

# Transcription

**Media File Name:** CHW.mp3

**Media File ID:** 2544563

**Media Duration:** 1:00:54

**Order Number:** 1892150

**Date Ordered:** 2017-02-13

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Michelle: Hello everyone, and welcome to the Healthy Start Community Health Worker Course Kickoff Webinar. I'm Michelle Vatalaro, and I'm on the Training and Technical Assistance team with the Healthy Start EPIC Center. I'll be moderating today's webinar. With me are other members of the EPIC Center team, as well as MCHB Division of Healthy Start and Perinatal Services staff. We have approximately 60 minutes set aside for this webinar, and the webinar is being recorded. The recording, along with the transcript and slides, will be posted to the EPIC Center website following the webinar, so anyone who's unable to participate today can access it at his or her convenience.

Before I introduce your great speakers for today, I want to let you know that we do want your participation, so if at any point you have questions or comments, please chat them in at the bottom left corner of your screen. We're only gonna be taking questions via chat and we'll be breaking at the end to answer them. And if we don't get to them today, we'll include them in a frequently asked questions document that we'll post with the webinar materials on the EPIC website.

Also, we'll be playing a few videos today, so please make sure that your computer speakers are not muted. You'll want to be able to hear them. The only other housekeeping reminder I want to make is that you'll be asked to complete an evaluation survey at the end of the webinar. It'll pop up on your screen immediately after. And we do appreciate your feedback, so please take a moment to complete it.

In today's webinar, we're going to describe how the Healthy Start Community Health Worker Course was developed. We'll discuss the course purpose and the appropriate audiences. We'll also discuss the format of the course and how to access it. Then we'll give an overview of the course structure and conduct a walk-through of one of the course modules. We'll then go over the timeline for when the course will launch. And, of course, we'll leave time for questions at the end.

Before I introduce our speakers for today, please let me hand it over to Dr. Maria Benke from the Division of Healthy Start and Perinatal Services.

Dr. Benke: Thank you so much, Michelle. Before we begin the presentations today, I'd just like to take a moment to thank you for your participation. This Community Health Worker Course kickoff marks a milestone in Healthy Start and it's the culmination of months of research, planning, and development. A year ago, the idea of having a set of

standard competencies was still a vision, and today you not only have a standard CHW competency across the entire Healthy Start community, we have an entire course to roll out. On behalf of the division, we extend our gratitude to Deborah Dean, Katelyn [SP] Lowrey [SP], Michelle Vatalaro, and the members of the Course Development Advisory Group for their leadership to bring this course to life. With that, I thank you again and pass it back to Michelle.

Michelle: Thank you so much for that. So, let me introduce our speakers for today. Today we're going to have Dr. Maria Lourdes Reyes, Project Director for the Healthy Start Border Alliance, and Celeste Sanchez Lloyd, Program Manager for Strong Beginnings. I also want to take a minute to acknowledge Mary Alexander, who was going to present today but as a result of the tornados that went through New Orleans, she's staffing the emergency shelters in New Orleans. And our thoughts are with her, but we did want to acknowledge all of her work on this course and her intention to speak today.

From the Healthy Start EPIC Center, we also have Deborah Dean, Materials Development Lead. Katelyn Lowrey and the CHW Course Development Lead, and myself. So to get us started, I'll hand it off to Dr. Reyes.

Dr. Reyes: Thank you, Michelle, and hello again everyone. As you can see on the slide, we wanted to share with you who are the members of the Advisory Group in the development of the course for the Community Health Workers Curriculum. So as you can see, these are composed of Healthy Start Grantees, Healthy Start Community Health Workers, and the Division of Healthy Start and Perinatal Services representatives. As an advisory group, we have been guiding the development of the course in February 2016. And we have as some of the speakers, we have Mary Alexander, Dr. Hani Atrash, Cardona Barnes, Maria Benke, Turmel [SP] Denise [SP], Julianne DeStefano, Rebecca Guzman, Lucinda Bryant-Jones, Katie Keating [SP], myself, Celeste Sanchez Lloyd, and Lovelyn [SP] Whiteside [SP].

How did we do this? How did we get involved in the course development of these modules for maternal and child health specialist? Well, we reviewed and approved definitions of the community health worker and the core competencies. We're going to describe that in greater detail later in the webinar. And this is done through a consensus process. Of course, there was a lot of brainstorming of the course content. We looked at key topics and skills to cover. We reviewed and approved

module outlines and activities through that consensus process. When we looked at the background to inform the development, we certainly looked at a survey online, the discussion groups, the key informant interviews, literature review, international scan, and this was all done prior to this development. And all of this background research was done by the EPIC Center team. And thank you so much for their expertise on that.

We got in the grantee survey. We did an online survey of all grantees to find out how many Healthy Start programs actually employed community health workers and what CHWs do in the Healthy Start programs, and what kind of training is already in place. It was a great response from the grantee community. Ninety-three out of that 100 grantees responded to the survey. And congratulations and thank you for that.

For the discussion groups, we held discussion groups with CHWs and CHW trainers and supervisors representing seven Healthy Start programs around the country. And we focused this on hearing directly from the Healthy Start CHWs and what their main roles and activities are in the Healthy Start as they do their day-to-day challenges and what their training needs are. We also did a literature review, as noted on the slide, and an environmental scan to understand the national landscape of CHW roles and impact, the competencies, training, and certification.

And in addition with their key informant interviews, to further understand the CHW roles in Healthy Start, as well as state competencies, training, and certification. So please note that you will be directed to the EPIC website and the CHWs in the Healthy Start to see a copy of the grantees survey report and videos of the Healthy Start CHWs talking about their work. And that page will be under a green tab on [healthystartepic.org](http://healthystartepic.org).

As you can just imagine, we had so many definitions and titles of what is exactly a CHW, as you can see under this umbrella on the slide. And so what we did was, we adapted a...the advisory group adopted a definition of what a CHW is, based on the American Public Health Association, and then we tailored that to the Healthy Start definition. So what we're saying is that a Healthy Start Community Health Worker is a frontline public health worker who is a trusted member of and/or has a unique understanding of the community served. And the CHW will work to establish and maintain trust, enabling the CHW to serve as a liaison between health, social services, and the Healthy Start participants in the community.

We cannot overemphasize that word, "trust," in the use of the CHWs. And in so doing, the CHWs will also facilitate access to the services at work to provide high quality and culturally competent service delivery in their scope of work. So, a Healthy Start CHW also supports participants in the community capacity, using their experience and knowledge by increasing perinatal health knowledge and self-sufficiency through a range of activities, such as outreach, community education, informal counseling, social support, and advocacy, to name just a very few of the work that our community health workers do.

I'll now hand it over to Celeste Sanchez Lloyd, who will talk about the course purpose and core competencies.

Celeste: Thank you, Dr. Reyes. So, as we look at the purpose of the Healthy Start Community Health Worker Course, as you see there, it's really to provide a baseline training toward the achievement of core competencies and perinatal health competencies needed to fulfill the roles and responsibilities of a community health worker in the Healthy Start project. The course is meant to serve as a standardized training element of Healthy Start workforce development. It's really designed to provide a common foundation shared across all Healthy Start programs nationwide, a basic perinatal health knowledge and skills needed to effectively serve the Healthy Start participants.

Healthy Start EPIC Course Development team worked with the Advisory Group, first, to develop the core competencies, then structured the course around core competencies. The Healthy Start CHW core competencies represent the fundamental knowledge, experience, and skills needed to fulfill the roles and responsibilities of the CHW in Healthy Start. The 13 core competencies fall into three groupings, as you see there. Five basic knowledge competencies related to the perinatal health, which is Healthy Start 101, preconception and interconception health, prenatal health, postpartum health, and parenting and child development. Of those five competencies related to the key CHW roles. So those are outreach, screening and assessment, health education, care coordination, and participant empowerment and community engagement.

And we also have the three foundational skills competencies which were: effective communication, cultural effect responsiveness, and public health. I also want to mention that the core competencies document was emailed prior to everyone registering for the event for

today, and it also can be found on the [healthystartepic.org](http://healthystartepic.org) page.

CHWs develop skills and get trainings and education from many sources, including their own life experiences, training they received from their local Healthy Start program, and learning from their peers and other Healthy Start staff and working with the Healthy Start participants, and training from outside organizations such as community colleges, state CHW organizations, and other nonprofit organizations in their communities that may be of use.

Healthy Start CHW Course is just one piece of the training landscape that we wanted to highlight today. But discussing how we're moving further along, the CHW training and professional development really enhances what's already being done with your CHWs. And so the online Healthy Start CHW Course is meant to really be a supplemental piece and to enhance your own programs and your CHWs and really connect those standardized training elements across all programs for our Healthy Start projects.

And so with that, I'm going to move it back to Dr. Reyes and she'll continue on.

Dr. Reyes: Thank you, Celeste. As you can see on this course format and parameters, this is an online course that is available to you 24/7. So you can take it on your own schedule and at your own pace. You can access the course through the Healthy Start EPIC Center website, [healthystartepic.org](http://healthystartepic.org), and it's available to all Healthy Start CHWs and any other Healthy Start staff who want to take it. So, really, anyone in the frontline duties that our program need. But we do need to register for the course. And we will cover details of how to register and get into the course later in the presentation.

The course software keeps track of your progress, so don't panic. It'll be all right because you could always pick it up where you left off as you work through the modules. The course includes 10 modules, and each is focused on a core competency. Each module includes interactive online activities and also offline activities that you can work on with other members of your Healthy Start team. Note, though, that each module takes between two to four hours to finish, with most being closer to the two-hour range, and that really is dependent upon your pace. You could complete all or some of the modules, depending on your training needs and interests. And you may also want to talk to your supervisors and also perhaps the supervisors will take this course, because it is open for

anyone, about what modules to take and in what order. So, talk together to see how you would best handle the modules.

For each module you complete with 80% or better on the post module knowledge, then you will get a badge. And if you complete all the module units and get all 10 badges, you will earn a certificate for completion of the course.

Let's take a look at the CHW course structure then, and this slide shows you the core competencies that the course modules are going to emphasize on. These competencies provide the framework for the CHW course. As you see, the first five modules at the top are each based on the Healthy Start and perinatal health knowledge competencies. So you have Healthy Start 101, you will have a module on preconception and interconception health, another one on prenatal health, and then postpartum health, and a fifth one on parenting and child development. So those are the first five modules at the top of your screen.

The lower five modules, the B, each based on the CHW role competencies. As you can see: outreach, screening and assessment, health education, care coordination, and participant empowerment and community engagement. The three foundational skills, competencies for CHWs, which are effective communication, cultural responsiveness, and public health, are all woven throughout all the modules. And you will see those as tips and callout boxes in the modules.

When we launch this module, we are launching it in two phases. The first five modules will be open to all [inaudible 00:16:31] starting February 27th. The second five modules are currently being developed and we will launch those in 2018. I'll now turn it back to Deborah, who will give you an overview of the different kinds of content and activities included in the course.

Deborah: Thank you, Dr. Reyes. As Dr. Reyes said, there's a common...there are 10 modules in the Healthy Start Community Health Worker Course and there's a common structure across all these modules. And they all use multiple kinds of content to keep things interesting and to keep users engaged. Katelyn Lowrey will give you a look at the common structure in her walk through of the perinatal health module in a few minutes. But right now I'll give you just a quick overview of the different kinds of content and activities that we have in the course.

We have webinars. Several of the modules include webinars, and what

these are recordings of previous training webinars given by the Healthy Start EPIC Center on relevant topics to that module. So, for example, the prenatal health module includes a recording of Dr. Jan Shepherd's webinar on prenatal care and also includes a webinar, "Ask the Expert" webinar on preparing for breastfeeding. Now, you may have even attended some of those webinars before, but we have embedded them in modules when they're relevant to that topic and then built a lot of the other content around that. We also have videos. We really wanted to bring the voice of Healthy Start into the course, so we have short video clips sprinkled throughout and also at the beginning, introducing the modules to kind of set the tone.

And we have videos of Healthy Start Community Health Workers talking about their work, Healthy Start participants talking about how the program has affected them and their families, and also we have Healthy Start program managers talking about how Healthy Start community health workers contribute to the success of their Healthy Start programs. And now we're gonna just take a look at a couple of these video clips. We have Amber, who is a Healthy Start participant, and we have Nerissa [SP], who is a Healthy Start community health worker.

So first, we'll start with Amber.

[00:19:09]

Silence

[00:21:05]

Deborah: Okay, and now we'll take a look at Nerissa, who is a community health worker in Healthy Start.

[00:21:16]

Silence

[00:21:59]

Deborah: So that's a sample of the kinds of videos that we have sprinkled throughout the course and introducing the different modules. Other kinds of content that we have are interactive scenarios, and the interactive scenarios give you a chance to apply what you've learned in the module. And these are basically little hypothetical stories of Healthy

Start participants and how the community health worker and the participant might work together around a particular issue, such as missed prenatal appointments or reproductive life planning.

There's a little story and then some questions for you to answer about what you might do or say with the participant around the issue, and then some feedback about that response. We also have something called "real world" practice, and those are activities and worksheets that you can print out and do later on with your supervisor or other members of your Healthy Start team.

So, this example here is from the Parenting and Child Development module, and this is a worksheet where community health workers can make and keep a list of free and safe places in their community where parents can read, learn, and play with their kids. So things like public library programs, the contact information, hours, and address for those, family day, free family day at the museum, or moms and babies groups in the community, including Healthy Start moms and babies groups, things like that.

We also have another kind of real world practice with every module, where you get to...you have some questions to guide a team discussion, either with your supervisor or with your whole Healthy Start team, about what your Healthy Start program does in that particular area. So, for prenatal services, we would ask questions about what kinds of prenatal services and supports does our Healthy Start program offer? Which ones do we offer directly? Which ones do we refer out to? Who do we refer out to? Who on our team is in charge of these different services and supports? And what's my role as a community health worker in the realm of prenatal health and prenatal care with our prenatal clients? And then, who do I go to with questions?

So we have those kinds of activities where you can engage with your team around the content of that module. We also have, in each module, a "Go a little deeper" section, and this is a selection of optional resources for users to look at if they want to delve deeper into a particular topic. These resources include things like websites, reports, toolkits, factsheets, even things like mobile phone apps that you can use with a participant. We also have key takeaways, and that's just what it sounds like. It's a summary of the key points and key concepts covered in the module, and reflecting the learning objectives for that module. And you'll find those key points in a green box near the end of the module.

Also at the end of the module, there's a principal glossary with plain language definitions of health and medical and public health terms that were used in that module. So, for example, in the prenatal health module, the glossary includes terms like low birth weight, preterm birth, folic acid, preeclampsia. And the glossary serves two purposes. If you're taking the module, the glossary can kind of be like a study guide or a reinforcement of some of the concepts covered in the course. And it also provides examples of ways that community health workers can talk about or explain some of these terms with their clients, with Healthy Start participants.

At the end of each module, there's a knowledge check, and that's kind of a multiple choice quiz where you can...and it checks what you've learned about key concepts covered in the module. Once you fill in all the questions and submit the knowledge check, you will get feedback on which questions you answered correctly or incorrectly, and with explanations of the correct answer if you got anything wrong. And that leads us to the badging. As Dr. Reyes mentioned, we have a badging feature in the course. So if you score 80% or higher on the knowledge check at the end of the module, you'll earn a badge. And if you complete all the module units and earn all 10 badges, you'll receive a certificate of completion for the course. And you can use those badges to show your supervisor or your team that you've completed that module.

So that's an overview of the content types and the kinds of activities we have in the course. And I'm gonna now turn it over to Katelyn Lowrey, who will give you a preview or walk-through and show you how to access the course.

Katelyn: Thanks, Deborah. Okay, so now I'm going to share my screen. So you'll see the slides will disappear and you'll see the Healthy Start EPIC Center website appear. And I'm going to walk you through how to access the course, enter the course, track your progress, and give you a preview of the prenatal health module.

So these pages will be open to all users on February 27th. As I do the walk-through for how to access the course, I recommend that you have the "How to Access the Healthy Start CHW Course Flowchart" out or open for your reference. That was attached to the end of the FAQ that was sent around with the link to the webinar. So, from the Healthy Start EPIC Center homepage, you can access the course from the Training and Events drop-down menu. And there's a page called Healthy Start Community Health Worker Course. This page includes links to register,

log in, and enter the course, and it also provides an overview of the Healthy Start 101 and perinatal health modules that are launching on February 27th, and will eventually include the descriptions of the modules that are expected in 2018, as well as information for contacting us should you have any questions or technical issues related to the course.

So if you are already registered with the Healthy Start EPIC Center online community, you'll automatically receive access to the course on February 27th and you do not need to register again. New users will need to register using this online form, and it may take up to 48 hours to receive registration confirmation by email. Once you're registered, you can log in to the website. There's a login button at the top left corner of the website here. I'm already logged in, so it appears as Healthy Start EPIC Center. And you can also log in from the Healthy Start Community Health Worker Course. There's a "Log in here" button.

So once you're logged in to the website, you'll have access to the course, and you can enter the course through the table of contents. The table of contents is accessible from a few different places, from the Training and Events drop-down menu, where you can drop down and go over to the Healthy Start Community Health Worker Course Table of Contents. It's also accessible from the Community Health Worker page. You can enter the course here. That takes you to the table of contents. And also from the navigation pane on the left-hand side here of the Training and Events section of the Healthy Start website.

So if you are logged in, the unit titles will appear blue in the table of contents, and you'll see that it has a hyperlink line underneath it if you hover over it. And you'll be able to click on that to enter the course. We recommend that you complete all the modules and units in the order they are presented, and you can complete an entire module over one visit or break up the activities into several visits. And as Dr. Reyes mentioned, the program will track your progress as you move through. So if you come and go to the course, you'll be able to save where you left off and pick up and continue on during your next visits.

An estimate of how long each module takes to complete is included here at the top of each table of contents for each module. And these estimates vary from about two to four hours and are really related to how long the webinar is in the module or if there are multiple webinars in the module. And it may vary, again, depending on how long you take with different topics or if you review things multiple times. So that is an

estimate. Once you mark a unit as complete, the gray icon to the right here will turn green and have a white check mark in it. So that's a very helpful way for you to be able to track your progress through the course at a glance here from the table of contents.

So to illustrate the course content types that Deborah described and to give some examples of how to navigate through the course, I'm going to preview a few units of the prenatal health module. So we'll begin on Unit One here, which is an orientation page. And the first unit of each module includes the module learning objectives, which are the bullet points here, and a table of contents for the module. There's hyperlinks to all of the units within the module, so if you come back to this page on a next visit and want to pick up where you left off, you can jump right to another page. All units include an icon at the top right-hand corner to help orient you to what module you're in. So this module is the prenatal health module and you'll see in each unit this prenatal health icon.

All units also include a button to mark the unit as complete once you have finished the unit activities. So we'll show you an example here. Mark that as complete, and now you'll see, when you come back to this unit, that you've completed that unit. And the buttons at the bottom here help to navigate between units. So you can go to the previous unit or move to the next unit. We do recommend that you navigate between units using these buttons and not your browser buttons at the top of your web browser page. If you go backwards on the web browser page, it will clear out that you have marked this unit as complete and you'll have to mark that again.

So, again, once you're working in the module, please navigate between units using these pink buttons at the bottom of the screen. And each page also includes links back to the course table of contents and to return to the first unit of the module. So it takes you back to this orientation page.

So we'll move on to Unit Two. As Deborah mentioned, many of the units include videos of community health workers, program directors, and Healthy Start participants. This unit includes two videos of community health workers and a graphic depicting the perinatal phases during which community health workers may work with participants. So this is a common graphic that you'll see throughout the perinatal health modules, and it will really highlight which phase is being focused on for the module.

To start a video in page, you hover over the picture and the red button will appear, and you can press play and the video will begin. If you wish to expand the video once it begins playing, there'll be an expansion icon down in the bottom left-hand corner here if you would like the video to take up your full screen. All right, so we'll mark that one as complete too. We'll have read through all of that.

Okay, so I'm going to jump ahead to a different unit to illustrate another content type. And this is Unit Four, prenatal health, and the webinar that focuses on prenatal care. So all of the webinar pages include the webinar learning objectives, again, as bullet points here. We also have a short description of the webinar, an estimation of how long the time is so you can plan accordingly. And you can download the webinar slides here. So if you click on that link, it will open up the slides. You can have them open for your reference, you can download them for future use or you could print them as well.

Similar to the video to start the webinar playing, you hover over the red square, you press the play button. And again, there's an option to expand to full screen once the video is playing. It is important to note here that while all your progress through the course is tracked every time you hit one of these "Mark as complete" buttons, the videos may not pick up where you left off when you return. So if you have to stop working on the module in the middle of a webinar or a video, please make a note for yourself as to where you left off so you can pick up where you left off when you return.

Pretend we watched that whole webinar, mark that as complete, and move on to the next unit. So this unit, Unit Five, is an example of one of those interactive scenarios that Deborah talked about. I'll show you a few pieces of this. I won't go through the whole scenario, but I want to give you a little taste for what this looks like. So the scenario will begin and then you'll press the "Next" button. And in this example, you would follow Alicia. She's a Healthy Start participant, is 26 years old and three months pregnant. And during her intake, she mentioned that she drinks alcohol and smokes cigarettes. So each scenario will have a little background story, a little bit of information for you to learn about this person that you're interacting with. And then there'll be opportunities for you to reflect based on everything you've learned in the module up to this point and then respond to questions.

So this question is, "What can you tell her about the risks of drinking alcohol during pregnancy?" And then you'd type your response here.

You could say, "Alcohol use during pregnancy is associated with many negative health effects for both mother and developing baby." And really, you can put anything you would say here. So if you have talking points that you've talked with your team about or things that you've noted from earlier in the module, you know, really, this is an opportunity for you to practice your interactions with your participants. And then once you have your response in here, you can click the pink button to see what our experts suggest.

All right, so that's an example of one of our interactive scenarios. And if for some reason this does not play in the page when you're viewing it, you can click the link here to open the HTML5 version in a new window or tab, and then the scenario should play for you in that new window or tab. We'll mark that as complete. And again, I'm going to jump ahead to another unit to really illustrate a different kind of page that you might come across in the course. This is Unit 11: Care of Newborn Baby, and this page describes topics that community health workers may cover with participants during this prenatal phase to help them prepare for newborn care.

So on a page type like this, there are a number of links. And this takes you to other websites that help to further explore topics of importance. So this is an example of the Eunice Kennedy Shriver National Institute of Child Health and Human Development. A number of topics related to the basics of infant health. And then there are other resources here about car seats, bathing, and these link to [healthychildren.org](http://healthychildren.org), which is a website sponsored by the American Academy of Pediatrics. Okay, full mark. That one is complete and we move on to the next unit.

So, every module includes a real world practice unit, and these are opportunities for you to complete offline activities, to explore the services offered by your program, and to practice what you've learned through the activities in the module. So each of these documents opens in a new tab, and you can download and print this for use offline and for future reference. This is an example of a birth plan that you could download and practice completing a birth plan that you might help a participant walk through. Similar to birth plans, this is an example of a breastfeeding plan that you could download and practice how you would walk through this plan with the participant during the prenatal phase. So once you've tried out all of those documents, practice them, you can mark that as complete and we move on to the next unit.

So all modules include a "Go a little deeper" unit, and these are

opportunities to explore additional documents and websites related to topics that were part of the module. So, for each of these sliders to open a website or a document, you would click on the image here. That would take you to a new page and you can explore the resources. To navigate between resources, you'd hover over this gray button, click to the right. So this is a fact sheet from the American Congress of Obstetrics and Gynecologists, frequently asked questions about breastfeeding. You can go to this website and read the resource, or as this example is, you could download this to share with your participants.

We navigate back here and all units include a link to the Healthy Start screening tool page. So this links to a new page on the Healthy Start website. So close those out. And the majority of modules have one slider and the "Go a little deeper," and the number of resources within that slider really varies depending on the topic that's being covered. For example, the parenting and child development module has a really wide variety of resources because there are so many topics the community health workers cover with participants, from child development and to support parenting. And there are a couple of modules that have two sliders. This is an example of one of those. And the second slider talks about free apps that are available to support prenatal health. Okay, so we'll mark that as complete.

Move on to the next unit. And all modules include a wrap-up unit, and these units include a plain-language glossary, as Deborah explained earlier in her overview. This, again, opens in a new page and you can look through this document, use it as a learning tool or download it for future reference or print it out for future reference. And all wrap-up units also include these key takeaway boxes, the green boxes, and a list of Healthy Start benchmarks that correspond to the topics that were covered in this unit.

And both of these content types, the key takeaways and the benchmarks align both with the learning objectives of the module, as well as the competency that's related to the module. Mark that as complete and move on to the final unit in this module, which is the knowledge check and badge.

This is always the final unit in every module and where the knowledge check is. So I'll give you an example of how you would complete this. I've already completed a few of the questions leading up to here, so we'll answer this question again. To navigate between questions, you want to use the navigation buttons here. You can go back to a previous

question, save and go on to the next question. Answer that, save and go on to the next question. And then before submitting your answers, you have an opportunity to now review all of your answers before submitting it. Double check that those are what you think you have to answer, and submit. And then you get a response as to what your correct or incorrect answers are, and if things are incorrect, they'll give a reason for the correct answer and help to explain the answer to you.

You'll also receive an email with that attachment and information about your passing grade, as well as the link to the badge. And so if you pass the knowledge check with 80% or higher, you'll receive a link to this badge page. And you will see here, "Congratulations! You've achieved the prenatal health badge and you've earned this achievement." And so this is a colored-in badge. If you want to look and see your progress on all of the badges, you can access the overall course badge page from the Training and Events download drop-down menu, the CHW course badges page. And this page includes a list of all of the modules and badges that you could achieve. So they're grayed out until you've achieved them, and then they're fully colored in once you have achieved them.

And then if you want to go back to the table of contents, you can scroll down and see which of the units we've completed. They're now highlighted in green. And I can see that on my next visit back to the course, I need to complete the grayed out modules to complete all of the content, or the grayed out units to complete all of the content in the module.

All right. So we want to take a minute and really give a big thank you to all of the Healthy Start programs and staff who contributed to the course development, from the grantee surveys, to the discussion groups, and key informant interviews, to video interviews that are used in the course, to the advisory group participation, and of course, user testing. Really, there's been such wonderful participation in this process and we're thankful to each and every one of you for your participation through the course development. Now I'm going to pass it over to Michelle.

Michelle: Okay, so now we're going to open it up to questions through the chat. Any questions that we don't get to will be answered and posted to the Healthy Start EPIC Center website with the webinar materials afterwards. And I'd like to remind you all that you should have received a frequently asked questions document prior to the webinar. I'd encourage you to take a look at it because it contains a lot of useful information

about the course and may help to answer your questions that come up after the webinar. So we can get started with some questions now. So our first question is, can the modules be completed in groups?

Katelyn: I can take that, Michelle. This is Katelyn. Yes, you can definitely take the modules as a group but we recommend that each user or each community health worker register for the site and work through the materials themselves. As was illustrated in the walk-through, it is self-paced and you can track your own progress and achieve those badges and the certificate of completion at the end. So while it's definitely possible to take it as a group, we do recommend that you each register individually and work either on your own laptop or at your own desktop.

Michelle: Thanks, Katelyn. You have another question. Are these modules available in Spanish?

Katelyn: I can take that too. This is Katelyn. At this time, the course is only available in English. We do not have them available in Spanish at this time.

Michelle: Great. One more for you, Katelyn. Would the certificate be given in 2018 when the rest of the modules are released?

Katelyn: Yes. So at this point, you can collect up to five badges to show your progress through the course, because the certificate of completion will only be available once the full course is released in 2018.

Michelle: Great, thank you. We have another. Do these modules offer continuing education credits for nurses?

Deborah: I can answer that one, Michelle. At this point in time, we don't have continuing education credits for really anyone with this course. We may look into that in the future, but not at the present time.

Michelle: Great, thank you. Is there a fee for the course?

Deborah: No fee.

Michelle: Great. Let's see. The next question is, will the training help with completing the new HRSA forms?

Deborah: Is that in reference to the screening tools?

Michelle: I think it might be.

Deborah: This is Deborah. We will have a module in the second set of modules on participant screening and assessment, and that will cover things such as what kinds of screening questions are asked, why the screening questions are important, and we'll link out to the screening tools. So we'll cover the screening tools later in the modules that we're developing for 2018. At the present time, the modules do link out to the appropriate screening tool for that module. So that's the prenatal module links out to the prenatal screening tool, and the postpartum links out to the postpartum screening tool. But this is not really an in-depth training on the screening tools. It's more about why screening is important and how to follow up on screening when we get to that point. Do you want to add anything, Katelyn?

Katelyn: No, I think you've covered it.

Michelle: Great, thank you. Is there a timeframe for the first five modules as far as completing them go?

Katelyn: The time estimate is approximately 12 hours. Again, it may be more or less, depending on the pace that people move through it. That is an estimate, and the course is open 24/7. So I'm not sure if that question was asking about in terms of how long the course will be open, but this is open indefinitely, moving forward. So as of the 27th, the course will be available.

Michelle: And is there a requirement?

Deborah: A requirement to take the course?

Michelle: Or requirements for how long it [inaudible 00:54:00].

Deborah: You mean a timeframe in which you have to take it?

Michelle: Mm-hmm, yeah.

Deborah: There isn't. I think that once the course is available, community health workers and other Healthy Start staff might want to talk with their team about when to take which modules, which modules to take. It probably makes sense to take them fairly close together just because they do build on each other and they follow a common structure, but there isn't a timeframe that you have to do it in. And I think

maybe Healthy Start programs might work out some guidelines on taking the course for their own program.

Michelle: Great, thank you. We have a couple of questions that I think all go together, so I'm gonna read them all at the same time and then you can answer them kind of together. So, how many times are the community health workers able to retake the course? What does the process for retaking them look like? If you don't get 80% on the knowledge check, can you immediately go back and retake it? And are the questions randomized? They all sort of go together.

Katelyn: Yes, I can answer those, and remind me, Michelle, if I miss any that you said.

Michelle: Mm-hmm.

Katelyn: So, community health workers can take the course as many times as they'd like. It's open, so they can come and go as they please. The caveat with that is once you mark the unit as complete, it will always be marked as complete. If you want to go back and look at something, they'll all be marked as complete. So that tracking won't be helpful moving forward. That being said, if you wanted the course to be reset, you could contact the Healthy Start EPIC Center and we can reset your progress at any point. I think once you finish it and you have all those green checks on your table of contents, you won't necessarily want to lose that, but that is an option. The questions are not randomized. And if you do not get 80% on the knowledge check, you can go back in and retake it immediately. Was that all?

Michelle: You got them all, Katelyn. Thank you. We have another, which is, will the information in the modules be accessible to view or in print format once certification is completed so people could go back for future reference?

Katelyn: So this is something that we are exploring, how to do that in the best-packaged way. So right now you could print the page. And again, as I mentioned, even if you complete the course, once you're done, it'll always be online for you to come back and reference. So you can come back at any time to look at that. But we are exploring a way to have a package of the material that can be downloaded as a PDF and print it. So, hopefully, we'll have more on that to come.

Michelle: Great, thank you. I do want to be mindful of our time. I believe

our speakers can stay on for another few minutes, but I do want to say a few things before we get to any remaining questions, in case people have to hop off. I just want to thank everyone, I guess, for coming today and for your interest in this course. We're so excited. We do want to remind you that we have two upcoming webinars. One is going to be on February 21st, from 3 p.m. to 4 p.m. Eastern Time. That's an Ask the Expert on addressing fetal alcohol spectrum disorders and the context of Healthy Start, what do we need to know.

There's also an Ask the Expert on the screening tools initiative talking participants through the Healthy Start screening tools, and you can find more information and registration information for these webinars in the latest EPIC Center training alert, or visit the EPIC Center website.

And Katelyn or...I think, if you could, we have one more question which is somebody is a little confused as to how to register for the site. So if you could maybe show that again?

Katelyn: I'm happy to. And again, this is outlined in that flowchart that's attached to the FAQ. And some of these links that I go through will not be live until the 27th, but you can definitely register now, if you want to, in preparation. You could register today and have your username and everything ready to go and receive access automatically on the 27th. So, you can go to the Training and Events, which is the green tab on the Healthy Start EPIC Center homepage, drop down to the Community Health Worker Course page. And this page is not yet open but it will be on the 27th. And then you would go to "Register now," which takes you to this form, which is the registration form.

And if you do want to be up and ready to go on the 27th, there's another way to get to this form, which is from the "Hear from Your Peers" section, ask a grantee, and then there's a "Register Now" link that would take you to this page as well.

Michelle: Great. Thank you, Katelyn. If you have any other questions, you can chat them in. I'll give it a minute. But, again, I want to thank everyone for coming today, for your interest in the course, and we hope that you'll go to the course when it opens on the 27th of this month. So this concludes our webinar for the day. Thank you all for your participation, and have a great day.