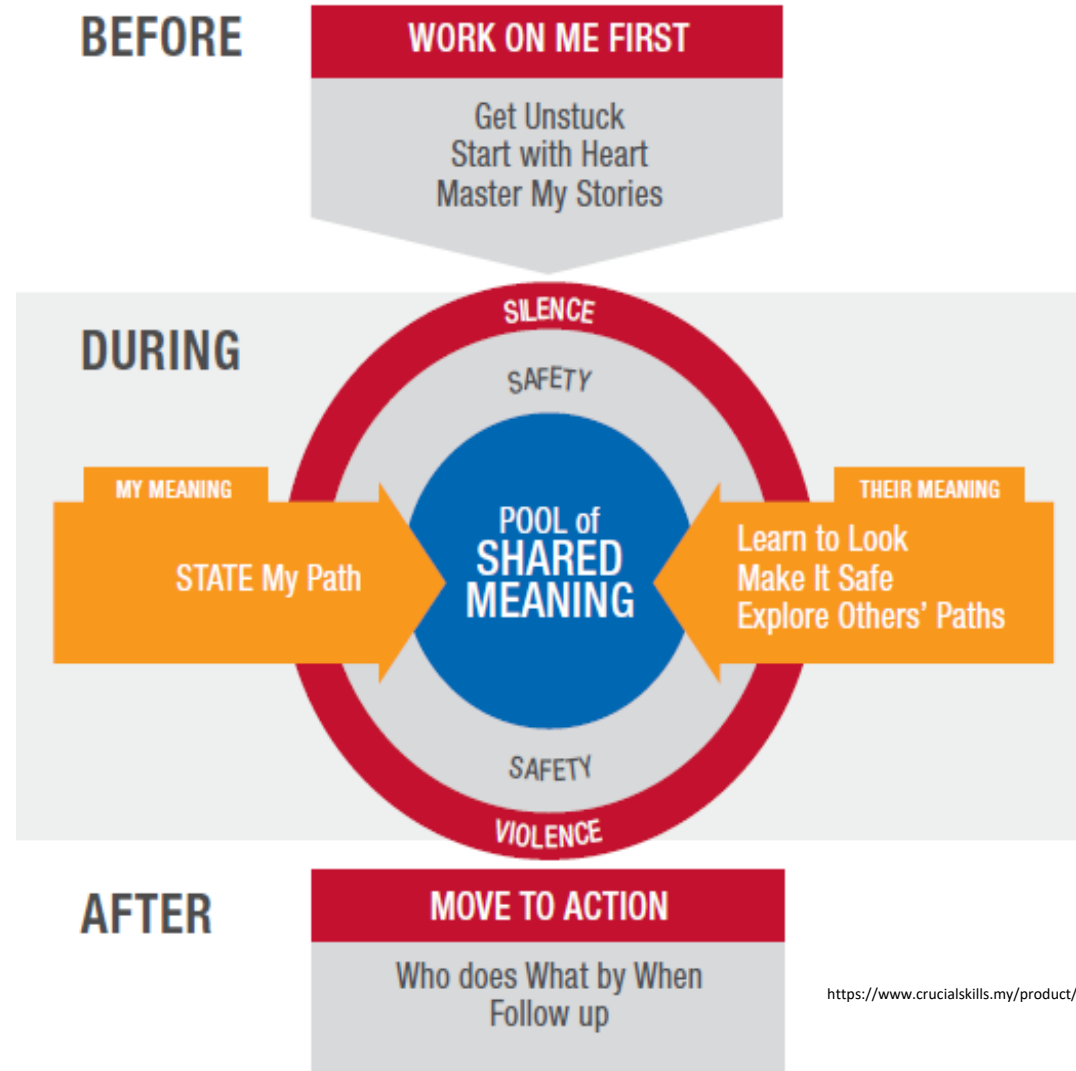
<https://cruciallearning.com/style-under-stress-12-assessment/>



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CRUCIAL CONVERSATIONS MODEL



<https://www.crucialskills.my/product/crucial-conversations-model/>



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Active Listening

7 Key Active Listening Skills

- Be attentive.
- Ask open-ended questions.
- Ask probing questions.
- Request clarification.
- Paraphrase.
- Be attuned to and reflect feelings.
- Summarize.



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Thoughtful Questioning

- Asking open ended questions - Don't be afraid to wait for the complete answer!
- Avoid leading questions and 'why' questions (these can cause people to become defensive)
- Focus on 'what' and 'how' questions that elicit facts and information without appearing to blame.
- Pre-plan the questions you are likely to need some examples of typical questions include: (next slide)



Thoughtful Questioning

Questions to identify an issue:

- What seems to be the trouble?
- What do you make of _____?
- How do you feel about _____?
- What concerns you the most about _____?
- What seems to be the problem? (not: 'Why did this go wrong?')
- What seems to be your main obstacle?
- What is holding you back from _____?
- What do you think about doing XXXX this way?



Teachback Method

Method Example

- Provide instruction to CHW
- Ask them to explain what they heard back to you
- Review any missed points
- Ask them to explain again



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Reflective Supervision

- Active listening
- Thoughtful questioning by both parties
- The role of the supervisor is to help the supervisee to answer her own questions and to provide the support and knowledge necessary to guide decision-making.

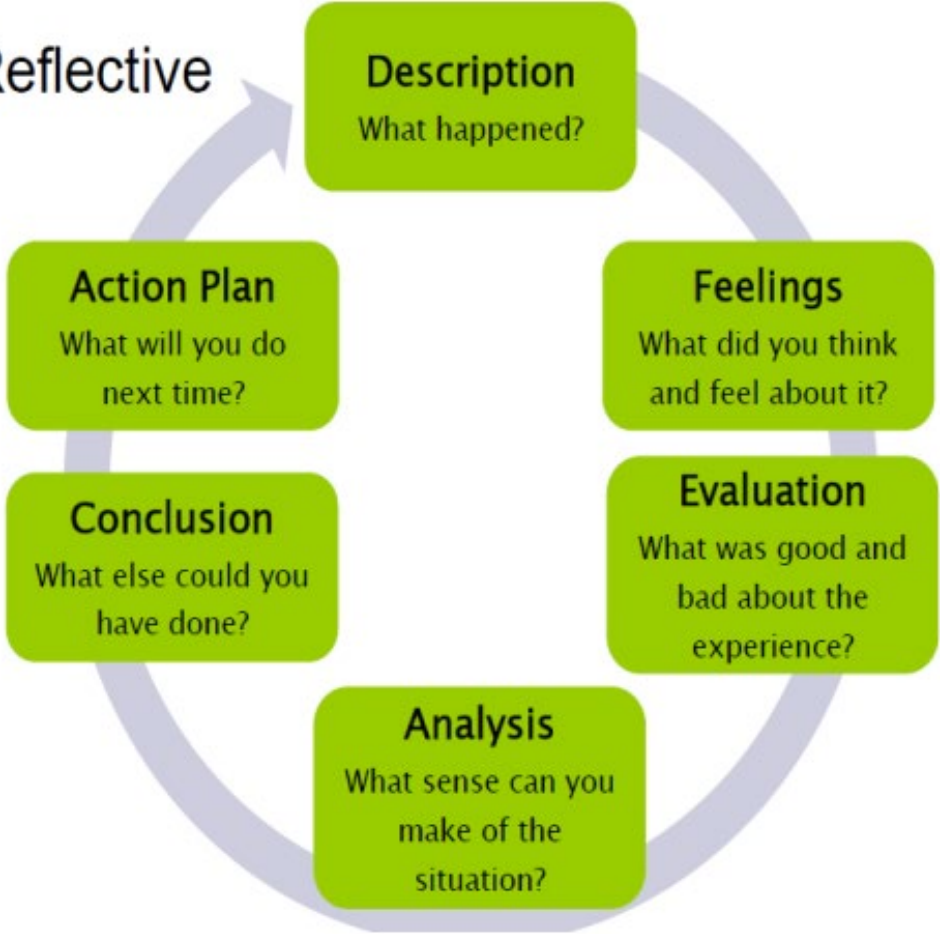


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Reflective Supervision

Gibbs Reflective Model



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Reflective Supervision

- Reflection
- Collaboration
- Regularity



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Emotional Intelligence

- Self-awareness – the knowledge of what we feel and why we feel so
- Self-regulation – the ability to express our feelings in the right way
- Motivation – the internal drive to change the way we feel and express
- Empathy – the ability to relate to others’ emotions and see the world from their perspective
- Social skills – the power to communicate effectively and build strong connections at home or in the workplace.



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Let's Put it all Together

Shannon and Andrea to role play, supervisor and staff using effective communication strategies. Examples of real-life situations provided by the participants.



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Sharing

Best Practices and Take Away



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QUESTIONS ?

For more information, please contact:
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WHAT'S NEXT ?

Thank you for training with Everyday Life. We welcome you back to learn more. Use the promo code "GROW" at www.everydaylifechw.com/shop

THANKS



REMINDER :

Part 2 – Thurs., Nov. 18, 2021 9am-10am PST
Strategies For Supporting CHW Staff – Documentation

WEBINAR MATERIALS:

Link to webinar slides & recording will be emailed after Part 2

QUESTIONS/COMMENTS:

Contact Patricia Gepert (pgepert@wacommunityhealth.org)



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