

SUPERVISION

Best Practices for Clinical Integration of
Community Health Workers



ROLE OF A CHW SUPERVISOR

- Encourage & respect the initiative of CHWs (1)
- Assist CHWs in setting professional boundaries
- Mentor CHWs (2)
- Foster professional growth, recognize work (2, 3, 5)
- Advocate for CHWs in the clinic (1, 3)
- Meet regularly to review CHW work & needs (3, 5)
- Trust the CHW to know their community (3)



SUPERVISION TIPS

- Select supervisors who believe in & support the CHW model (2)
- Provide solutions and options for how CHWs can improve (3)
- Assign appropriate roles & duties to CHWs based on training
- Be thoughtful to neither under-utilize nor push CHWs beyond their level of expertise (2)
- Make sure the CHW & supervisor can evaluate each other (1)
- Give CHWs emotional support (1, 3)
- Consider opportunities for advancement (1)
- Include training for Supervisor in budget (3)

CHW INTEGRATION

- Create a welcoming & structured environment (2)
- Promote frequent staff communication, address workflow issues
- Avoid role confusion: define the CHW's scope of practice & communicate that role to other staff (2, 5)
- Use team building activities
- Foster CHW collaboration in & outside clinic
- Co-locate CHWs & other clinical team members
- Include a CHW on staff at each clinic within a system
- Integrate CHWs in clinical processes (e.g. work flow) (4)
- Document CHW work in the EMR (3)
- Establish CHWs as equal members of work teams (1, 3)
- Hire CHWs full-time to reinforces them as a peer (5)



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