

Community Health Worker Training & Certification

**Patient-Centered CHW Training
to Strengthen the Primary Care Workforce
and Address Disparities**

UT HSC CENTER FOR HEALTH SYSTEM IMPROVEMENT

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**Finding Patient-Centered Approaches
for **Management of Diabetes in Everyday Life****

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Preliminary Qualitative Results

- Patients like having a health coach
 - 672 enrolled, MODEL Program retention = **90%**
- Patients report improvements in:
 - Diabetes self-care
 - Average blood sugar (A1c)
 - Motivation
 - Sense of well-being
 - Satisfaction with provider and overall care



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Programs Launching November 1!

- 1. Motivational Interviewing Certification Program**
 - *Credit hours:* 12-14 hours
 - *Description:* This interactive, self-paced program has six modules and serves as a comprehensive introduction to the motivational interviewing approach
- 2. Chronic Care & Lifestyle Management Certification Program**
 - *Credit hours:* 12-14 hours
 - *Description:* This interactive, self-paced program serves as a guide for an overview of behavior change theory and strategies, best practices of self-management prescribed for the most common chronic conditions, and evidence-based lifestyle management practices
- 3. Health Coach Certification Program**
 - *Credit hours:* 24-28 hours
 - *Description:* Health Coach Certification granted to individuals who successfully complete/pass both MI Certification and Chronic Care & Lifestyle Management Certification Programs detailed above

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Programs Launching January 1!

1. Community Health Worker Certification Program

- *Credit hours:* 12-14 hours
- *Description:* This interactive, self-paced program serves as a guide for best practices of patient outreach and advocacy, care coordination and system navigation, cultural competency, and literacy, along with an overview of evidence-based chronic care and lifestyle management practices

2. Patient Navigator Certification Program

- *Credit hours:* 24-28 hours
- *Description:* Patient Navigator Certification granted to individuals who successfully complete/pass both MI Certification and Community Health Worker Certification Programs detailed above

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The screenshot shows a video player interface. On the left is a navigation menu with the following items:

- Module 1: Evidence Base for Motivational Interviewing
 - Evidence Base for Motivational Interviewing
 - You would think...
 - You would think...
 - It is not enough
 - Why don't people change?
 - 4 Traditional Beliefs
 - Change is Hard
 - Activity Break: Compare 2 Approaches
 - Traditional Strategies Aren't Effective
 - Information is not enough
 - Scolding doesn't work
 - Ambivalence
 - Better Questions
 - Activity - What does motivate people?
 - Our approach matters!
 - Maya Angelou quote
 - Behavior Change Science

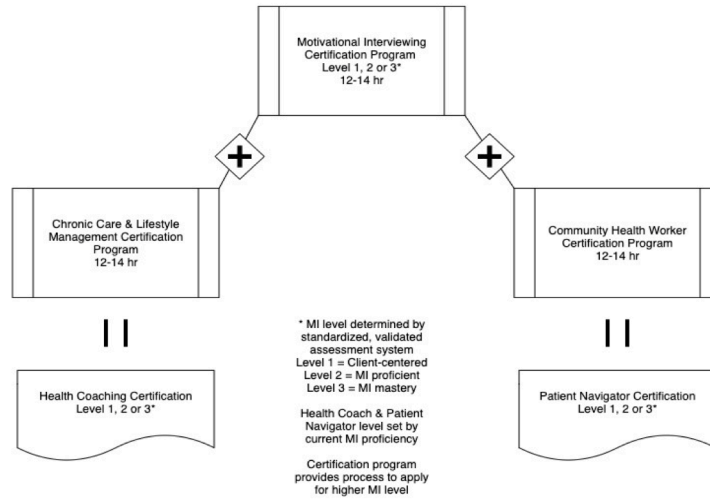
The main video area features a split-screen image. The left side shows a healthcare worker in blue scrubs talking to an older woman. The right side shows two hands forming a heart shape. Below the image, the text reads:

Module 1 Evidence Base for Motivational Interviewing

A green 'Begin' button is located in the bottom right corner of the video area. At the bottom of the player, there are navigation controls including a play button, a refresh icon, and 'PREV' and 'NEXT' buttons.

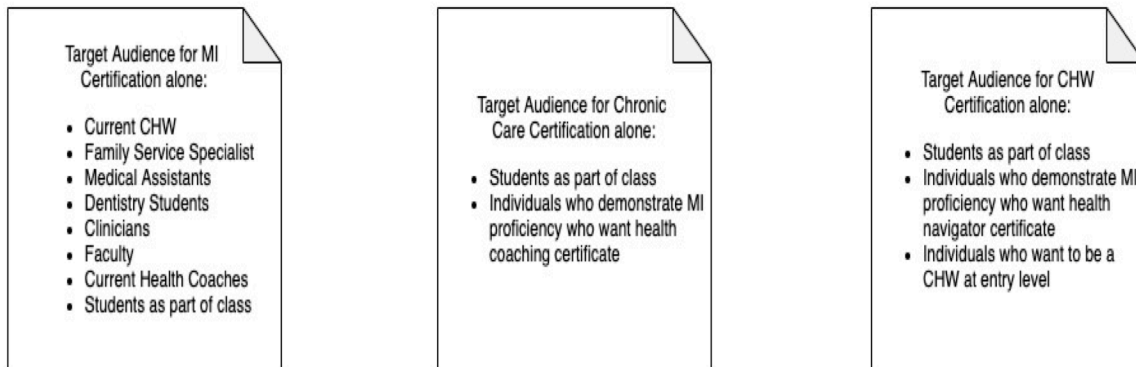
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Certification Options



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Target Audiences



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The MODEL Team
MANAGEMENT OF DIABETES in EVERYDAY LIFE

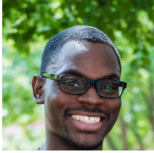
Health Coaches




ShaNicka Young



Lakeithia Hawkins




John Jones



Daphane Turner




Shannon Levitt




Blanch Thomas


Research Assistants




Brittney Becton




Stephen Serio




Trisha Streater



Valisa Harris




Jessica Shotwell




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**Putting the Patient at the Center
of Health Care Research**



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Patient-Centered Outcomes Research Institute

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