

CHW Toolkit Manual



Suggested Citation:

NYU Center for the Study of Asian American Health & NYU-CUNY Prevention Research Center. (2015). *Harlem Health Advocacy Partnership: Protocol and Curriculum*. New York, NY.

Acknowledgements: This protocol and associated curriculum materials were developed with support by Grant Numbers P60 MD000538 (NIH National Institute for Minority Health and Health Disparities), 1U48 DP001904-04 (Centers for Disease Control and Prevention), U58 DP004685 (Centers for Disease Control and Prevention New REACH Program), UL1 TR000038 (National Center for Advancing Translational Sciences), and funding from the New York City Department of Health and Mental Hygiene.

INTRODUCTION

The Role of the Community Health Worker (CHW)

Community Health Workers play a key role in promoting better health in a variety of different communities. They help people learn about health issues and show them ways to live healthier lives. Successful CHWs have special qualities. They know their communities well. They are dedicated to improving the health of their communities. They enjoy teaching others, feel comfortable in front of a group, and know how to work with a group. Successful CHWs are also:

- Good listeners
- Nonjudgmental
- Caring
- Pleasant
- Patient
- Approachable
- Fair
- Open minded
- Helpful
- Motivated
- Reliable
- Confident
- Trustworthy
- Willing to try ways to improve their own health



About the CHW Toolkit

This manual is to help you understand how to use the CHW Toolkit so that you can conduct educational visits with community members. The toolkit consists of 7 CORE educational sessions and 1 SUPPLEMENTAL educational session. Each session is taught in motivational and interactive ways to keep the attention and interest of the participant, but also to inspire meaningful dialogue and discussion. The CHW Toolkit includes both FlipCharts to help convey information to participants, and handouts that are provided to participants during and after educational visits.

CORE EDUCATIONAL SESSIONS

- 1) Nutrition
- 2) Physical Activity
- 3) Stress Management & Social Support
- 4) Diabetes 101
- 5) Diabetes Complications
- 6) Hypertension 101
- 7) Hypertension 201

SUPPLEMENTAL EDUCATIONAL SESSIONS

- 8) Tobacco Cessation

About the Educational Visits

Each educational visit is designed to be broken up into three parts:

- 1) Short-term and Long-term Goal Check-In
- 2) Brief Educational Instruction / Discussion
- 3) Opportunity to Provide Resources and Referrals

The CHW toolkit is designed to help guide the second part of each educational visit -- the Brief Educational Instruction / Discussion. To ensure that there is enough time for the other parts of the visit, the CHW should use the FlipChart and Handout materials to stay on track and use time wisely. If this part of the visit takes longer than 25-30 minutes, the CHW should consider re-visiting the participant at another time to conclude the discussion topic and ensure that all of their questions have been appropriately answered.

About the FlipCharts

The FlipCharts are designed to be a two-way visual tool to help 1) the CHW keep the discussion on track, and 2) provide the participant with basic visuals and messages to reinforce the discussion.

Each session begins with a summary page that includes a session outline. The following pages contain information on each topic, broken up into two pages. One page will face the CHW, and includes more detailed text and instructional notes. You do not have to read this information verbatim to the participant; instead, you should become familiar with the material and use the information as talking points to help guide instruction and promote discussion.

On the left-hand side of each CHW instructional page, there are several action cues. These action cues are there to remind you when and how to provide the participant with certain information.

- SAY:** A reminder to provide certain information
- ASK:** A reminder to ask certain questions
- GIVE:** A reminder to provide participant with handouts

There may also be certain things written in brackets on your CHW instructional page. These are also cues, and should not be read or spoken out loud to the participant. For example:

“[point to visual on participant flipchart of healthy and narrowed blood vessels].”

There may also be certain words in **bold font**; these are usually key words that are considered to be very important to the participant’s understanding of the topic.

On each CHW instructional page, there is a small icon at the bottom of the page that serves as a reminder of what the participant sees on their FlipChart.

Figure 1. Example of CHW Instruction Page in FlipChart

Heart Health

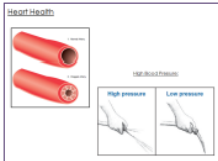
Say: High blood glucose can also damage the heart and blood vessels, which over time leads to a risk of heart attack and/or stroke. Another problem that may lead to heart attack and/or stroke is **atherosclerosis**, which is when the insides of blood vessels become too narrow or clogged, which makes it harder for enough blood to get to all parts of your body. [point to visual on participant flipchart of health and narrowed blood vessels.] This can happen when there is too much cholesterol in the body, which can come from the foods we eat.

Having blood vessels that are narrowed or clogged can lead to high blood pressure, or **hypertension**. Having narrowed blood vessels is like turning on a garden hose and holding your thumb over the opening. [point to visual on participant flipchart of high blood pressure]. The smaller opening makes the water shoot out with more pressure. In the same way, narrowed blood vessels lead to high blood pressure. Other factors, such as kidney problems and being overweight, also can lead to high blood pressure. Many people with diabetes also have high blood pressure. If you have heart, eye, or kidney problems from diabetes, high blood pressure can make them worse.

Ask: Having high blood pressure and/or atherosclerosis can increase your risk for heart attack or stroke. Do you know any of the signs or symptoms of heart attack?

Say: [if not mentioned by participant]

- chest pain or discomfort
- pain or discomfort in your arms, back, jaw, or neck
- shortness of breath
- sweating
- nausea
- light-headedness



Or, you may have no warning signs at all. Warning signs may come and go. If you have any of these warning signs, call 911 right away. Getting prompt treatment can reduce damage to the heart.

Picture of
Participant
FlipChart

How to Use the FlipCharts

The FlipChart is designed to be printed and placed in a binder that can fold and stand, so that the appropriate page is facing the CHW and participant. If you feel more comfortable doing so, you may leave the binder lying flat, so long as the appropriate page is still open to the participant.

Figure 2. How to Use the CHW FlipChart



CHW Instructional Page faces the CHW

Participant Page faces Participant

The FlipChart can also be viewed on a tablet device; however, the CHW would need the CHW Instructional Pages to be printed separately, as only the participant pages would be viewable on the tablet screen.

Answering Hard Questions

Remember that it's okay not to know all the answers! Tell the participant that you will have the correct answer by the next visit, or you will follow-up with the participant on the phone. Consult your resources or your CHW Supervisor, if necessary.

Keeping Participants on Track

You should provide the correct information when a participant gives incorrect or incomplete information. Give the person credit for any part of his or her answer that is correct. Tell the participant that this is one important reason why they are participating in this program — to get correct information.

Be observant. Watch for cues from the participant that may indicate that they do not understand, and try to present the information in a different way if you see these clues:

- Puzzled looks
- Wrinkled forehead
- Looking away
- Being quiet

If you notice that a participant seems disinterested at any point during the visit, redirect by taking a break and asking them what they'd like to discuss instead.

Encourage participants to share their opinions. Be patient -- they may not speak right away because they have never been asked to share their opinions in this way with someone other than a friend or family member.

And Finally . . .

You are doing an important service for yourself and the community.

THANK YOU!

FLIPCHART WORKS CITED:

1. © 2012, University of Pittsburgh, based on the DPP research trial supported by cooperative agreement number U01-DK48489 from the U.S. Department of Health and Human Services, which has certain rights in the material. Retrieved from http://www.cdc.gov/diabetes/prevention/pdf/posthandout_session12.pdf
2. © 2012, University of Pittsburgh, based on the DPP research trial supported by cooperative agreement number U01-DK48489 from the U.S. Department of Health and Human Services, which has certain rights in the material. Retrieved from http://www.cdc.gov/diabetes/prevention/pdf/curriculum_session15.pdf
3. © 2012, University of Pittsburgh, based on the DPP research trial supported by cooperative agreement number U01-DK48489 from the U.S. Department of Health and Human Services, which has certain rights in the material. Retrieved from http://www.cdc.gov/diabetes/prevention/pdf/handout_session11.pdf
4. American Diabetes Association (2014). *Oral Health and Hygiene: Warning Signs*. Retrieved from: <http://www.diabetes.org/living-with-diabetes/treatment-and-care/oral-health-and-hygiene/warning-signs.html>
5. American Diabetes Association (2015). *Stop Diabetes: Myths & Facts*. Retrieved from <http://www.stopdiabetes.com/get-the-facts/myths-and-facts.html>
6. American Diabetes Association (2015). *Diabetes Basics: Myths*. Retrieved from <http://www.diabetes.org/diabetes-basics/myths/>
7. Centers for Disease Control & Prevention (UNK). *ABCs of Heart Health*. Retrieved from http://millionhearts.hhs.gov/Docs/4_Steps_Forward_English.PDF
8. Centers for Disease Control & Prevention (UNK). *High Blood Pressure: How to Make Control Your Goal*. Retrieved from http://millionhearts.hhs.gov/Docs/BP_Toolkit/TipSheet_How_to_MCYG_General.pdf
9. Centers for Disease Control & Prevention. (UNK). *Power to Prevent: A Family Lifestyle Approach to Diabetes Prevention*. Retrieved from <http://ndep.nih.gov/media/power-to-prevent-508.pdf>
10. Centers for Disease Control & Prevention (2008). *Road to Health User's Guide*. Atlanta GA: U.S. Department of Health and Human Services, Centers for Disease Control and Prevention. Retrieved from <http://www.cdc.gov/diabetes/ndep/pdfs/4-road-to-health-toolkit-users-guide.pdf>

FLIPCHART WORKS CITED:

11. Department of Health and Human Services (2014). *Let's Make the Next Generation Tobacco-Free: Your Guide to the 50th Anniversary Surgeon General's Report on Smoking and Health*. Retrieved from <http://www.surgeongeneral.gov/library/reports/50-years-of-progress/consumer-guide.pdf>
12. Funnell, M., Arnold, M., Barr, P., & Lasichak, A. (2004). *Life with Diabetes: A Series of Teaching Outlines by the Michigan Diabetes Research and Training Center* (3rd ed., pp. 252-269). American Diabetes Association.
13. Mayo Clinic. *Smoking Cessation: Creating a Quit-Smoking Plan*. Retrieved from <http://www.mayoclinic.org/healthy-lifestyle/quit-smoking/in-depth/smoking-cessation/art-20045441>
14. Minnesota Smoke Free Housing (2011). *The Case for Smoke-Free Multi-Housing*. Retrieved from http://www.mnsmokefreehousing.org/documents/presentations/CPW1_Case_for_Smoke_Free_Housing_MN.pdf
15. National Diabetes Education Program. (2014). *New Beginnings: A Discussion Guide for Living Well with Diabetes* (NDEP Publication No. 82). Retrieved from <http://www.cdc.gov/diabetes/ndep/pdfs/132-new-beginnings.pdf>
16. National Heart, Lung, and Blood Institute (2006). *Your Guide to Physical Activity and Your Heart*. (NHLBI Publication No. 06-5714). Washington, DC: U.S. Government Printing Office. Retrieved from http://www.nhlbi.nih.gov/files/docs/public/heart/phy_active.pdf
17. National Heart, Lung, and Blood Institute (2007). *With Every Heartbeat is Life: Picture Cards for Community Health Workers* (NHLBI Publication No. 08-5843). Washington, DC: U.S. Government Printing Office. Retrieved from <http://catalog.nhlbi.nih.gov/catalog/product/With-Every-Heartbeat-Is-Life-Picture-Cards-for-Community-Health-Workers/08-5843>
18. National Heart, Lung, and Blood Institute (2007). *With Every Heartbeat is Life, A Community Health Worker's Manual for African Americans* (NHLBI Publication No. 08-5844). Washington, DC: U.S. Government Printing Office. Retrieved from http://www.nhlbi.nih.gov/files/docs/resources/heart/aa_manual.pdf

FLIPCHART WORKS CITED:

19. National Heart, Lung, and Blood Institute (2013). *Control the ABCs of Diabetes*. Retrieved from <https://www.nhlbi.nih.gov/health/educational/healthdisp/pdf/tipsheets/Control-the-ABCs-of-Diabetes.pdf>
20. National Institute of Diabetes and Digestive and Kidney Diseases (2010). *What I Need to Know About Series: Diabetes Medications* (NIH Publication No. 11-4222). Washington, DC: U.S. Government Printing Office. Retrieved from <http://permanent.access.gpo.gov/gpo23591/meds.pdf>
21. National Institute of Diabetes and Digestive and Kidney Diseases (2008). *Your Guide to Diabetes: Type 1 and Type 2* (NIH Publication No. 09-4016). Washington, DC: U.S. Government Printing Office. Retrieved from <http://permanent.access.gpo.gov/lps125171/YourGuide2Diabetes.pdf>
22. National Institute of Diabetes and Digestive and Kidney Diseases (2009). *Prevent Diabetes Problems: Keep Your Heart and Blood Vessels Healthy* (NIH Publication No. 09 -4283L). Washington, DC: U.S. Government Printing Office. Retrieved from http://permanent.access.gpo.gov/gpo22656/PDP2_Heart_Healthy_LP_T.pdf
23. National Institute on Aging (2015). *Exercise & Physical Activity: Your Everyday Guide*. (NHLBI Publication No. 15-4258). Washington, DC: U.S. Government Printing Office. Retrieved from <https://www.nia.nih.gov/health/publication/exercise-physical-activity/resources>
24. New York City Department of Health and Mental Hygiene (UNK). *Quit to Save*. Retrieved from <http://www.nyc.gov/html/doh/downloads/pdf/smoke/smoke-quit-to-save.pdf>
25. Northwestern University (UNK). *Asthma 1-2-3 Curriculum*. Health Literacy and Learning Program: Chicago, IL. Materials provided by Federman, A.
26. NY State Department of Health Tobacco Control Program (2015). *Facts & Myths: The Dark Side of Your Light Cigarettes*. Retrieved from <http://www.nysmokefree.com/subpage.aspx?p=40&p1=4040>
27. NY State Department of Health Tobacco Control Program (2015). *Facts & Myths: Menthol Cigarettes*. Retrieved from <http://www.nysmokefree.com/subpage.aspx?p=40&p1=4050>

FLIPCHART WORKS CITED:

28. NY State Department of Health Tobacco Control Program (2015). *Facts & Myths: E-Cigarettes*. Retrieved from <http://www.nysmokefree.com/subpage.aspx?p=40&p1=4045>
29. NY State Department of Health Tobacco Control Program (2015). *Turn a Relapse into Something Positive*. Retrieved from <http://www.nysmokefree.com/SpecialPages/rViewpdf1.ashx?No=2019>
30. NYC Department of Health & Mental Hygiene (UNK). *How to Take Your Blood Pressure, Self-Blood Pressure Monitoring (SBPM) Program*. New York, NY. (Used with permission)
31. NYU Prevention Research Center (2012). *Project RICE Protocol, Session Script*. New York, NY.
32. NYC Department of Health and Mental Hygiene (UNK). *NYC Quits! Coping with Triggers*. Retrieved from <https://a816-nycquits.nyc.gov/SiteCollectionDocuments/pdf/smoke/triggers.pdf>
33. Perez-Rivera, B. (2014). *A Health Literacy Style Guide as a Teaching Tool to Help Develop New Patient Education Handouts*. NYU Langone Medical Center, New York, NY.
34. Remedy Health Media, LLC. (2015). *Common Asthma Myths & Facts*. Retrieved from http://www.healthcommunities.com/healthy-living-guides/index.shtml/common-asthma-myths-and-facts_55
35. U.S. Department of Health & Human Services (2008). *2008 Physical Activity Guidelines for Americans*. (ODPHP Publication No. U0036). Washington, DC: U.S. Government Printing Office. Retrieved from <http://www.health.gov/paguidelines/pdf/paguide.pdf>
36. U.S. Department of Health & Human Services (2008). *Be Active Your Way: A Guide for Adults. Based on the 2008 Physical Activity Guidelines for Americans*. (ODPHP Publication No. U0037). Washington, DC: U.S. Government Printing Office. Retrieved from <http://www.health.gov/paguidelines/pdf/adultguide.pdf>