

## **AGENDA**

**Bakersfield College  
Collins Conference Center  
3:30 p.m.**

### **Advisory Meeting Community Health Worker/Patient Navigator Certificate**

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Introductions

Overview of Public Health Sciences Program

Need for Public Health Professionals

Community Health Worker/Patient Navigator Certificate Examples

Framework of the curriculum

What should be added?

What types of internships should be provided?

Next steps

Comments/questions

COMMUNITY HEALTH WORKER/PATIENT NAVIGATOR  
ADVISORY MEETING MINUTES  
February 23, 2017

The meeting was held at Bakersfield College Collins Conference Center at 3:30 p.m. on February 23, 2017

The following were in attendance:

Tammy Fisher, Health Educator, Kern County Public Health Services Department

Kimberly Hernandez, Epidemiologist  
Kern County Public Health Services Department

Brynn Carrigan- Deputy Public Health Director, Kern County Health Department

Bill Phelps, Chief of Programs  
Clinica Sierra Vista

Ana Velasquez, Assistant Coordinator, Clinica Sierra Vista

Sarah Baron, Professor Bakersfield College Public Health Sciences

Rozanne Hernandez, CTE Bakersfield

Beth Harrison, CTE Bakersfield College

Dixie King, President Transforming Local Communities

Cyndi Ozuna-Bomar, Healthcare Navigator & Outreach Supervisor, Omni Family Health  
Esmeralda Victoria, Program Specialist, Kern County Superintendent of Schools

Erin Nixon, Career Technology Educator, Kern County Superintendent of Schools

Kevin Truelson, Family Advocate, Kern County Superintendent of Schools

Ralph Martinez, Director of Planning, Research and Development at Community Action Partnership of Kern (CAPK)

Alicia Dominguez and Alma Esquivel, Community Health Initiative of Kern County, Compromiso's Kern County Promotora network, Dignity Health Mercy & Memorial Hospitals

Sarah Baron called the meeting to order at 3:35 p.m and provided the following agenda. The group began with introductions in the room and through Zoom Conference Call. Sarah Baron presented a PPT which guided the meeting format.

Overview of Public Health Sciences Program – Sarah Baron provided a brief overview of the program with the recent Bakersfield Californian article about the new Associate Science Transfer Degree in Public Health Sciences. She showed pictures of the class in action and said that students are excited about this new AST Degree and pathway. However, there is a need to provide a certificate that will allow students to enter the workforce and provide an alternative for those not interested in pursuing a science focus. The goal of the meeting today was to discuss what are the needs for the community.

Need for Public Health Professionals- At this point Sarah Baron opened the meeting for discussion on what was needed for a Community Health Worker/Patient Navigator type positions. Sarah Baron stressed that this position has a broad context and included any outreach position such as a family advocate, outreach worker, public health aide, navigator, community liaison, and program specialist or assistant. Cyndi said they look for life experience and they need to be able to relate. Kevin states this is one job that will not be replaced by a computer and it is more customer service skills. How do you transfer what is in the book to real people is a real skill? This is Alma, who works with Promotoras is looking for community leaders and people who work with the community and can act as a liaison. People need to have an interest and commitment. Strong communication skills, facilitation skills, and community organization skills. Bill Phelps, having people who can work with different populations and cultural diversity and non-judgement attitude towards people. It is important to cover ethics and conflicts of interest and where their role is and where it ends and doesn't cross boundaries. Good communication skills and boundary setting. Dixie King, good facilitation skills are needed and they need to have certain skill set...it goes deeper than communication skills. Alma states you don't want to exclude anyone but also don't cross the boundary people you are serving.

Community Health Worker/Patient Navigator Certificate Examples- Sarah Baron shows examples of how other people are doing this across the United States. Sarah Baron described how she applied for the Innovation Awards to learn more about is the best approach. She presented the following and asked for feedback.

The Community Health Worker/Patient Navigator Certificate is in the planning stages. It is anticipated to be a two semester, 18-25 credit program which includes a work based internship. The courses that are specific to public health field. This job certificate is in the current planning stages. Below are draft student learning outcomes. Upon completion of the HN/HE Certificate, students will be able to:

1. Practice within the code of ethics for health educators/health navigators,
2. Utilize communication strategies that are responsive to the diversity of cultures, clients, community members and other professionals.
3. Implement health education plans to promote healthy behaviors, address health risks and reduce harm.
4. Work with clients to facilitate access to resources and increase the clients' ability to navigate the health care system

Bill Phelps and Ralph Martinez both thought they looked good. Bill Phelps, stated "It would be really nice to hire people who have this course work and this internship". It was also stressed, it is important to cover privacy and HIPPA requirements. Alma, stated this looks good and this aligns with what Federal Level and what they have been hearing is the focus across the United States. Sarah Baron said it would be great to align this to the promotora training too. Sarah Baron showed the Denver Model and how they use community colleges to build their careers.

Framework of the curriculum – Sarah Baron showed the curriculum proposed ideas and how this can also be CSU transferable and then asked community members to add to the following class suggestions.

<b>Class Numbers</b>	<b>Description</b>	<b>Units</b>
<b>PBHS 20</b>	Introduction to Public Health- provides overview of public health concepts	3
<b>PBHS 21</b>	Personal Health and Wellness – Provides health promotion and behavior overview	3
<b>MEDS70</b>	Introduction to Health Professions – Provides an overview of health professions and roles.	3
<b>PBHS 22</b>	Drugs Health and Society- Provides an overview of drug types, misuse and use issues and impact on community.	3
<b>PBHS 23</b>	Social Justice and Health – Examines health and social justice issues in community.	3
<b>HEIT</b>	Navigating Health Insurance – Provides an overview of health care system and documentation procedures.	3
	Cultural Anthropology and Communication Class or Business Office Skills Class	3
	Work-based internship- Capstone Project	2

The following question was posed to the group:

What should be added?

The community members suggested Cultural Anthropology and Communications. It was specifically requested that there be a class on case notes that meet a certain standard. Right now, it is very common to have outreach workers have different approaches and this can be problematic. The group stressed the need for privacy requirements, cultural diversity classes, business skills and data collection, understand outreach, cultural partners, access to health care, and social justice health, and how to deal with confrontation, safety concerns when in a community. Sarah Baron said she can embed components of these into the curriculum.

What types of internships should be provided?

The partners all agreed that field work needed to be embedded into the course work prior to an internship. That students needed to be matched appropriately and that it should be a capstone project. All community partners expressed interest in internships and the development of this certificate. It was also stressed that job development and support was essential. The students needed to be able to present their work and the experience gained in this certificate.

Next steps – Sarah Baron stated she would attend this conference and follow up with the San Joaquin Valley Partners.

COMMUNITY HEALTH WORKER/PATIENT NAVIGATOR  
ADVISORY MEETING MINUTES

San Joaquin Valley Public Health Consortium Meeting Presentations  
January 23<sup>rd</sup> and February 24<sup>th</sup> 2017

Sarah Baron presented about her background and her current position at Bakersfield College. They are developing a new Public Health degree, future certificates in public health, and she is looking for input on a Public Health Hackathon in March. Members were interested in participating in a focus group related to the certificate, especially the online option. Members could assist with the promotion of the event but could not provide sponsorship now. The members discussed an opportunity for public health educational collaboration and a way for public health departments to provide input into their curriculum for future workforce development.

In Person:

Van Do-Reynoso- Madera PH Director,

Kathleen Grassi- Merced PH Director,

Tammy Evans- San Joaquin PH Director,

Lori Williams- Stanislaus PH Director,

David Luchini- Fresno PH Assistant Director,

Donna DeRoo- Central California Center for Health and Human Services Assistant Director-  
Fresno State,

Karen Elliot- Interim Tulare PH Director,

Ashley Hart.

On Phone: Keith Winkler- Kings PH Director, Dr. Alvaro Garza- San Joaquin PH Officer, Guest

Presenter: Sarah Baron, BC Professor via Zoom

Follow up with San Joaquin Valley Partnership Members:

On February 24<sup>th</sup>, Sarah Baron presented to Stephan Nathan from Merced County, Health Educator and Jeff Taber, Deputy Director of Kings County. Jeff Taber expressed interest in having Interns and discussed transportation. He also stressed the importance of having field work prior to the internship. He has seen students spend time and energy in course work and then discover in the internship it was not a good career match. Stephan Nathan suggested provided feedback on the Student Learning Outcomes and discussed connections to four-year transfer universities to continue educational opportunities.

Patient Navigator  
July 10, 2017  
Bakersfield College  
9:00am

In attendance:

Sarah Baron	Bakersfield College
Stephanie Baltazar	Bakersfield College
Cyndi Ozuna Bomar	Omni Family Health
Esther Gonzalez	Omni Family Health
Sarah Brooks	KCSOS
Erin Nixon	KCSOS
Esmeralda Viceria	KCSOS
Sarah Harriga	KCSOS
Ana Rodriguez	Omni Family Health
Gladys Djeda	Omni Family Health
Carlos Bello	Kern Health Systems

Sarah called meeting at 9:05am and began with introductions. Provided overview of handouts

Review of Community Health Worker Meeting minutes

Marketing Material – signatures of photo release forms – this group only will see the preview of the flyer for PN program.

Review of Otero college program overview. Program similar to ours and other colleges moving towards programs across the United States. The importance of Navigators being first contact for patients.

Conversation shifted to focus group questions – review 5 questions together, then will break into small groups.

- What is a typical day of a navigator –
  - Begin with follow up calls and voicemails. Following up to make sure that patient is good with current insurance, or if they need anything. Typically new patients that had come to them.
  - Provide case management daily.
  - Emails, phone calls, prepping curriculum for school sites.
  - Review data, which health members are enrolled using services and provide case management.
  - Omni provided 231 outreach events last year. Looking into HIV testing when they go out and make appointments at the outreaches.
- Overall duties - Outreach activities, follow up with clients, serve as middle man. Review of data to assist patients
- What skills are really important?
  - Organizing data, time management skills, be aware of deadlines and meetings. Estimating time for projects and tasks. Be realistic on what you can accomplish.

- Omni – limited health education, but make the appointments and get the patients in. Cautious to walk fine line between education and nursing.
  - Exploration into outlets in alternative health options and care and are they partnered with the proper type of care.
- Overall – time management, knowing your role, directive to get primary doctor, bilingual, communication skills, resource connector, know when you are crossing over into providing medical advice, ability to collaborate, customer service skills, work under pressure, help the patients understand.
- What drew you to this path?
  - Working with community, like to help people, making sure that all people are provided for, loyalty of patients, building connections, prevention education, public health, helping quality of life, empowering patients.
- Why are PN important?
  - The process is so confusing, one stop shop, provide other public assistance related programs, saves money. Looking into ways of supporting patients including transportation. Highlights necessary services and fill needs in community that are missing, community needs assessment.
  - The primary purpose of the patient navigator is to ensure that a person has a primary care home.

Breakout to complete question

Photos

Closing – review of curriculum

Can we offer a CPR as required as part of the curriculum

Send digital copy of the curriculum overview