

*Inter-professional
Communication: Working on an
interdisciplinary team*

CHR ECHO, 7/14/22

Presented by Paige Menking

Learning Objectives

- After this presentation, you will be able to:
 - Describe the CHW/CHR role to members of your patients' care teams
 - Describe the communication skills needed to advocate for yourself and your patients in an interdisciplinary team
 - Apply interdisciplinary communication skills and strategies to case studies of common CHR challenges in interdisciplinary teams

CHW is an Umbrella

- **Community Health Representative**
- Promotora
- Navigator
- Patient advocate
- Health promotor
- Health educator
- Patient liaison
- Outreach worker
- Community Support Worker



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Why is it important to understand and describe your role as a CHR?

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Why is it important to understand and describe your role as a CHR?

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Why is it important to know your role?

- Avoid conflicts
- Advocate for your profession
- Know your own limits
- Understand what more you can do
- Know when to ask for help



How would you describe your role using an "elevator speech"?

The CHW Role
by the CHW
Core
Consensus
Project



1. Cultural Mediation Among Individuals, Communities, and Health and Social Service Systems
2. Providing Culturally Appropriate Health Education and Information
3. Care Coordination, Case Management, and System Navigation
4. Providing Coaching and Social Support
5. Advocating for Individuals and Communities
6. Building Individual and Community Capacity
7. Providing Direct Service
8. Implementing Individual and Community Assessments
9. Conducting Outreach
10. Participating in Evaluation and Research

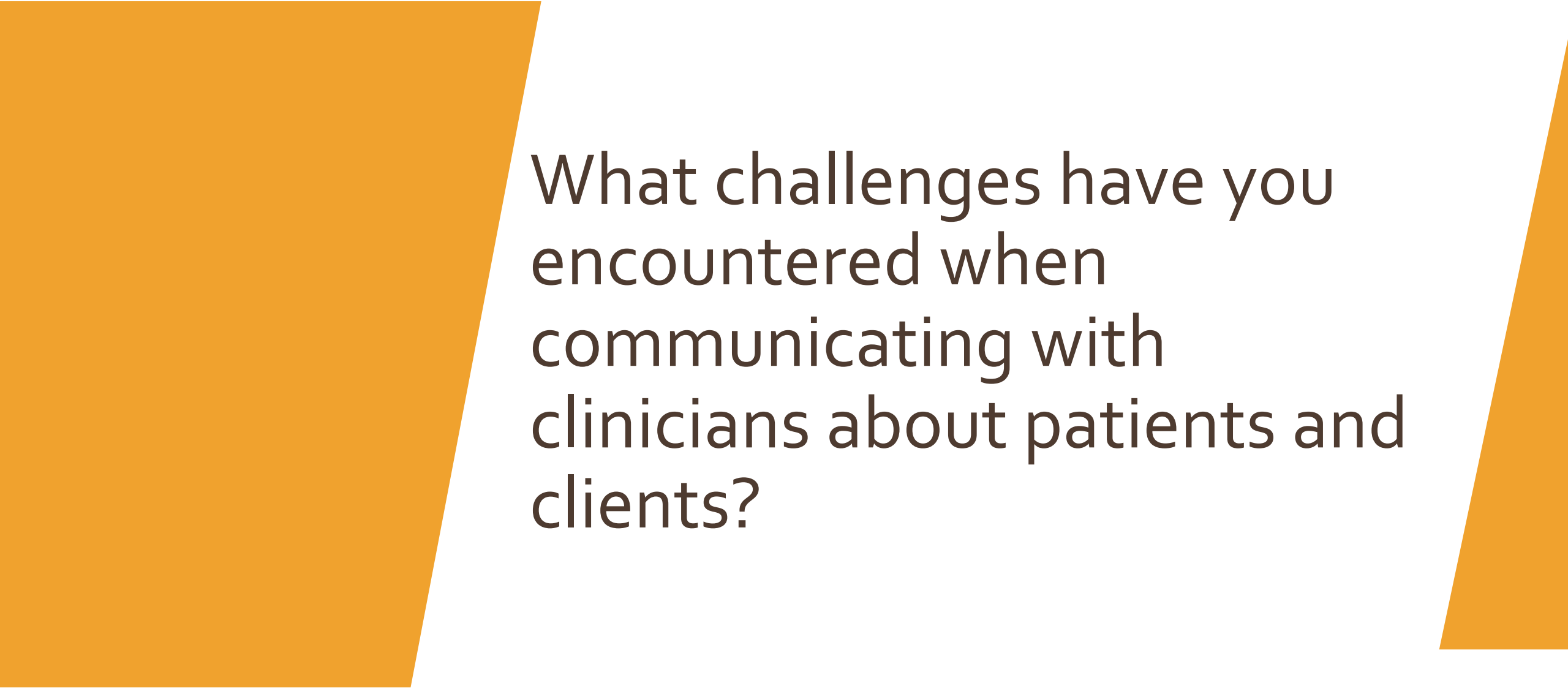
C3 Project Core CHW Roles

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Which roles do you play often in your work as a CHW/CHR? (select multiple)

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What challenges have you encountered when communicating with clinicians about patients and clients?

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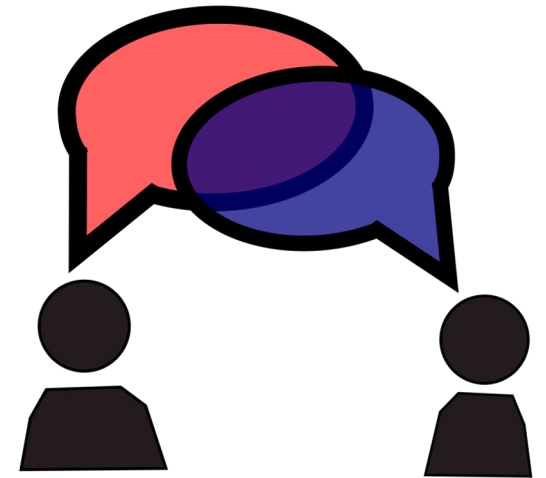


What challenges have you encountered when communicating with clinicians about patients and clients?

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Strategies for Talking with Clinicians about patients/clients

- What is most important to convey?
- Structure info for busy people:
 - Make sure they are available and focused
 - Keep it brief
 - Be clear and direct
 - Share the most important information first



Strategies for Talking with Clinicians about patients/clients

- Share information they do not already know
 - What are examples of each of these categories??
 - Behavior/mental health considerations
 - Social determinants of health
 - Cultural information
- Focus on information/challenges that the team member can help with
- Do not go beyond your scope (i.e. assumptions about diagnoses)

Organizational Supports for Team Integration

- Provide structured opportunities for CHWs to share patient information
 - Access to electronic records systems or organizational communication platforms
 - Patient team huddles
 - Other examples?
- Respect and value the information and insight that CHWs provide about a patients' experience and barriers

Organizational Supports for Team Integration

- Ensure that all members of the team understand the CHW role
 - Make it part of the institutional training/onboarding process
 - Offer shadowing opportunities
- Resolve conflicts around role clarity quickly and clearly

Case Study

- Delia is a CHR working at a primary care clinic. She recently began working with Carlos, a 72-year-old single man with Diabetes, who has been seeing Dr. Smith at the clinic for two years and is struggling with decreasing his A1C and keeping up wound care related to his Diabetes.
- Delia visited Carlos at his home for their first home-visit. Through conversation with Carlos, she finds out that he has no caregiving support and cannot change his wound dressings alone or see his feet due to mobility challenges. His glucose monitor has been out of testing strips for a few months and he has been taking his medications sporadically because he doesn't have a good organizational system. He has been feeling sad and lonely and doesn't know how best to help himself.
- What information is most important to share with Dr. Smith and other members of Carlos's clinical care team? How might you go about sharing that information?