DACUM Panel

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DACUM Research Chart for Community Health Worker

Duties	Tasks			
A Perform assessment of needs for patient /client/community	A-1 Establish rapport	A-2 Compile intake documents (HIPPA, disclosures, and consents, etc.)	A-3 Perform initial intake	A-4 Evaluate eligibility for services
B Assist with development of an action plan	B-1 Assist to prioritize goals and objectives for action plan	B-2 Facilitate and/or implement the action plan	B-3 Document goals and objectives of action plan	B-4 Provide education and information
C Perform panel management	C-1 Review panel information	C-2 Prioritize level of care in groups (high risk to low risk)	C-3 Initiate lab orders and referrals	C-4 Conduct phone outreach
D Perform individual case management	D-1 Review case files	D-2 Prioritize case load acuity	D-3 Identify individual barriers	D-4 Present harm reduction options
E Communicate with patient/client and care team	E-1 Facilitate and/or implement care for patient/client/population via email, phone, or in-person	E-2 Participate in care team meetings	E-3 Facilitate presentations, meetings, and process groups	E-4 Document encounters
F Perform community health education	F-1 Identify community needs	F-2 Coordinate street/community outreach	F-3 Develop culturally and linguistically appropriate materials	F-4 Develop lesson plans
G Advocate for health and well-being of patients/clients/ community/self	G-1 Identify needs, barriers, and/or access	G-2 Contact stakeholder to facilitate change	G-3 Present the needs/barrier/access data to stakeholders	G-4 Facilitate ongoing community action
H Build a referral and resource network	H-1 Research agencies and services	H-2 Establish community partnerships	H-3 Utilize community partner services	H-4 Coordinate cross referrals
I Perform administrative activities	I-1 Support daily office functions	I-2 Adhere to grant requirements and MOUs	I-3 Maintain schedules, time sheets, and documentation	I-4 Enter data
J Participate in personal and professional development	J-1 Attend networking events	J-2 Pursue continuing educational opportunities	J-3 Build infrastructure for professional association	J-4 Attend mandatory job trainings
K Perform qualitative and quantitative research	K-1 Administer research survey tools (Pre and Post tests)	K-2 Facilitate focus groups	K-3 Collect research data	

A-5 Interview patient/client	A-6 Set goals and objectives	A-7 Address emergency needs			
B-5 Summarize goals and objectives of action plan	B-6 Provide resources and referrals	B-7 Conduct follow up of action plan	B-8 Revise action plan if needed		
C-5 Provide and/or arrange transportation	C-6 Accompany patients/clients to appointments	C-7 Conduct follow up (in-person or phone)			
D-5 Develop a support and accountability plan	D-6 Support self efficacy	D-7 Document and track interventions			
E-5 Complete discharge planning					
F-5 Conduct health fairs	F-6 Conduct workshops	F-7 Provide updates and reports at community	F-8 Implement evaluation survey tools	F-9 Analyze survey and/or evaluation data	
G-5 Present model projects	G-6 Empower self and/or community advocacy	G-7 Implement a self care routine	G-8 Build a support network	G-9 Monitor advocacy opportunities (local, state, and federal)	
H-5 Track referral outcomes	H-6 Conduct ongoing evaluation of resources				
I-5 Generate reports	I-6 Mentor interns and new hires	I-7 Secure funding			
J-5 Participate in job evaluation process					

Community Health Worker (CHW):
A community health worker is a trusted, knowledgeable, informally or formally educated and/or trained front line health professional. They bridge cultural and linguistic barriers and have a deep understanding of the communities they serve to improve health outcomes and access to services

Tools, Equipment, Supplies and Materials

Copier
Shredder
iPad
Projector
Office supplies
Personal protective equipment
Laptop/computer
Car
Fax machine
Clock
Pagers
Smartphone/cell phone
Land line
Language line
Intake forms
Referral forms
Resource applications
Sphygmomanometer
Desk and chair
ADA accessibility (e.g., elevator)
Confidential meeting space
Reference materials (physical and digital; in threshold languages)
Computer programs
Microsoft Office Suite
Desktop publishing software
Google Drive
Drop Box
Electronic medical records
Locked briefcase and keys
Spending account
Clerical forms
Clipboards
Tabling supplies for outreach
Brochure holders
Folding table
Banner
Refreshments
Client Incentives
SMART (specific, measureable, achievable, Realistic, timely) tool

Worker Behaviors

Honest
Team player
Assertive
Patience
Flexible
Resourceful
Empathetic
Respectful
Professional
Confident
Detail-oriented
Critical thinker
Integrity
Problem solver
Courteous
Inquisitive
Reliable
Helpful
Responsible
Determined
Inspirational
Well-groomed
Nonjudgmental
Cultural humility
Accountable
Hopeful
Ethical
Change agent
Credible
Trustworthy

Acronyms:

ADA	American with Disabilities Act
CPR	Cardiopulmonary Resuscitation
HIPPA	Healthcare Information Privacy Protection Act
MOU	Memo of Understanding

General Knowledge and Skills

General Knowledge

Knowledge
Health behavior theory
Health care system
Life domains
Medical terminology
Cultural competency
Chronic diseases
Mental health conditions
Community resources
HIPPA
Client rights and confidentiality
State rules and regulations
Agency policies and procedures
Community hospital procedures
Cultural awareness
Health information technology
Local geography
Person-centered care
Recovery
Mental health first aid
WRAP facilitation
Whole health care
Social determinants of health
Environmental health
Life experience
SMART (specific, measureable, achievable, Realistic, timely) tool
Demographic
Immigration
Gender spectrum

Skills

Collaboration
Interviewing/ Motivational Interviewing
Interpersonal
Multiple languages
Communication

- Written
- Oral
- Non-Verbal
- Listening

Computer literacy
Conflict resolution
Multitasking
Time management
Communicative flexibility
De-escalation
English language writing at 5th grade level
Persuasion
Data interpretation
Presentation
Public speaking
Telephone
Driving
Lifting
CPR
First aid
Facilitation
Math
Leadership
Critical thinking
Customer service
Patient relations
Analyze data from multiple sources
Active listening
Motivational interactive engagement
Proficient language competency
Code switching
Computer literacy
Navigate electronic medical records
Code Shifting/ Code Switching

Future Trends and Concerns

Future Trends

Increasing workload
Mobile health and applications
Certification
Specialization
Integration within hospital and healthcare models
Expansion throughout states
Regional collaboration

Concerns

Worker low pay/wages
Billable services
Soft unstable funding
Overlap with other jobs or workers
Inconsistent roles across counties and/or agencies
Ill-defined roles
Lack of training programs
How to market the position
Lack of standardized curriculum
Lack of professional association
High demand
Reintegration substance use, mental health, physical health
Duplication of services
Criminal justice history
Background check issues
Policy development without CHW input
Requirement to work at top of scope of practice

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