

# Abordando La Salud Desde Un Enfoque Holístico

Octubre 4, 2024 –Taller 1:45-3:45

Dr. Hector G. Balcazar

**Bienvenidos Al Taller!**

# Al final del taller, estos son los objetivos a conseguir:

**1-Identificar el Nuevo modelo de salud pública donde los términos salud y pública se definen y amplían en el contexto de la justicia social como una filosofía de transformación social y comunitaria**

**Al final del taller, estos son los objetivos a conseguir:**

**2-Describir los roles y competencias establecidas por el Proyecto de Consenso C3 además de un Nuevo modelo de entrenamiento con 10 módulos que incluyen estos perfiles**

# **Al final del taller, estos son los objetivos a conseguir:**

**3-Conocer un modelo del proceso de compromiso y contrato que incluye tres áreas, 1) contexto, 2) contenido, y 3) reflexión; para transformar acciones comunitarias**

# Fase 1

# **Al final del taller, estos son los objetivos a conseguir:**

**1-Identificar el Nuevo modelo de salud pública donde los términos salud y pública se definen y amplían en el contexto de la justicia social como una filosofía de transformación social y comunitaria**

# **Fase 1: Destrezas Esperadas En Esta Fase Para Ampliar Competencias:**

**1-Educación Y Facilitación**

**2-Advocar por el modelo  
ecológico en trabajo comunitario**

**3- Facilitador del alcance  
comunitario**

**Material Ilustrativo Fase 1:**

**Para La Reflexión**





**What Are The Major  
Components To Move  
Forward the CHW Field?**

Working with New Elements  
for Achieving New Paradigm  
for CHWs

**New Era Of  
Ethics,  
Efficiency,  
Effectiveness**

**Make Systems of  
health care more  
accessible,  
affordable and  
accountable**

**Promote Awareness  
– Appreciation for  
CHWs**

**Practice-A  
dvocacy**

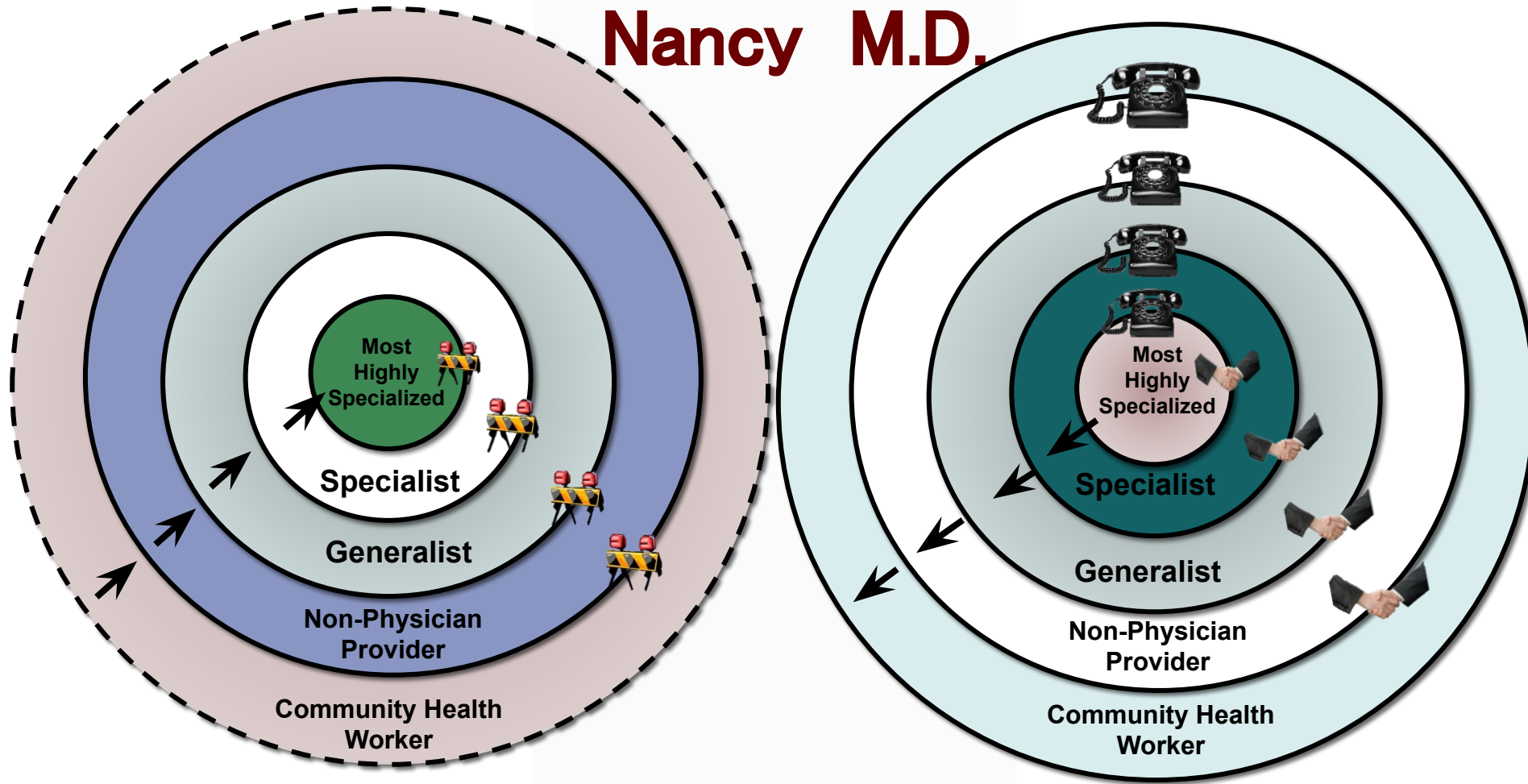
**Policy**

**Research  
–Evaluation**

**Integration of  
Workforce-Sy  
stems  
Change**

**New Paradigm for CHWs**

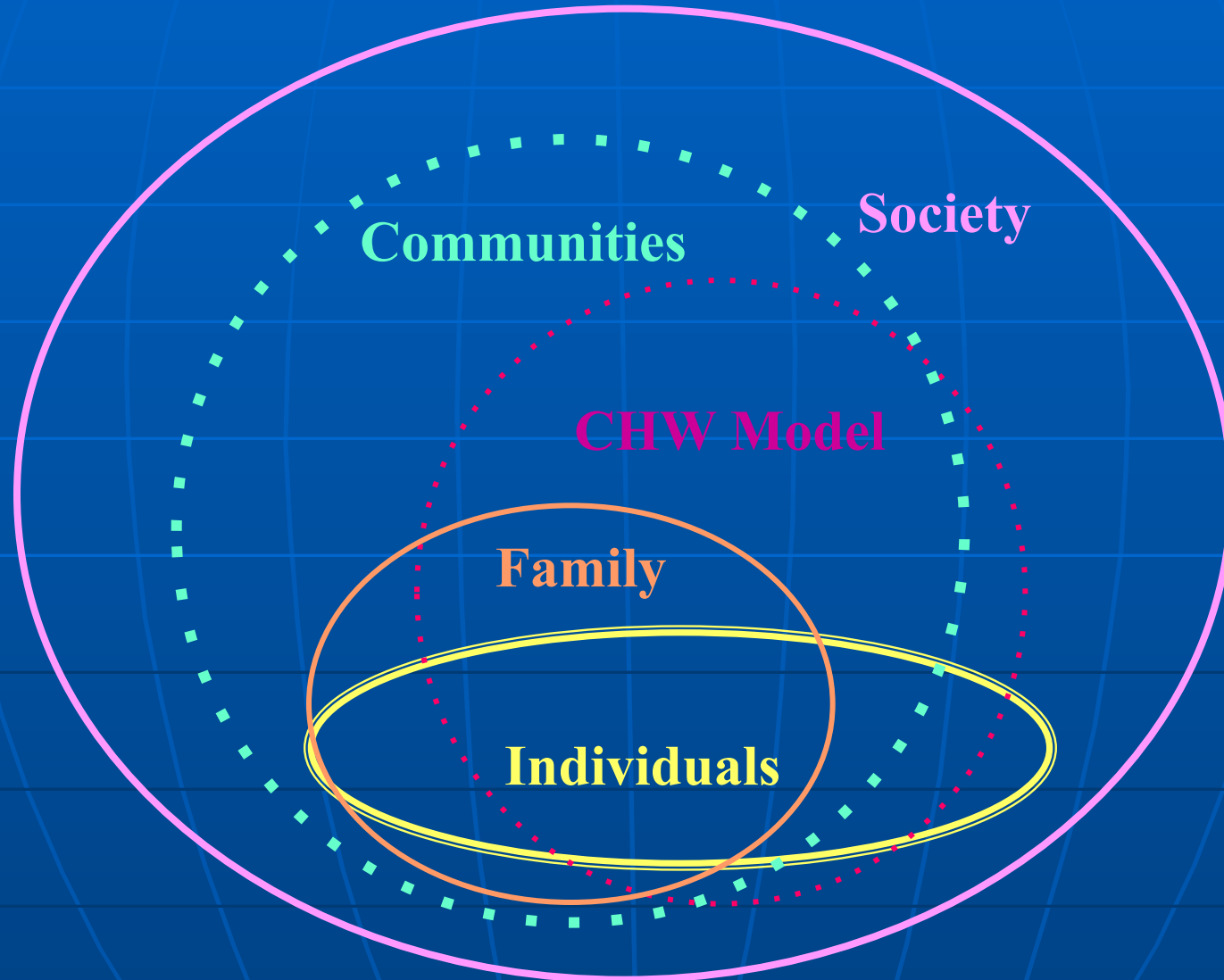
# Current System vs. Preferred System– Dickey, Nancy M.D.



**Barriers = liability, siloed training, competition, economics**

**Handshakes = Incentives to collaborate, partner, interdisciplinary training to build better teams**

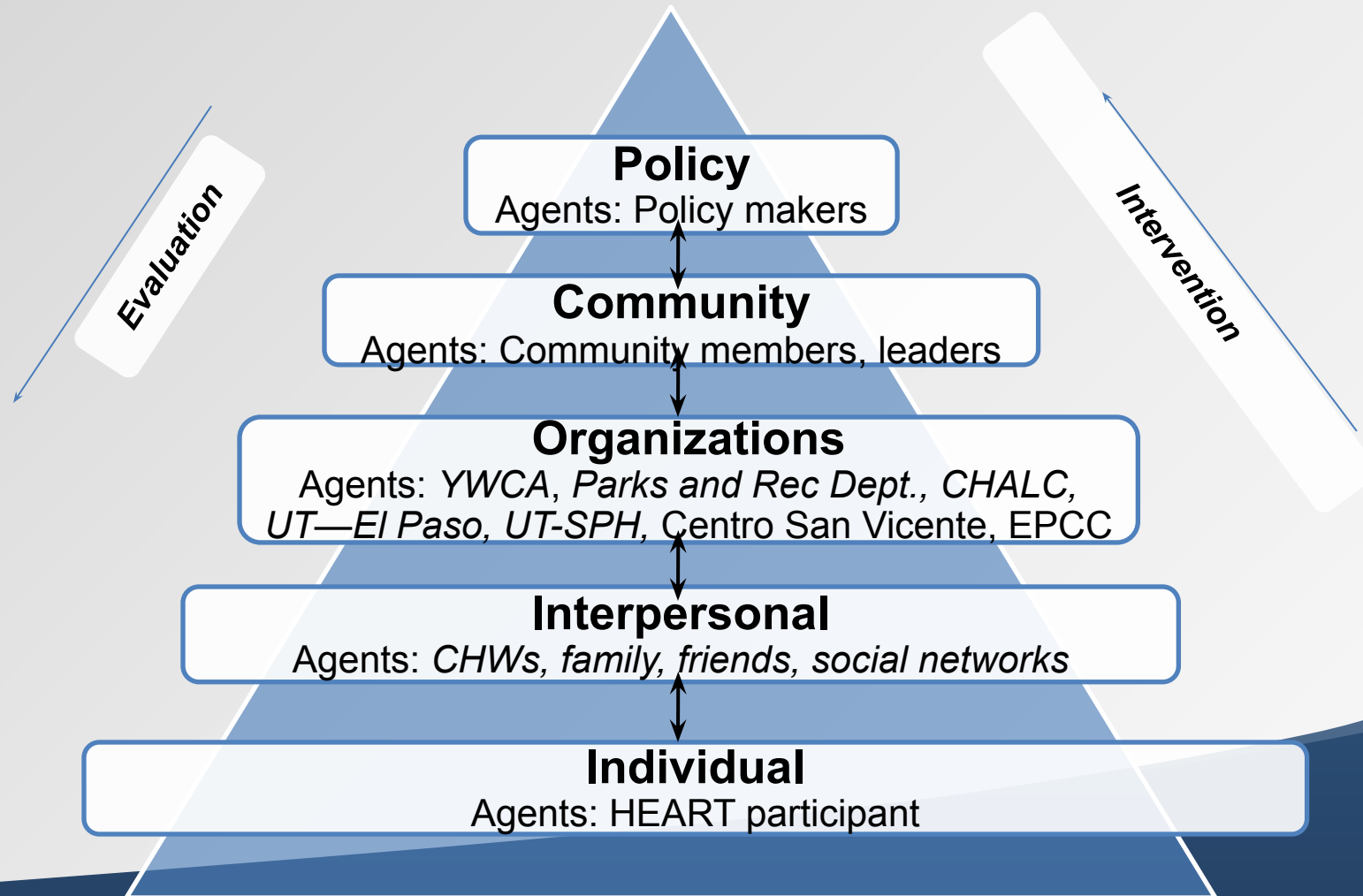
# Synergy and Cooperation: CHW Model Influencing Change



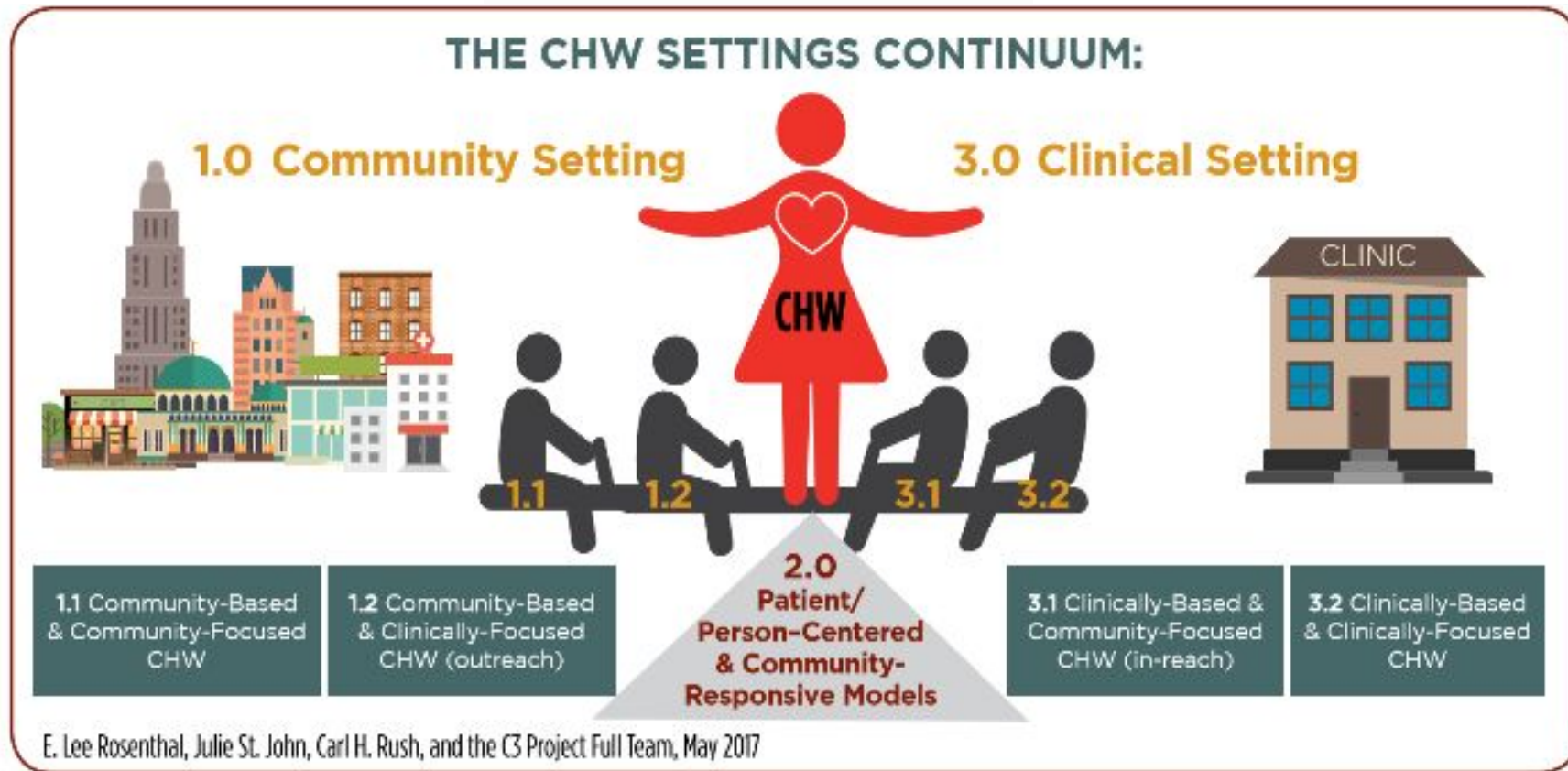


# The HEART Participant's Environment

Balcazar et al. 2012 Prev Chronic Dis Vol 9 (11\_0100)



# What do Clinically-based, Community Facing CHWs do?



[Source: CHW Core Consensus Project Report](#)

# **Preparación Actividad en Grupo**

## **Fase 1:**

### **Material de Mi Libro:**

**Trabajar en Comunidades es un  
Arte**

## 1-5 Párrafos

- En mi trabajo con el modelo de trabajadores de salud, el concepto de trabajar en comunidades como un arte, tomó el camino de establecer conversaciones con las personas para entender su salud





## 2-5 Párrafos

□ A través de los años, me ha quedado claro que trabajar con personas que viven en condiciones poco privilegiadas y que vienen de comunidades marginadas es un arte



## 3-5 Párrafos

- Este arte es ver la nobleza en las personas y tratarlas con dignidad



## 4-5 Párrafos

- Es tener conversaciones con ellas, y escucharlas acerca de qué es lo importante para ellas y que es lo que realmente quieren para sus vidas



## 5-5 Párrafos

- La mejor persona en la comunidad, que tiene el corazón, el entrenamiento, y el tiempo para desarrollar este arte y completar el trabajo comunitario, es el promotor/a de salud



**Fase 1:**

**Comienza Actividad Grupal**

# **Fase 1:**

## **Pregunta A Los Grupos:**

**¿Basados en las 5 oraciones que leyeron/escucharon, creen ustedes que pueden ser artistas en su trabajo comunitario? Si-No Y ¿Porqué?**

# Fase 2

**Al final del taller, estos son los objetivos a conseguir:**

**2-Describir los roles y competencias establecidas por el Proyecto de Consenso C3 además de un Nuevo modelo de entrenamiento con 10 módulos que incluyen estos perfiles**



# **Fase 2: Destrezas Esperadas En Esta Fase Para Ampliar Competencias:**

- 1. Mayor educación y capacidad de acción y comunicación en el trabajo comunitario**
- 2. Aumentar las capacidades a través de buscar nuevos entrenamientos basados en los roles y competencias del Trabajo Modelo C3**

# **Material Ilustrativo Fase 2:**

## **Para La Reflexión**

# 1) Consultation Retreat with *CHW National Experts*



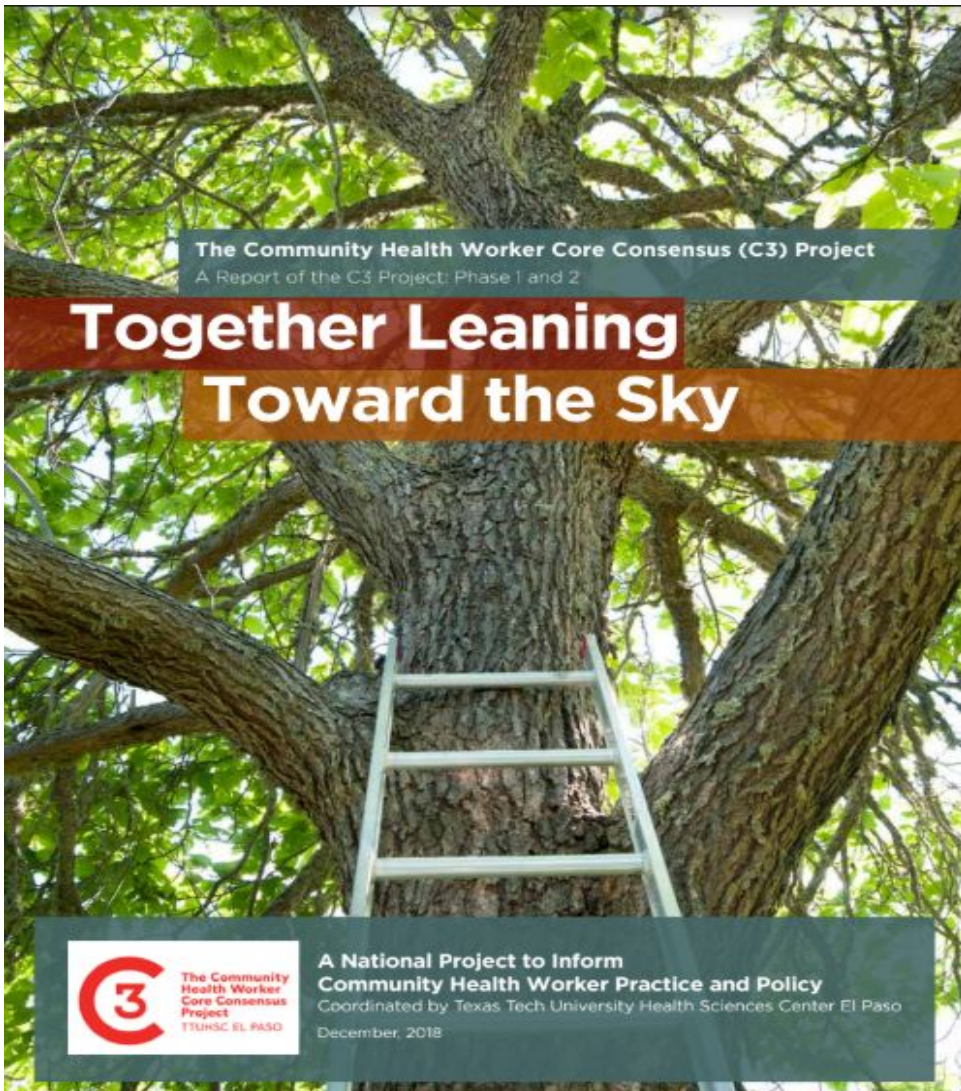
**CHA Academy Administrators met with national experts and clinical partners for a two-day retreat at CDU. Main two activities of the retreat included:**

1) Review of pre-workshop reflection papers from each expert

2) Discussions with a focus on developing:

- an effective framework for the curriculum that adhered to the C3 guidelines;
- an approach to training that considers the specific needs of clinical settings and variations in these settings; and
- a strategy for the long-term development and integration of this curriculum and training both in the academic and clinical settings.

## 2) Standards-Based Curricula



National Standards have been proposed by CHW communities & researchers

- The *CHW Core Consensus (C3) Project* defines CHW competencies & roles

CHW Academy—CHW Core Training Curriculum

- The objective is to achieve the core CHW competencies and roles using the C3 report framework

Integrating the C3 standards in three ways:

- Introduce the C3 CHW scope of practice
- Have learners identify core competencies and roles using the C3 checklist
- Practice core competencies and skills during Skills Lab among peers of CHW learners



[Source: C3 Project Resources](#)

# Roles

- ▶ Cultural Mediation
- ▶ Providing Culturally Appropriate Health Education & Information
- ▶ Care Coordination, Case Management, & System Navigation
- ▶ Providing Coaching & Social Support
  
- ▶ Advocating for Individuals & Communities
- ▶ Building Individual & Community Capacity
- ▶ Providing Direct Service
- ▶ Implementing Individual & Community Assessments
- ▶ Conducting Outreach
- ▶ Participating in Evaluation & Research

# Skills

- ▶ Communication
- ▶ Interpersonal & Relationship-Building
- ▶ Service Coordination & Navigation
- ▶ Capacity Building
- ▶ Advocacy
- ▶ Education & Facilitation
- ▶ Individual & Community Assessment
- ▶ Outreach
- ▶ Professional Skills & Conduct
- ▶ Evaluation & Research

# CHW Core Training Modules

Our innovative standards-based core curriculum is comprised of ten modules, which span three key areas of focus:

## 1) *Establishing a professional CHW identity and Competencies*

### Week #1 of Core Training

1) Building Identity of Community Health Workers

2) Self-Awareness & Cultural Humility

## 2) *Outlining the context, processes and key actors in health care settings with whom CHWs will engage*

### Week #2 of Core Training

3) Health Care Systems in the U.S.

4) Interprofessional Workplace Interactions

### Week #3 of Core Training

5) Public Health

6) Technology in Health Care

### Week #4 of Core Training

7) Communication & Code of Ethics

## 3) *Identifying the main forces that shape the health and health care outcomes of patients/families and communities*

### Week #5 of Core Training

8) Social Determinants of Health & Health Equity

9) Engaging with Families & Communities

10) The Humanistic Value of Care Management

# CHW Academy Training Overview



Full-Time Six-Month Paid Program



## CHW Core Training

Online Course (weeks 1 - 5)

Participants will complete the CHW core curriculum through:

- *Live* interactive online sessions
- Experiential learning through apprenticeship model
- Hands on skills lab
- Presentations from guest speakers including CHWs
- Pre and post assessment for each module

## Internship

Clinical Experience (week 6 - 26)

Hands on experience led by partner Internship Host Supervisors will focus on additional training such as:

- Patient navigation
- Linking to community services and resources
- Screenings
- Enrolling patients into insurance program(s)

Continuing health care education on care management topics led by the CDU CHW Academy



# Who are Community Health Workers?

A Community Health Worker (CHW) is a frontline public health worker who is a trusted member of and/or has a close understanding of the community served. This trusting relationship enables the worker to serve as a *bridge* between health care, social services, and the community.



## **Fase 2:**

### **Comienza Actividad**

- Método: Trabajo individual en forma escrita-
- 1- Escribir una reflexión
- 2- Compartir reflexión

## **Fase 2:**

### **Pregunta A Los Grupos:**

**¿En tu trabajo de promotoría ¿Qué te llevas de esta fase de la presentación para que tu trabajo de promotoría sea más eficaz, más útil para ti y para las personas de la comunidad con quien interaccionas?**

# Fase 3

**Al final del taller, estos son los objetivos a conseguir:**

**3-Conocer un modelo del proceso de compromiso y contrato que incluye tres áreas, 1) contexto, 2) contenido, y 3) reflexión; para transformar acciones comunitarias**

# **Fase 3: Destrezas Esperadas En Esta Fase Para Ampliar Competencias:**

**1. Educación y facilitación**

**2. Mejor comunicación**

**3. Trabajo interpersonal y de aumento en la enseñanza de establecer relaciones positivas en las personas**

**4. Desarrollar nuevas capacidades educativas en salud**

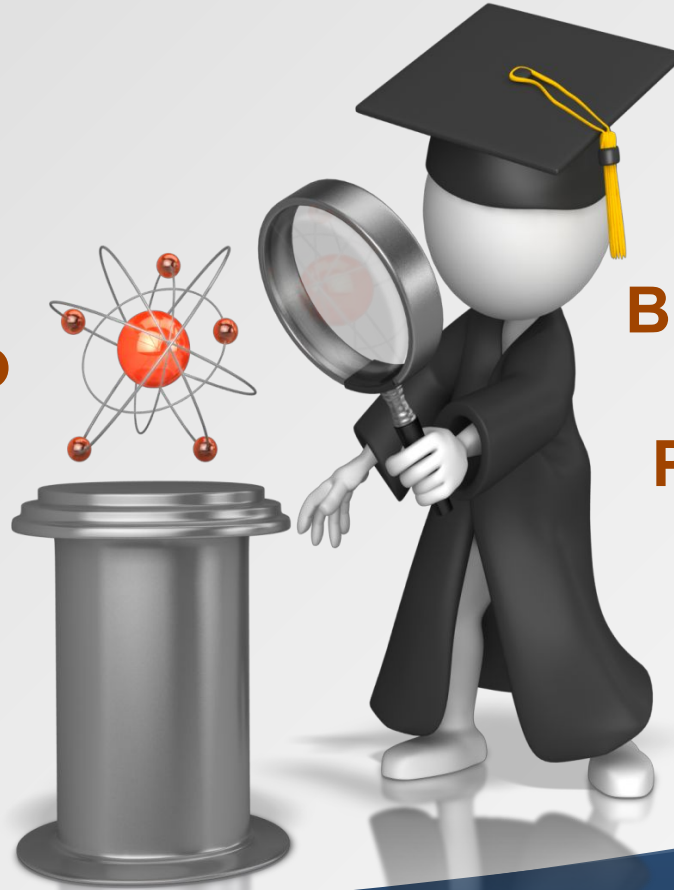
**5. Incrementar el alcance de personas en la comunidad para mejorar la salud de los individuos que interactúan con la promotora/or**

# **Material Ilustrativo Fase 3:**

## **Para La Reflexión**

# What Do I Mean By Creating a Process of Engagement?

**Engagement  
Means  
Establishing  
Self-Preparation  
to Act and  
Build Optimal  
Management**



**Build Readiness  
for Self  
Preparation as  
CHWs**



# Overall Aspects of Self-Preparation for Engagement: Initial Look

- Integrate sociocultural context with engagement- find where they are
- Create a vision; keep the action going for engagement
- Use a participatory process
- Be focused; you can't do it all
- Simplicity works best; easier to implement and evaluate
- Use culturally relevant tools and instruments. Work with your clients/participants to develop plans/goals/actions
- Enthusiasm for engagement never wanes



# Readiness as Process: Elements for Building A Process For Self-Preparation to Optimize Engagement in CVD Care Management



- **Building Your CHW Toolkit with 3 types of Tips**
- **1- Context**
- **2- Content**
- **3-Reflection**

# Context Level Tips

**Where  
People Are In  
Disease  
State-  
Progression**



**What It Means  
is Finding Out  
Where They  
Are At!**



<http://hsr.health/2019/12/26/cracking-the-code-on-sdoh/>

**Social determinants** of health are conditions in the social environment in which people are born, live, learn, work, and play that affect a wide range of health, functioning, and quality-of-life outcomes and risks

**CONTEXT TIP**  
**ONE:** Think Ecological. Build Your Framework of Thinking – Goes Beyond the Individual to Achieve Optimal Care Management. Transcends the Clinical Realm.

# ***A New Era for Strengthening Engagement and Transactional Processes***

**Bring Back CONTEXT TIP ONE: Think Ecological. Build Your Framework of Thinking – Goes Beyond the Individual to Achieve Optimal Care Management**

## ***□ ONLINE ENVIRONMENT***

***□ CHWs as Advocates for patient needs.***

***□ CHWs Assures that patients receive the health services they need and provides referral and follow-up services.***

# Material for Salad Virtues Workshop

**ACTIVITY:**  
**THE GARDEN OF VIRTUES**

These virtues are tools to help you make lasting changes in your lifestyle for a healthy heart. Use them daily, you will enjoy a longer and healthier life.

**HOPE**

- To have hope means that you have expectations and trust. Like the fertile soil, hope helps us to prepare for change.
- It helps you to trust in your skills to break with old habits and to wait for new and more positive ones that get rooted even when sometimes we fail on our first attempts.
- Hope protects you against negative thoughts, frustrations and helps you have more success and trust in yourself.
- It helps you not to put aside your commitment to change to have better health.
- It is helpful when you are trying to stop smoking.

**SILENCE**

- Silence helps you have serenity and to reflect.
- The way water refreshes and gives life to gardens, silence helps you reduce stress and to understand what is most important in your life.
- Silence will help you obtain peace despite your problems and worries.
- It helps you to manage your stress and anger, that a lot of times cause our heart attacks and strokes.

**PERSEVERANCE**

- Perseverance means determination and persistence.
- It helps you to develop a routine that will maintain you focused on your objective to improve your health.
- Perseverance encourages you to increase your physical activity; it helps you to be firm in your determination and to start again in case you fail to keep your commitment.
- Like the tools you use to help your garden flourish, the use of your virtues will help you make the changes you want to make.

**MODERATION**

- Moderation means balance.
- The same way an exact amount of fertilizer helps the plants grow stronger, moderation helps you balance life's demands and pressures.
- Moderation helps you find out how excesses in food and alcohol affect your life.
- It helps you organize your priorities and to reduce the consumption of foods high in salt and sodium.

**SELF-CONTROL**

- Self-control means taking control of your eating habits.
- Self-control helps you limit yourself on foods high in fat, saturated fat and cholesterol.
- Increases your ability to decide and be responsible for the changes in behavior you need to do to have a healthier heart.
- Self-control helps you limit yourself on your food portions and on not going back for seconds.
- This virtue will help you turn yourself in an excellent role model to follow, to show your family how to balance your diet and to enjoy the favors of healthier food.

*Thank you  
Matilde Alvarado from  
NHLBI-NIH*

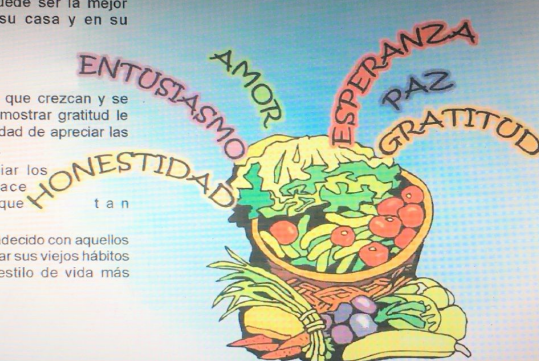
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saludables.

- Con entusiasmo, usted puede ser la mejor promotora de salud en su casa y en su comunidad.

**GRATITUD**

- Así como el agua ayuda a que crezcan y se extiendan las plantas, el mostrar gratitud le ayuda a crecer en su habilidad de apreciar las cosas ordinarias de su vida.
- Esta virtud facilita apreciar los esfuerzos que usted hace por cambiar sin importar que pequeños sean.
- La gratitud le ayuda a ser agradecido con aquellos que le han ayudado a cambiar sus viejos hábitos y le enseña a tener un estilo de vida más saludable.



Ahora, tome las frutas de su jardín de las virtudes y haga una magnífica ensalada. En lugar de usar aderezos salados y con grasas, agregue un poquito de auto estima y optimismo, y prepárese para sentir su corazón latir más rápido de alegría. Para mantener esta porción en control, comparta su ensalada con su familia y sus amigos, y verá como ayuda a otras personas a tomar en serio la salud de su corazón.

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# ***Build The Journey with Participants: Popular Education with Family Stories: An Invitation to Engagement***

***From Fotonovela Clips:***

Control of Hypertension and  
Medical Control  
Stress Control  
Visit to the Doctor

***□What Possible Transactions Can I Build With  
The Person- Client? I share this – you do this  
(participant) as part of your commitment .***



# Reflection Level Tips

**Building  
Strategies for  
Sustainability  
Beyond Care  
Management  
with CHWs**



**I Know Where They  
Are, I Know What To  
Do, What Else Should I  
Know?**



# **Final Thoughts: TRANSFORMATIONAL MODELS with CHWs- Approaches-Philosophies towards Building Equity-Justice**

Can we create and validate an agenda of transformational opportunities for CHWs as part of interdisciplinary teams with engagement and transactions as key functions with: health and health care, prevention, wellness, life satisfaction?

Can CHWs help close the gap for meeting a Transformational Agenda?

Can we Move to **A HOLISTIC APPROACH TO THIS TRANSFORMATION –IN and OUT OF THE HEALTH SYSTEM?**

**ARE WE BUILDING ONLY A HEALTH STORY or A HUMAN STORY With CHWS for A Better Community, Country, World? I Honor What You Do CHWs!**

**Dr. Balcazar**

# Final Thoughts-My Gift To You-Dear Taller Participant-CHW- Dr. Balcazar

## The Vision of the CHW Is the Vision of the Community



PROMOTORES  
DE SALUD

We are the **light** of this world – let us use the passion of our hearts to educate families.

Our communities are like **flowers**. We are to take care of those flowers, to help them and to water them with droplets of information.

We are like a **helping hand** to the **hearts** of our communities and **families**.

We gather strength from each other and inspiration from the same **communities** we help.

la **luz** del mundo — usemos la pasión de nuestros corazones para educar a familias.

Nuestras comunidades son como **flores**. Nosotros cuidamos esas flores, las ayudamos y las regamos con gotitas de información.

Somos como una **mano sosteniendo** los **corazones** de nuestras comunidades y nuestras **familias**.

Reunimos fuerza e inspiración de las mismas **comunidades** a las cuales ayudamos.

## **Fase 3:**

### **Comienza Actividad**

- Método: Lectura de 10 Pequeños  
Párrafos

## **Fase 3:**

### **Pregunta A Los Grupos:**

- **¿Cómo puedo utilizar lo que el párrafo dice en mi trabajo de promotoría?**

**Discusión Final:**

**Comienza Actividad**

**Sesión Abierta Para Comentarios,  
Reflexiones y Preguntas para El  
Facilitador**

**WORKING WITH COMMUNITIES IS AN ART**

In my work with the community health worker (CHW) model, the concept of working with communities as an art, took the path of 100 conversations with **people** to understand their health. Over the years, it has become clear to me that working with people who live in less privileged and marginalized communities is an art. This art is seeing the inherent nobility in people and treating them with dignity. It is about having conversations with them, and listening to them about what is important and what matters in their lives. The person in the community, who has the heart, the training, and the time to perform this art to accomplish this task, is the CHW.

*No Wonder!*

*Hector G. Balcazar*

*The Art of Creating a New World*

# No Wonder!

*Hector G. Balcazar*



# MUCHAS GRACIAS

**Paradise is a state  
of mind of the  
loving kind!**



**May all of you  
be  
experiencing  
the state of  
Paradise**