



Become a CHW Care Coordinator!

Are you ready to take the next step in your health care career?

Fulfill training requirements and grow in your career. Our training program offers the full complement of education hours and content areas that you need to fulfill the training requirements (30 contact hours) for the certification application as a community health worker. Florida Certification Board Provider Number: 5284-A

CHW Care Coordinator Training Program Includes:

- + Motivational interviewing - strategies for behavior change and conflict resolution
- + Tools to develop a comprehensive community resource directory
- + Cultural competency - managing personal bias and effective patient engagement
- + Skills for effective team oriented patient care
- + Overview of chronic disease risk factors and prevention strategies
- + Scope of service for the CHW Care Coordinator
- + Patient privacy, advocacy, and HIPAA guidelines

Total Cost: **\$999.00** (includes all classes, course materials and simulation sessions)
contact PBCMSS to see if you qualify for tuition assistance

When: October 5-December 14 - Fridays, 1:00 p.m. to 4:00 p.m.

Where: TBD

To apply, contact Karen at 561.433.3940 ext. 122 or via email at karenh@pbcms.org.

CHW CARE COORDINATION TRAINING

PBCMSS Institute for Learning has developed an innovative program to prepare the #1 emerging occupation in the Healthcare Industry. Community Health Workers (CHWs) are listed 1st in Florida Center for Nursing Emerging and Evolving Roles and Occupations within the Healthcare Industry: *Florida Perspective* funded by CareerSource Florida in May 2016.

PBCMSS Institute for Learning CHW Care Coordination Training Program offers the full complement of education hours and content areas that are needed to fulfill the training requirements (30 clock hours) for the certification application as a community health worker. PBCMSS Institute for Learning is a certified education provider for Florida Certification Board, Florida Certification Board Provider number 5284-A.

HOW TO ENROLL IN THE CHW CARE COORDINATION TRAINING PROGRAM:

1. Gather required documents to apply which includes:
 - a. Verification of successful completion of public, private, or home schooling at the high school level or obtainment of a recognized high school equivalency credential or
 - b. Ability to read, write, and speak English; (high school diploma, GED, Interview)
2. Complete application to the school either in handwritten format and submit or use the online application. Forms are available www.pbcms.org/care-coordination-program
3. Pay for course when registering (Scholarship and/or grant funding may be available).
4. If seeking grant funding register through <https://www.employflorida.com>
5. Submit all documents together at one time.

METHODS OF PAYMENT

- Full payment at time of signing enrollment agreement.
- 25% of Tuition at time of signing enrollment agreement with balance paid prior to graduation by any combination of funds from other sources including local grants, scholarships, and/or payment plan.
- Full payment through grant or scholarship funding prior to course start date.
- No interest is charged by the school.

The school will notify you that you have been accepted in writing and verbally. If you need to meet with our career advisor to discuss your academic plans, please make an appointment by calling 561-433-3940 #122.

CHW CARE COORDINATION TRAINING PROGRAM CLASS SCHEDULE

Classroom Portion

Classes will begin at 1:00m and end at 4:00 pm. Students will receive a 10-minute break mid-session. There will be 8 days of classroom learning.

Simulation Portion

There is a total of 6 hours of simulation lab experience. Students will receive a 10-minute break mid-session. There will be 2 days of simulation lab learning.

Dates for CHW Care Coordination Training Fall 2018

October 5 th	November 2 nd	November 30 th
October 12 th	November 9 th	December 7 th
October 19 th	November 16 th	December 1 st
October 26 th		

COURSE DESCRIPTION

HCS 201 Overview of CHW Care Coordination

The history of health care delivery system of the U.S., overview of the essential functions, scope of service and skills required of a community health worker care coordinator.

HCS202 Basic Health Knowledge

Primary risk factors, prevention strategies, symptoms and treatment for chronic health conditions, review of common health & safety concerns in the workplace, and skills to reduce risks.

HCS 203 Cultural Competence

Tools to managing personal bias, understand personal cultural identity & stereotypes, and skills to avoid and respond to micro-aggressions. Review of the importance of trained interpreters for medical translation as well as understanding diversity in non-verbal communication.

HCS 204 Communication & Motivational Interviewing

Motivational Interviewing techniques, relevance to care coordination, and impact on patient outcomes are taught. OARS model and change talk strategies reviewed.

HCS 205 Strategies for Behavior Change - Practical Experience

Students participate in an interactive lab experience through engaging actors to practice and observe motivational interviewing techniques.

HCS 206 Health and Community Resources

Barriers to health care access and community resources are challenging. Review of barriers and skills to develop comprehensive resource bank is provided.

HCS 207 Effective Conflict Resolution Skills -Practical Experience

Students participate in an interactive lab experience through engaging actors to practice and observe motivational interviewing techniques.

HCS 208 Professional Responsibility

Patient privacy, right to medical information, HIPAA guidelines and documentation strategies are reviewed.

HCS 209 Working in Teams to Coordinate Care

Team oriented patient care requires effective communication strategies. Understanding your work style, and work style of teammates helps to develop key strategies to address and advocate for patient needs. CHW care coordinator role in team strategy is addressed.

HCS 210 Patient Advocacy

Advocacy is key component in CHW care coordination role. Skills to uphold and understand individual & community rights, responsibility and strategies to advocate for health and social service needs, and resources to support vulnerable populations is provided.

FACULTY LISTING:

Karen Harwood MSW CCM SHRM-CP

561-433-3940 #122

karenh@pbcms.org