Building Effective and Responsive Community Health Assessments with Community Health Workers

A BIT ABOUT US

Objectives
- Describe the benefits of including CHWs in community health assessments
- Identify best practices for CHW involvement in community assessments and evaluations
- Develop strategies and techniques to effectively integrate CHWs into the community health assessment process

Who is here?

Toolkit: Incorporating Promotores(as) de Salud into Community Health Assessments

What is a Community Health Assessment?
Community Health Assessment

A tool used to determine interests, strengths and needs of a community.

- Provides an accurate profile of population being served
- Prioritizes services based on a community’s resources
- Focuses the activities of the Health Center, health system or organization
- Most importantly – the community feels their voice is being heard!

Why Include Community Health Workers in the Assessment

- CHWs are carefully chosen community members of their own communities.
  - Trust
  - Relationship builders
  - Community ownership

Where to Find Community Health Workers

- Use an existing Community Health Worker program within the Health Center
- Find local community based organizations that do have a CHW program

Include CHWs in the Assessment Planning Team

- Offer a unique perspective to the planning
- Help guide the focus of the assessment
- Provide suggestions on data collection methodology

Prepare CHWs for Conducting the Assessment

- Define key terminology and methodologies
- Practice using the chosen assessment tool
- Discuss strategies to build support

PART 1: PLANNING
Let’s practice!

Prepare CHWs for Conducting the Assessment (con’t)

- Develop listening skills
- Develop facilitation skills

Develop Listening Skills
- Invite conversation
- Remain neutral
- Understand nonverbal communication
- Effectively use silence
- Summarize

How well do you listen?

Facilitation Skills
- Planning group sessions
- Using probing or clarifying questions
- Avoid using yes/no questions
- Managing time
- Encouraging equal participation

Prepare CHWs for Conducting the Assessment (con’t)

- Confidentiality
- Maintaining trusting relationships
PART 2: IMPLEMENTATION

Setting Up the Assessment
- Leverage the CHWs’ inside knowledge of the community
  - Who
  - What
  - Where
  - When

Data Collection
- Primary data collection
  - Documenting community resources
- Secondary data
  - Program forms
  - Supervision and training
  - Previous evaluations

Supporting the Community Health Workers
- Use individual and group supervision meetings
  - Review forms and data
  - Troubleshoot challenges

PART 3: EVALUATION

Getting Out The Nerves
Apply Key Findings

- Brainstorm activities to address needs identified
- Share results with other organizations
- Follow up with specific needs identified

Present to the Community

- Prepare a presentation to summarize findings and proposed actions steps

Refection

- Provide CHWs and the participating communities an opportunity to reflect on the assessment process

Rural Health Network Development Planning Grant Program

- Develop a Starr County Health Network to identify gaps in knowledge and key issues to be examined;
- Conducts a Community Health Needs Assessment to uncover health disparities, barriers to improvement, and community wants and needs; and
- Through the Starr County Health Network, develop a strategic plan for addressing health issues, including the improved use of existing resources and the active pursuit of new resources and funding.

Starr County 101

- Population 61,737
- 98.5% Hispanic or Latino
- 95.6% speak a language other than English in the home
- 45.3% of residents with at least a high school education
- 38.9% lack health insurance
- Populations per provider: Starr County (Texas)
  - Primary Care: 4,408:1
  - Dentist: 8,802:1
  - Mental Health: 30,808:1

Local Stakeholders

- Starr County Memorial Hospital
- Nuestra Clinica del Valle
- The Pediatric Care Center
- Rio Grande City Public Library
- Headstart
- Border Region Behavioral Health Center
- Rio Grande City Economic Development Council
- Colonia Initiatives Program
Why use Community Health Workers?

- Our use of Community Health Workers allows us to gather information from hard to reach sections of the population that may go unnoticed by standard information gathering methods, such as the U.S. Census.

- Community involvement in identifying key issues also ensures that information collected is relevant to community needs and can support future programs which can benefit all residents.

CONCLUSION

More Questions?

Contact MHP Salud:
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Find Us Online:
mhpsalud.org
THANK YOU!

MHP Salud