

Housekeeping Reminders

Please submit questions via the Zoom chat during the presentation.

For attendance, please type in your name and organization in the chat.

Attendees are muted upon entry. Click “Unmute” when you would like to speak. Please mute yourself after speaking.

The presentations are posted on Tomorrow’s HealthCare www.tomorrowshealthcare.org



2025 PCMH Learning Network SDOH Sprint Session #4

September 10, 2025

Pittsburgh Regional Health Initiative

Robert Ferguson, MPH, Chief Policy Officer, Pittsburgh Regional Health Initiative

Continuing Education Information

In support of improving patient care, this activity has been planned and implemented by the University of Pittsburgh and The Jewish Healthcare Foundation. The University of Pittsburgh is jointly accredited by the **Accreditation Council for Continuing Medical Education (ACCME)** and the **American Nurses Credentialing Center (ANCC)**, to provide continuing education for the healthcare team. **1.5 hours are approved for this course.**

As a Jointly Accredited Organization, University of Pittsburgh is approved to offer social work continuing education by the **Association of Social Work Boards (ASWB)** Approved Continuing Education (ACE) program. Organizations, not individual courses, are approved under this program. State and provincial regulatory boards have the final authority to determine whether an individual course may be accepted for continuing education credit. University of Pittsburgh maintains responsibility for this course. Social workers completing this course receive **1.5 continuing education credits.**

Disclosures

No members of the planning committee, speakers, presenters, authors, content reviewers and/or anyone else in a position to control the content of this education activity **have relevant financial relationships** with any entity producing, marketing, re-selling, or distributing health care goods or services, used on, or consumed by, patients **to disclose.**

Disclaimer

The information presented at this Center for Continuing Education in Health Sciences program **represents the views and opinions of the individual presenters**, and does not constitute the opinion or endorsement of, or promotion by, the UPMC Center for Continuing Education in the Health Sciences, UPMC / University of Pittsburgh Medical Center or Affiliates and University of Pittsburgh School of Medicine. Reasonable efforts have been taken intending for educational subject matter to be presented in a balanced, unbiased fashion and in compliance with regulatory requirements. However, each program attendee must always use his/her own personal and professional judgment when considering further application of this information, particularly as it may relate to patient diagnostic or treatment decisions including, without limitation, FDA-approved uses and any off-label uses.

Learning Objectives

- ✓ Describe effective strategies for training staff in Motivational Interviewing
- ✓ Describe effective strategies for training staff in Trauma Informed Care
- ✓ Discuss how to train, onboard and supervise community health workers as part of the community-based care management team

HealthChoices PCMH Program

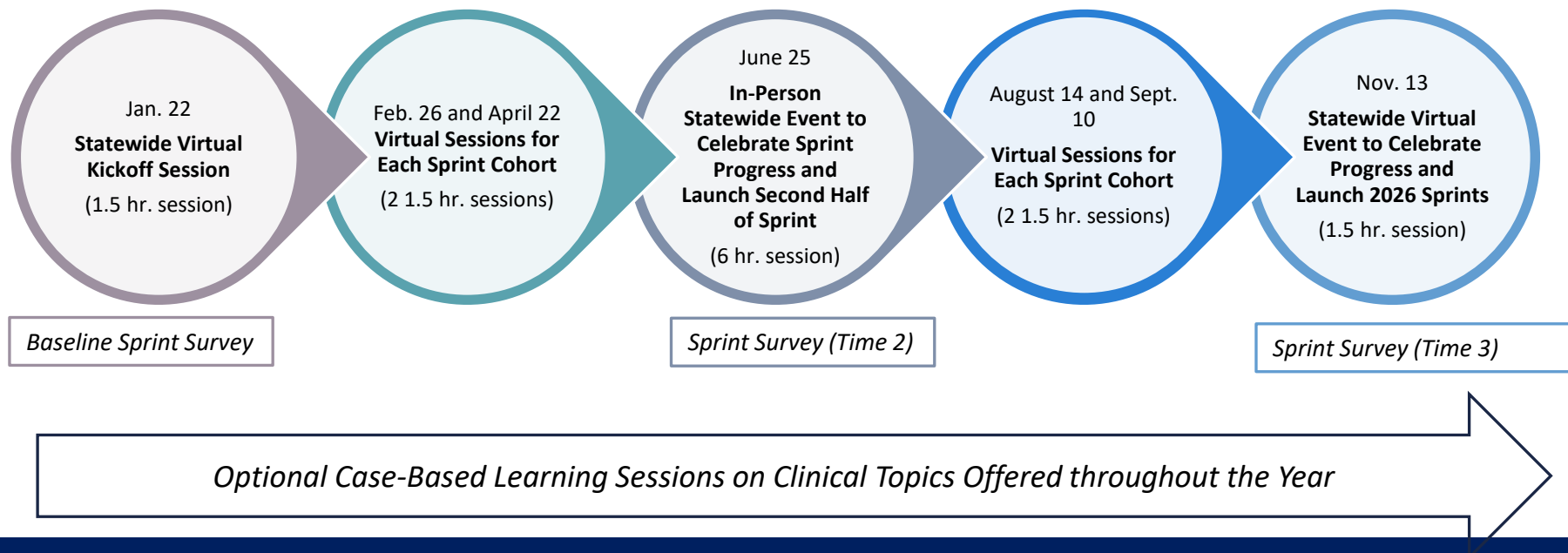
The **PH-MCOs** contract with high volume providers who meet the PCMH requirements, reward PCMHs with quality-based enhanced payments, and develop a **learning network**

PCMH SDOH Screening and Intervention Requirements:

- ✓ Complete SDOH assessments
- ✓ Submit G9920 for negative screens
- ✓ Submit G9919 for positive screens and ICD-10 diagnostic codes for identified SDOH needs
- ✓ Assist with obtaining the needed services
- ✓ Deploy a Community-Based Care Management Team to connect individuals...to community resources and social support services through “warm hand off” referrals...
- ✓ Track referrals and outcomes

See [Exhibit DDD](#)

2025 PCMH Learning Network



2025 PCMH Learning Network – Statewide Wrap-Up Session

Statewide Wrap-Up Virtual Session – Thursday,
November 13th at 9:30 am -11:00 am via Zoom



End-of-Sprint SDOH Interventions Survey

- End-of-Sprint surveys will be sent to teams in mid-October
- Only 1 survey per team should be submitted
 - To confirm or update your primary team contact, please email J. (Ashenayi@jhf.org) or Lisa (Boyd@jhf.org)

Panel on Effective Training Strategies for Motivational Interviewing, Trauma Informed Care, and Community Health Workers

Mia Croyle, MA, Behavioral Health Project Specialist, MetaStar, Inc.

Mae Reale, MA, Health Education Specialist, Pennsylvania Coalition Against Domestic Violence

Elizabeth Schaffer, MS, MPH, CHES, Executive Director, Eastcentral PA AHEC

Motivational Interviewing (MI)

Best Practices in Training and Ongoing Learning

Mia Croyle, MA
9/10/2025



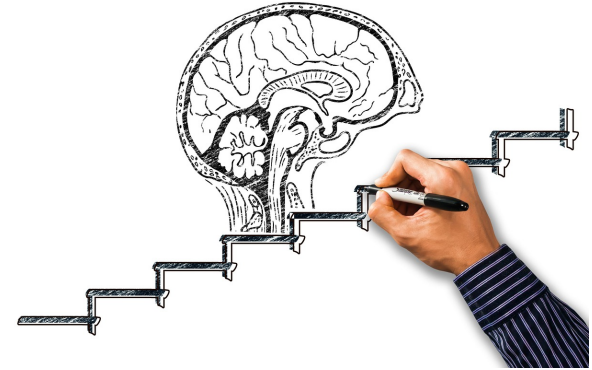
Objectives

- After this brief talk, attendees will be better able to:
- Recognize well-designed MI trainings for primary care teams
- Provide post-training reinforcement and feedback
- Identify MI trainers



How People Best Learn MI

- Workshops, reading, independent study are not sufficient to achieve sustained fidelity.
- Learning MI is a developmental process that requires a long-term investment of time and effort.
- Best practice consists of repeated opportunities to practice learned skills and receive feedback on performance from experienced MI practitioners and to incorporate this feedback into practice. (1,2)

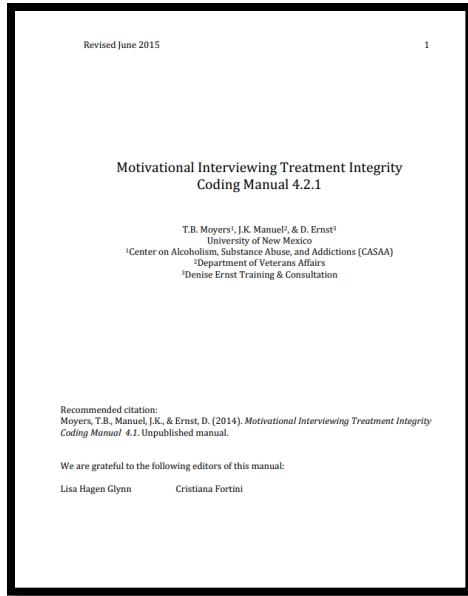


Training Best Practices


- Reflect current understanding of MI
- Create an inclusive learning environment and prioritize engagement
- Set realistic learning goals
- Keep the content simple and accessible
- Use multiple methods
- Use “real plays
- Use observers
- Reflect the parallel change process



Evaluating MI Fidelity



Motivational Interviewing Treatment Integrity (MITI) code 4.2 ⁽³⁾

- One-pass behavioral coding system designed to measure treatment fidelity for motivational interviewing – 20 minute sample
- Considered "freeware"; you may use it without permission and it is not copyrighted.
- Training and extensive practice leads to inter-rater reliability  GUIDING CHANGE IN HEALTH CARE SINCE 1973

Motivational Interviewing Network of Trainers (MINT)



- International non-profit organization of trainers in MI representing many languages. ⁽⁴⁾
- Aims to promote good practice in the use, research, and training of motivational interviewing.
- Membership follows a successful application and completion of a Training New Trainers (TNT) workshop.

Identifying Training Resources

- Searchable database of MINT members:
[Trainer Listing | Motivational Interviewing Network of Trainers \(MINT\)](#)
- Calendar of community and online training events:
[Calendar of Events | Motivational Interviewing Network of Trainers \(MINT\)](#)

References

1. Schumacher Julie A, Williams Daniel C, Burke Randy S, Epler Amee J, Simon Patricia, Coffey Scott F. Brief Report: Competency-Based Supervision in Motivational Interviewing for Advanced Psychology Trainees: Targeting an A Priori Benchmark. Train Educ Prof Psychol. August 2018;12(3):149-153. [doi:10.1037/tep0000177](https://doi.org/10.1037/tep0000177)
2. Hall Kate, Staiger Petra K, Simpson Angela, Best David, Lubman Dan I. After 30 Years of Dissemination, Have We Achieved Sustained Practice Change in Motivational Interviewing?. Addict Abingdon Engl. 2016;111(7):1144-1150. [doi:10.1111/add.13014](https://doi.org/10.1111/add.13014)
3. Moyers, T. B., Martin, T., Manuel, J. K., Hendrickson, S. M. L., & Miller, W. R. (2005). Assessing competence in the use of motivational interviewing. Journal of Substance Abuse Treatment, 28(1), 19-26. [Motivational Interviewing Treatment Integrity \(MITI\) :: Center on Alcohol, Substance use, And Addictions \(CASAA\) | The University of New Mexico](#)
4. [Welcome to the Motivational Interviewing Website! | Motivational Interviewing Network of Trainers \(MINT\)](#)





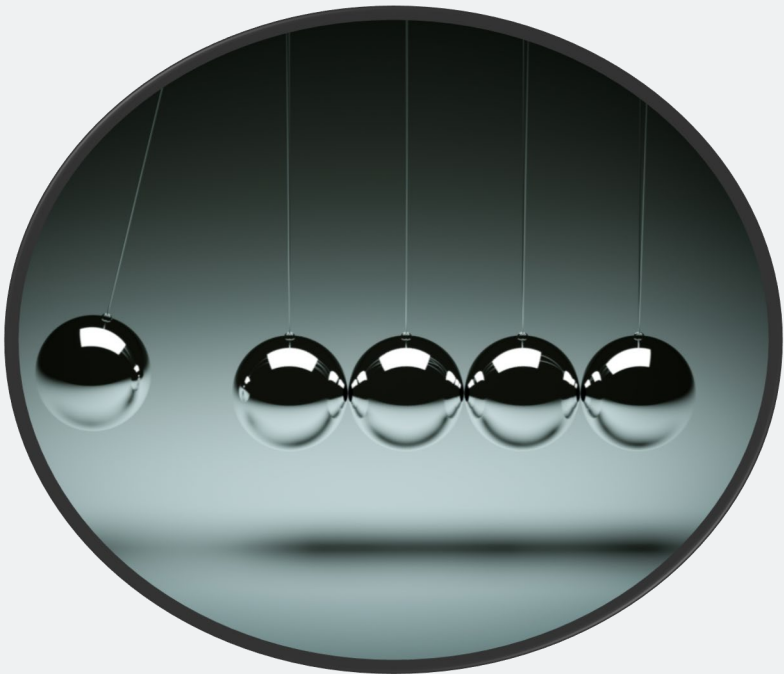
QUESTIONS?

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Madison, WI 53713

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metastar.com

TRAUMA-INFORMED CARE TRAININGS: BEYOND THE CHECKLIST

Trauma-Informed Care Training Education Should . . .



- Move beyond simply defining “trauma”
- Empower all staff members to be trauma-informed and responsive
- Provide ongoing reinforcement & practice
- Be tailored to each organization and the population they serve
- Be Rooted in adult learning principles: Info → Dialogue → Practice → Reinforcement

How Do You Know What You Need?

Measuring Outcomes & Finding Gaps

- Patient surveys
- Staff confidence, retention, practice change
- Seeking feedback from patients & staff—ensure anonymity!
- Trainings exposes opportunities
- Identifying the resources needed to be trauma-informed is continuous.



TRAINING & INTEGRATING CHWS INTO MULTIDISCIPLINARY CARE TEAMS

Best Practices for Training, Reinforcement, and
Supervision

Elizabeth (Liz) Schaffer, MS, MPH, CHES
Eastcentral PA AHEC



INTRODUCTION

- ▶ PA AHEC: Strengthening the health workforce
- ▶ CHWs as trusted liaisons, advocates and community resources
- ▶ Best practices for training, integration, and support

ROLE OF CHWS IN THE CARE TEAM

- ▶ Bridge between community and clinical care
- ▶ Address social determinants of health
- ▶ Improve patient engagement and care coordination
- ▶ Work alongside nurses, social workers, and physicians

BEST PRACTICES IN CHW TRAINING

- ▶ Core Competencies: There are 8 domain areas approved by the Pennsylvania Certification Board (PCB) these make up our core competencies.
 - ▶ Community Health Concepts
 - ▶ Advocacy and Capacity Building
 - ▶ Care Coordination
 - ▶ Health Literacy and Education
 - ▶ Safety and Self-Care
 - ▶ Cultural Competency
 - ▶ Communication and interpersonal skills
 - ▶ Ethical Responsibilities and professionalism

REQUIREMENTS TO BE CERTIFIED

- ▶ **Education/Training:** 75 total hours of education from a PCB accredited CHW training provider gained within the last five years.
- ▶ **Work Experience:** One (1) year of full-time volunteer or paid employment or 2000 hours of part-time volunteer or paid employment as a Community Health Worker.

▶

REQUIREMENTS TO BE CERTIFIED

- ▶ **Current Volunteer/Job Description:** Copy of current Community Health Worker volunteer/job description, obtained from current organization, and which must be signed by both the applicant and their immediate supervisor.
- ▶ **On-The-Job Supervision:** 60 hours of on-the-job supervision of qualifying work experience specific to the domains.

▶

INTEGRATING CHWS INTO MULTIDISCIPLINARY TEAMS

- ▶ Onboarding: role clarity, mentorship, shadowing
- ▶ Collaboration: case conferences, shared care plans, EHR documentation
- ▶ Promoting Team Buy-In: provider education, success stories

CONTINUING EDUCATION

- ▶ Continuing education modules and peer learning circles
- ▶ Supportive supervision: regular check-ins, reflective practice
- ▶ Emotional support to prevent burnout
- ▶ Career ladders and recognition within the team

CONTINUING EDUCATION

- ▶ Pennsylvania's Fourth Annual Community Health Worker Conference – September 29 & 30
- ▶ PACHW – Rally Day – October 28th
- ▶ PA AHEC – Project ECHO Series – Ongoing
- ▶ Many other opportunities available in the local community and around the state



LAST CHANCE

4th Annual CHW Conference

Conference Info



**September
29-30th, 2025**



**Penn Stater Hotel and
Conference Center
State College PA**

SCAN HERE



The PA Training Center for Health Equity:

A PA AHEC initiative to advance health equity across the Commonwealth.

Amanda Taylor Gehman, MPH; Julie Lentes, MPH; Pat Bricker, MBA; Laura Kline, MPA; Erin Miller, PhD; N. Benjamin Fredrick, MD; Eugene J. Lengerich, VMD



PennState
College of Medicine



Purpose: To provide tools, training, and resources to advance health equity in Pennsylvania

Deliverables

Train 200 Community Health Workers (CHWs)

Provide virtual training for CHWs and CHOs

CHO = Community Health Organizer, an 'upstream' worker who creates multi-level partnerships

Educate PA leaders on health equity decision-making

Integrate public health and primary care

Status as of June 2023

202 CHWs Trained



24 ECHO Sessions for CHWs and CHOs

Health Equity Materials to 2,019 people

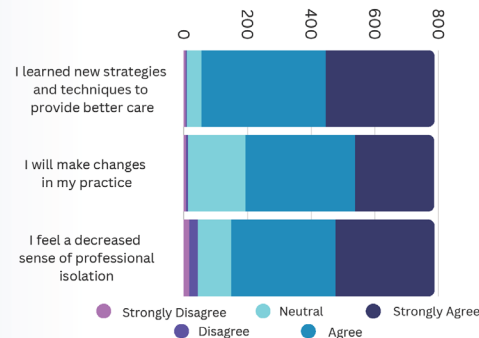


Connected to 10 safety net organizations

Select CHW and CHO ECHO Session Topics

Trauma Informed Care	Personal Safety	Compassion Fatigue
HIPAA/Documentation	Motivational Interviewing	Maslow's Hierarchy of Needs
Stress Management	Professional Development	Opioids/Substance Use Disorder
Cultural Competency	Trust in Public Health	Community Needs Assessments

CHW ECHO Session Evaluation Responses Compiled



Outcomes:

CHOs report an increased knowledge in pre- and post-testing

Health equity planning tool to aid in equitable decision-making

'Learning over Lunch' series for primary care team public health education

Recorded sessions and other resources available on-demand on our LMS

Future Plans:

- Focus groups for CHO and CHW continuing education to identify additional gaps in knowledge
 - CHW series will continue through new grant funding
- Additional presentations planned for 2023-2024 on public health and health equity topics
- Development of self-guided modules for continuing education



Contact Info: ataylor6@pennstatehealth.psu.edu



3rd Annual PA CHW Rally Day

**Join us at the PA State Capitol to empower voices
& advocate for Community Health Workers**

OCTOBER 28, 2025

Pennsylvania State Capitol Complex

Register Below:

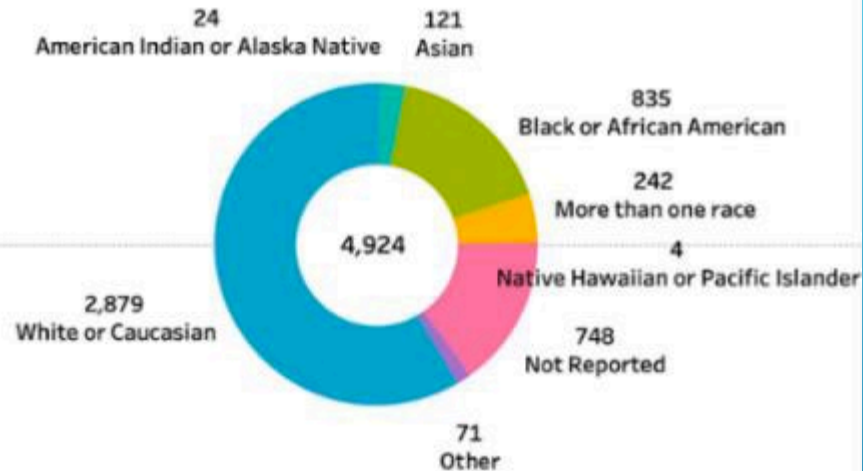


Join the Movement

**Scan here to become a
member, partner, or
sponsor of PACHW and help
CHWs flourish across
Pennsylvania.**



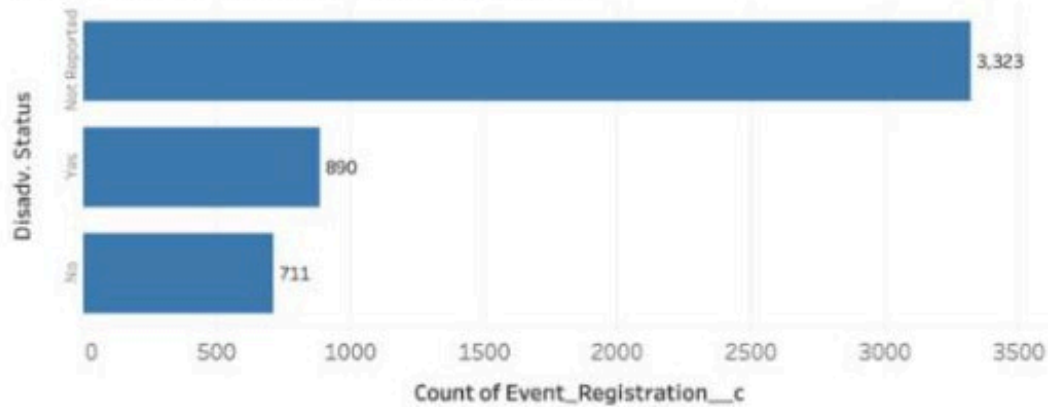
FY25 CE Demographic Report - Race



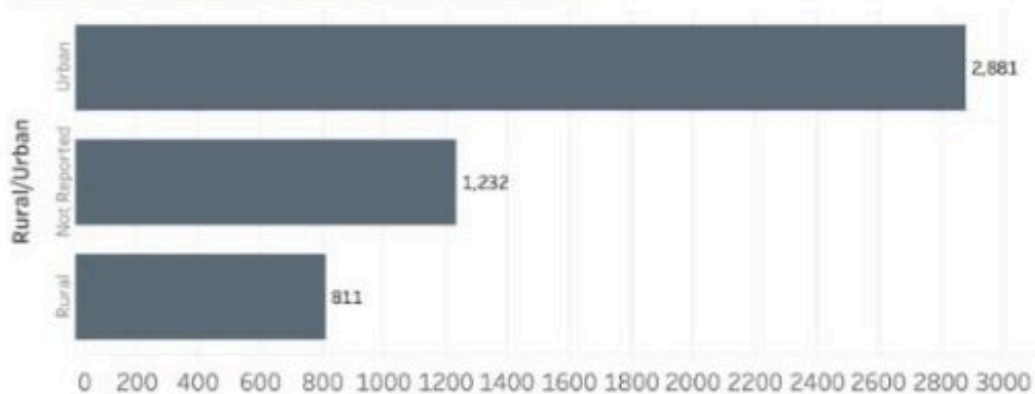
Race (Multi) (group)



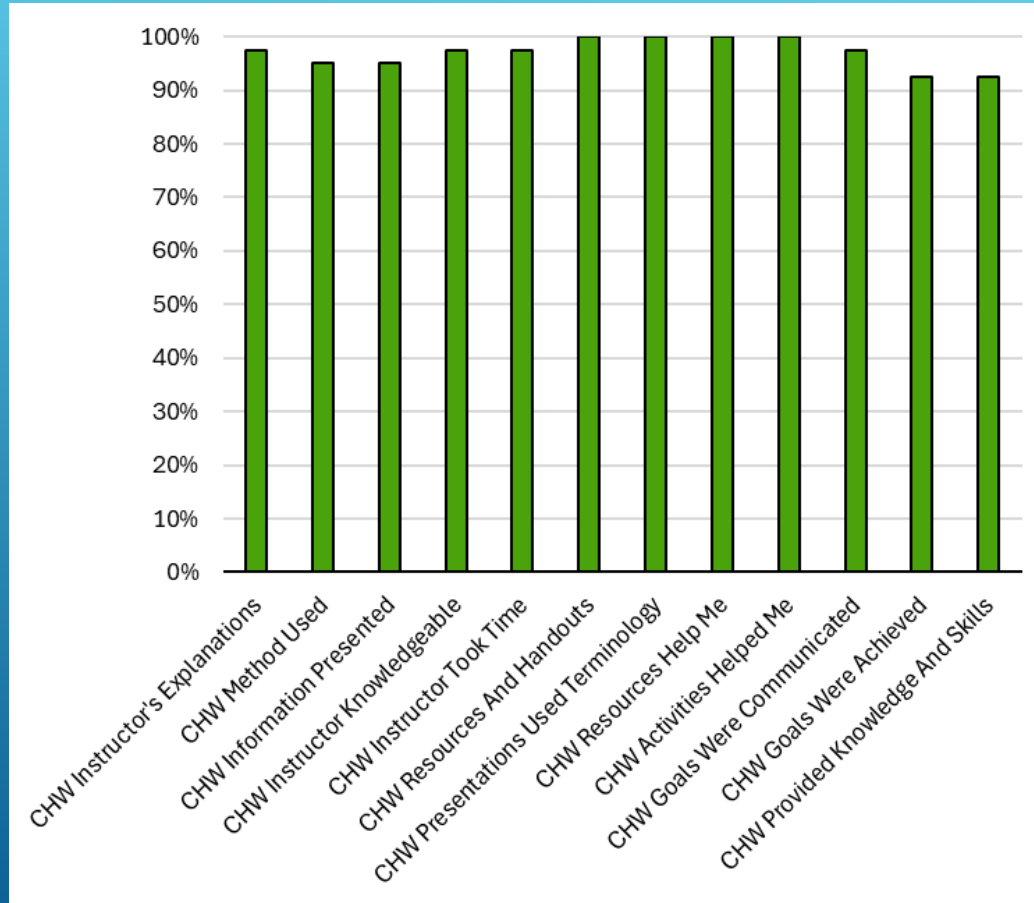
FY25 CE Demographic Report - Disadvantage Status



FY25 CE Demographic Report - Rural/Urban Status



Fiscal Year 2025 PA AHEC Curriculum Evaluation Results



KEY TAKEAWAYS

- ▶ CHW training: experiential, culturally grounded, skills-based
- ▶ Integration: role clarity, team buy-in, system support
- ▶ Reinforcement and supervision maintain motivation and impact
- ▶ CHWs strengthen care teams by addressing barriers clinicians cannot

PCMH Spotlight: Integration and Support of CHWs at The Wright Center

Kathleen Doyle, Director of Patient Centered Services

Nicole Sekelsky, CCHW, CCMA, CCBS, Director of Needs Responsive Outreach, Engagement, and Enrollment

Integration and Support of Community Health Workers at The Wright Center

PCMH Learning Network

September 10, 2025

11:00 a.m.

THE WRIGHT
CENTER
— *for* —
COMMUNITY
HEALTH



Kathleen Doyle, CCHW
Director, Patient Centered Services

Nicole Sekelsky, CCHW
Director, Needs Responsive Outreach,
Engagement and Enrollment



Who We Are

OUR MISSION:

To improve the health and welfare of our communities through responsive, whole person health services and the sustainable renewal of an inspired, competent workforce that is privileged to serve.

OUR VISION:

For our Graduate Medical Education Safety-Net consortium framework that integrates patient care delivery, workforce development and innovation to be the leading model of primary health care in America.

OUR VALUES:

- Do the Wright thing
- Be privileged to serve
- Be an exceptional team player
- Strive for excellence
- Be driven for great results
- Spread positivity

OUR NICHE:

Innovative and responsive primary healthcare through community-centric workforce renewal



10-YEAR VISION:

Graduate Medical Education Safety-Net Consortiums are recognized by the President of the United States as THE Health and Human Services (HHS) gold standard community-based model for comprehensive primary health care with integrated workforce development by June 30, 2027.

By engaging in this session, participants will be able to:

Describe the role of Community Health Workers (CHWs) within a multidisciplinary care team and explain how they contribute to care coordination and patient engagement.

Explain how CHWs address Social Determinants of Health (SDOH) by identifying barriers, providing referrals, and supporting patients through follow-up and resource navigation.

Outline the CHW recruitment process, including strategies for identifying ideal candidates with lived experience, cultural competence, and community knowledge.

Describe onboarding and training protocols for new CHWs, including formal coursework (e.g., AHEC 75-hour training), shadowing, use of training binders, and the Buddy System.

Recognize the importance of continuous evaluation and feedback in strengthening CHW integration and measuring impact on patient outcomes and health equity.

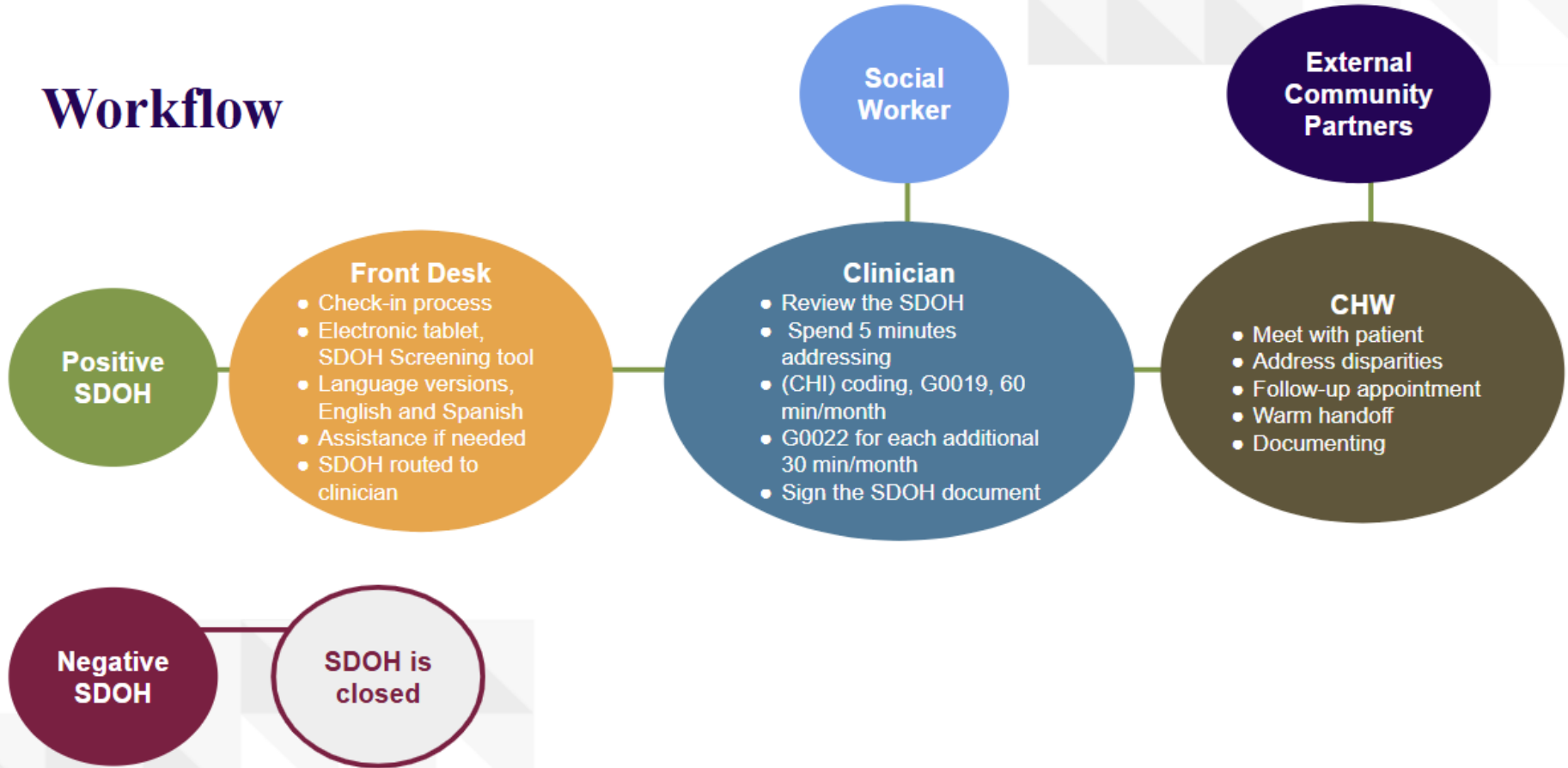


Community Health Worker Role

The primary focus of a Community Health Worker (CHW) is to help patient work through the social and economic barriers of improving overall health.

- The CHW will be notified by clinical team when the SDOH is positive for disparities.
- The clinician will discuss the SDOH with the patient, route the signed document to the CHW Department and contact a CHW to meet with the patient in *real* time.
- CHW will meet with the patient during their visit, review and address the disparities by providing education and resources, schedule an in-person or phone appointment to follow up to obtain resources such as food, clothing, transportation, housing, utilities, medical insurance, child care, education and assist with finding a job.
- The CHWs will conduct home visit evaluations, welfare checks, and deliver resources such as durable medical equipment (shower chairs, walkers, canes), if needed.
- The CHWs also educate patients on Remote Patient Monitoring (RPM) devices (blood pressure cuffs, blood glucose meter, pulse ox, weight scale).

Workflow



Recruitment and Retainment

Linked In

Internal Applications

AHEC

Resource or Job Fairs

Community Events

The Wright Center demonstrates a strong commitment to retaining Community Health Workers (CHWs) by equipping its management and supervisory staff with comprehensive training in organizational policies, procedures, and best practices. This includes a focused emphasis on Trauma-Informed and Trauma-Competent care strategies, ensuring that leadership is not only well-versed in operational standards but also deeply attuned to the unique emotional and psychological needs of both the CHWs and the communities they serve. This proactive approach fosters a supportive and resilient work environment that promotes long-term employee engagement, satisfaction, and retention.

Onboarding

Completion of HR and compliance requirements:

- Signed offer letter and job description
- Drug screening, background clearances, and FBI fingerprinting
- Verification of education, references, licensing, and credentials

Employee Health documentation:

- Proof of required immunizations and screenings (MMR, Varicella, Tdap, TB, Influenza, Hepatitis B, Covid-19)
- Health Attestation from PCP

3-day Orientation covering:

- Mission, values, and culture
- Compliance, safety, and health policies
- Systems, resources, and support services

Training

- Community Health Worker (CHW) training at The Wright Center is conducted virtually in collaboration with the Area Health Education Center (AHEC). This comprehensive training program consists of 75 instructional hours, typically completed over a period of two to four months.
- To facilitate consistent practice and knowledge retention, each CHW is provided with a comprehensive training binder. This resource includes detailed workflow processes and protocols for accessing and connecting patients to essential community resources and support services.
- As part of their onboarding experience, new CHWs participate in home visit assessments and welfare checks alongside an experienced CHW. This hands-on field experience allows them to gain practical insight into real-world applications of their training while ensuring quality and safety through mentorship.
- The Wright Center also implements a “Buddy System” within the CHW department. This peer support model pairs new team members with established CHWs to foster collaboration, confidence, and skill development through shared experiences and mutual accountability.
- In addition, CHWs are integrated directly into patient care by accompanying them into exam rooms in real time. This practice not only allows CHWs to build rapport with patients and understand their needs more holistically, but also facilitates seamless communication and care coordination between clinical staff and the community-based support team.

Support and Development

The Wright Center is committed to fostering a supportive, high-performing environment for its Community Health Workers (CHWs) through a structured framework of ongoing professional development and mentorship. Several key systems and processes are in place to ensure staff are continuously supported, evaluated, and empowered to succeed:

Buddy System

Upon onboarding, new CHWs are paired with experienced team members through a structured Buddy System. This approach provides new hires with immediate peer support, promoting smoother integration into the team, real-time guidance, and hands-on learning opportunities. The Buddy System encourages relationship-building, knowledge transfer, and a sense of camaraderie within the department.

Semi-Annual Competency Assessments

To maintain a high standard of service delivery, CHWs undergo semi-annual competency assessments. These evaluations are designed to measure critical skills, assess knowledge of workflows, and identify any areas where additional training may be beneficial. The goal is to ensure all CHWs remain proficient in their roles and confident in their responsibilities.

Annual Employee Evaluations

Each CHW receives a comprehensive annual performance evaluation that encompasses job performance, goal attainment, communication skills, and contributions to team-based care. This process supports professional growth by identifying strengths and development opportunities, while also allowing employees to set future goals aligned with organizational priorities.

Quarterly Refresher Trainings

To ensure knowledge remains current and relevant, CHWs participate in quarterly refresher trainings. These sessions provide updated information on best practices, policy changes, resource navigation, and trauma-informed care principles. The refreshers are also a valuable opportunity for collaborative learning and team engagement.

Tiered Support System

The Wright Center has established a Tiered Support System to address the varying needs of CHWs at different stages in their professional journey. Whether an individual requires additional coaching, clinical insight, or leadership development, tailored levels of support are available. This model promotes equity, fosters resilience, and ensures each team member receives the guidance they need to thrive.

Accessible Management and Leadership Support

Management and supervisory staff are readily available and approachable, reinforcing a culture of open communication and responsiveness. Leaders maintain an active presence and are committed to providing prompt assistance, real-time feedback, and mentorship. This accessibility ensures CHWs feel valued, heard, and supported in their daily work.

Community Health Worker Support Resources

EHR Documentation Profiles

CHWs utilize customized profiles within the Electronic Health Record (EHR) system to standardize and streamline documentation of outreach efforts, referrals, and patient interactions. This enhances care coordination and ensures data accuracy across the care team.

Shared Insurance Outreach Drive

A centralized Insurance Outreach Drive provides CHWs with updated materials, scripts, and contact lists to assist patients with insurance enrollment, renewal, and issue resolution. This ensures consistent and accurate support across the department.

Shared Community Resource Drive

CHWs have access to a comprehensive drive containing vetted local resources—such as food, housing, transportation, and utility assistance—organized by location and service type. This enables timely and efficient referrals tailored to patients' needs.

Training Binders

Each CHW receives a training binder with clear, step-by-step instructions for all key procedures and workflows. These serve as an essential reference during onboarding and throughout day-to-day operations.

County Assistance Office Contacts

CHWs are provided with direct contact information for representatives at County Assistance Offices in the regions they serve. These established connections allow for quicker problem-solving and more effective advocacy on behalf of patients seeking public assistance.



Thank You!

Questions?

Nicole Sekelsky

sekelskyn@thewrightcenter.org

Kathleen Doyle

doylek@thewrightcenter.org

THE WRIGHT
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— *for* —
COMMUNITY
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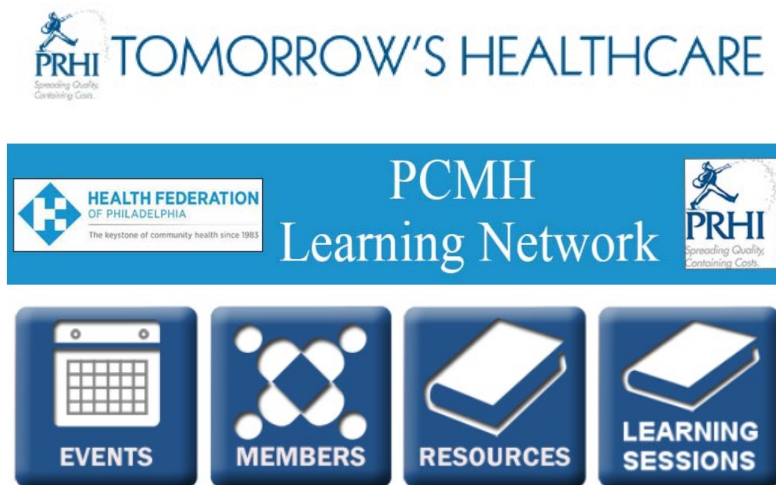
Wrap Up & Session Evaluation

Lisa Boyd, Program Specialist, PRHI

PCMH Online Community

<https://www.tomorrowshhealthcare.org/>

To request a new login, please email J. Ashenayi, MPH, Program Associate (Ashenayi@JHF.org)



- Access the session materials in “Learning Sessions”
- Look for guides and tools in “Resources”

CEU Process

You will receive a follow up email with links to:

Complete the survey at: <https://www.surveymonkey.com/r/2FVDVDK> by Wednesday, September 17th

1. Please be sure to designate which CEU credits you are requesting **CME, CNE, Social Worker or Certificate of Attendance**. If you already have an account with the UPMC Center for Continuing Education, **please be sure the email you enter on the survey matches the UPMC CCE account email that you create.**
2. The UPMC Center for Continuing Education will follow up with you via email after **September 17th** with instructions on how to claim your credits.
 - ☐ To prepare, we recommend you create an account with UPMC CCE via this website <https://cce.upmc.com>.



Thank You!
