



### **Prescription for Success Training Topics Overview**

***Health Disparities:*** Providing a framework for understanding community health through conditions or behaviors that influence health behavior, barriers to access of services, and racial/ethnic disparities in health in the service area.

***Patient Relations:*** Increasing awareness and understanding of the key aspects of relating to patients in the health center and the community served by the health center, and providing skills in interviewing, listening, and other communication techniques needed to advocate effectively for patients.

***Professional Development:*** Providing leadership training to members so they may become more competent and effective working on a team, serving as health workers, and becoming professionals. This training not only strengthens members' own leadership development but also their ability to support the leadership growth among fellow members and clients.

***Cultural Sensitivity:*** Providing knowledge of how culture impacts health behaviors and attitudes toward health care, ensuring members are more effective in their service interactions.

***Civic Engagement:*** Providing knowledge and tools necessary to value a lifelong commitment to community service; to identify the people, institutions and processes in their own community that are effectively improving the conditions of the community.

***Health Outreach:*** Providing knowledge, skills, and tools necessary to conduct effective outreach to medically underserved populations including minorities, children and youth, at-risk mothers, and the homeless. Outreach efforts are designed to encourage these populations to enroll in the health center and gain access to primary health care programs.

***Health Education:*** Providing knowledge, skills, and tools to develop, implement and evaluate health education programs -- including classes, peer coaching, one-to-one education, disease self-management coaching, and other forms of instruction.

***Disaster Preparedness:*** Providing an understanding of local, state and federal emergency/disaster response systems; existing resources to deliver outreach and educational services on emergency/disaster preparedness; and how CHCs play a role in emergencies and disasters. This prescription also includes CPR and First-Aid training.

***Case Management:*** Providing knowledge and skills to empower patients and encourage self-management of chronic disease (e.g., diabetes and asthma) in an effort to better manage their illnesses as well as decrease emergency room visits.

***Primary Care Environment:*** Providing understanding of patient flow through the health center's clinical facilities and the many roles played by the clinical staff, plus training on OSHA regulations and universal precautions.



## Prescriptions for Success: Community HealthCorps Member Training

Patient Name: Community HealthCorps Members

Date: 2010-2011

Dosage: Conduct trainings for members during their first 90 days of service, including Pre-Service Orientation

**\*The Big Picture – Introduction to AmeriCorps and Community HealthCorps** - An overview of AmeriCorps, the Corporation for National and Community Service, different types of AmeriCorps programs (National Direct, State, NCCC, VISTA), an overview of Community HealthCorps, and how Community HealthCorps fits into AmeriCorps.

**\*Policies and Procedures** – An overview of Community HealthCorps/AmeriCorps policies and procedures including the member handbook, member assignment descriptions (work plans), allowable and prohibited activities, and an overview of member benefits including member stipend, education award, health insurance, loan forbearance and childcare (if eligible).

**\*Orientation to the Placement Site/ Service Partners** - An overview of the Placement Site(s)/Service Partners, including the populations served, Prohibited Activities, the Site's Policies, emergency procedures, role of the site supervisor, service hours, HIPPA compliance and a tour of the health center facilities.

**\*Professionalism/Work Etiquette** - Guidelines for members on professional conduct in a work environment, including communicating with staff members, phone and e-mail etiquette, how to schedule vacations, calling in sick, and calling when you're running late.

**\*Introduction to Prescription for Success: Community HealthCorps Member Training Curriculum** - An overview of the different topics covered in the member training curriculum. Coordinators should provide members with the schedule for completing the topics during the program year.

**\*Cultural Sensitivity** - This is the only Prescription for Success topic that must be covered during the PSO.

**\*Community Awareness** - An overview of the populations served, community needs, and community resources to help members have a better sense of the communities they are serving.

**\*Civic Responsibility** – An overview of the Community HealthCorps' main principals concerning civic engagement of members.

**\*Data Collection Tools** - An overview of the data collection tools and how they relate to the performance measures. Members should receive guidance on what data they should be recording, and how to fill out the data collection tools.

**\*Team Building Component** - Some type of team building activity should be incorporated so that the members have an opportunity to interact with one another and develop a sense of community.

**\*CPR/First Aid** - must be scheduled either during or immediately following the PSO. Members do not need to be certified, but they must receive the training. This is part of the Emergency Preparedness training prescription.

**\*Living on the AmeriCorps Stipend**- This training will give members ideas and strategies for making the most of their modest living stipend.

**Patient Relations:** Increasing awareness and understanding of the key aspects of relating to patients in the health center and the community served by the health center, and providing skills in interviewing, listening, and other communication techniques needed to advocate effectively for patients.

**Cultural Sensitivity:** Providing knowledge of how culture impacts health behaviors and attitudes toward health care, ensuring members are more effective in their service interactions. (This training is generally held as part of the PSO)

**Primary Care Environment:** Providing understanding of patient flow through the health center's clinical facilities and the many roles played by the clinical staff, plus training on OSHA regulations and universal precautions.

**Introduction to Microsoft Word and Excel (If needed):** These online tutorials will give members a refresher course in the basics of Microsoft Word and Microsoft Excel. This will help members in completing online tracking forms and reports that may be required. These trainings will also be helpful for members when they are creating a resume and cover letter for careers after their service year. This training may not be necessary for all members.

**Internet and Web Basics (If needed):** This training will give members the basic overview of using the internet. It will also define terminology and help members understand how to use the internet as a resource for program activities. This training may not be necessary for all members.

**Stages of Group Development:** This training will help members understand the natural evolution of group development. The training will discuss the stages a group may go through over the course of a service year and give ideas for helping teams navigate the process in a positive, productive manner.

**Volunteer Generation:** This workshop will help members understand the principles behind the program requirement and national service goal for volunteer generation. Members will explore techniques for recruiting and managing ongoing and one-time volunteers.

\*Typically occurs during member Pre-Service Orientation



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### Community HealthCorps Member Training

Prescription Name: Introduction to Microsoft Word and Excel

Date: 2010-2011

Training Format: Online

These online tutorials will give members a refresher course in the basics of Microsoft Word and Microsoft Excel. This will help members in completing online tracking forms and reports that may be required. These trainings will also be helpful for members when they are creating a resume and cover letter for careers after their service year.



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### Community HealthCorps Member Training

Prescription Name: Internet and Web Basics

Date: 2010-2011

Training Format: Online

This training will give members the basic overview of using the internet. It will also define terminology and help members understand how to use the internet as a resource for program activities.



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Community HealthCorps Member Training

Prescription Name: Stages of Group Development

Date: 2010-2011

Training Format: Traditional Training

This training will help members understand the natural evolution of group development. The training will discuss the stages a group may go through over the course of a service year and give ideas for helping teams navigate the process in a positive, productive manner.



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Community HealthCorps Member Training

Prescription Name: Living on the AmeriCorps Stipend

Date: 2010-2011

Training Format: Traditional Training

This training will give members ideas and strategies for making the most of their modest living stipend. Topics covered will include shopping for food on a budget, tips for reducing transportation costs and free and inexpensive entertainment ideas.



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### Community HealthCorps Member Training

Prescription Name: Introduction to Volunteer Generation

Date: 2010-2011

Training Format: Online

This workshop will help members understand the principles behind the program requirement and national service goal for volunteer generation. Members will explore techniques for recruiting and managing ongoing and one-time volunteers.



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### Community HealthCorps Member Training

Prescription Name: Introduction to Learning Styles

Date: 2010-2011

Training Format: Traditional Training

This training will help members identify their unique learning styles and discover the ways that they most easily take in and process information. This will also help members become knowledgeable of different learning styles when they are planning trainings and workshops for health center patients and community members.



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### Community HealthCorps Member Training

Prescription Name: History of the Community Health Center Movement

Date: 2010-2011

Training Format: Video

This video presentation will educate members to the history of the Community Health Center movement. This presentation will also help members understand the importance of community health centers and their role in the community.



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### Community HealthCorps Member Training

Prescription Name: Resume Writing

Date: 2010-2011

Training Format: Traditional Training

This training will give members the basic tools needed to create a basic resume. The training will include the different types of resumes and cover letters as well as creative ideas for helping members to define and share their AmeriCorps service activities.



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## Community HealthCorps Member Training

Prescription Name: Using your education award

Date: 2010-2011

Training Format: Traditional Training

This training will give members the basic information on how to access and use their education award. Topics covered include using the My AmeriCorps system to manage the education award and overview of general policies and procedures related to the education award.