MOSQUE-PCOR COMMUNITY HEALTH WORKER (CHW)
Training Program

This is a specialized training program for healthcare professionals to build self-competence as community health workers, in order to connect mosque communities with new and ongoing patient-centered outcomes research (PCOR) projects, through outreach, health education, social support, and advocacy to build the trust necessary for dissipation of health disparities relevant to mosque-communities.

The Mosque-PCOR Toolkit

A previously funded PCOR study, Engaging Muslims Americans for Research on Community Health, EMARCH, delivered a white paper outlining best practices and a list of community health issues amenable to mosque-based PCOR. This output provides a roadmap for Mulim community PCOR projects that will help researchers and other community health administrators work with mosque-communities. To facilitate the dissemination of Mosque-PCOR toolkit, it is necessary to develop a didactical approach that will connect PCOR researchers with the grassroot levels at the mosque-community. That connection requires a one-on-one transfer of tools and knowledge with trust for a successful adoption of the Tookit.

A Mosque-PCOR Community Health Worker training program is being crafted to engage the patient and community stakeholders through PCOR principles of reciprocal relationship, co-learning, partnership building, and transparency, honesty and trust. Three separate domains of knowledge is being utilized to develop this program:
1. Mosque-PCOR Toolkit
2. American Public Health Association (APHA) standards for community health workers
3. Asset mappings

The asset mapping technique is the engagement strategy for the community based organization and other stakeholders while the APHA standards provide the confidence and basic health systems literacy to mosque CHWto confidently engage with the patients and build that bond of trust and transparency that is needed to amplify patient voices and understand what truly works for them.

Why Mosque-PCOR Community Health Worker Training Program?

With forty five percent of Muslim population being "new immigrant", people benig in the US for less than 10 years, are still in the process of settling down. This acculturation process keeps going on for decades unless immigrants take active steps to understand the customs and systems of this country. Health care being one of the most necessary and most complicated of the US systems requires additional support mechanisms for the communities who are already 'marginalized' because of its inherent fragmentation. Muslim communitites, beig diverse and faith-based are in need of health systems literacy as it is established in US. In order to support the health awareness and health literacy needs of the Muslim community, we have proposed a specialized and tailored Community Health Worker Program that not only supports the mosque-PCOR initiatives in Muslim communitties but also engages the patietns, caregivers, and other community stakeholders in a reciprocal and partnership manner so make disengagement impossible.

This program provides didactical contents to train students and professionals from across the health disciplines to become adept in the ways of the Mosque-PCOR Toolkit and act as Community Health Workers (CHWs) to educate and connect patients, caregivers, and other community stakeholders to patient-centered outcomes methodology resources and help align existing health resources to support PCOR projects in mosque-community settings in the United States. This framework is intended to standardize the education and training of volunteers and staff who initiate, develop and support health projects within the mosque-community.

Program Objective:

- Design the curriculum for the Mosque-PCOR CHW Program to target the domains of community health, patient-centeredness and outcomes research and project management to carry out projects in the mosque context
- Develop contents to deliver curriculum objectives in the form of slide presentations, classroom lectures, and hands-on activities to facilitate learnings
- Deliver the training program through online classroom style webinars over the course of four weeks
- Design and deliver surveys to assess learning and uptake of information

Era of ACA brings support for New Immigrants

Affordable Care and Patient Protection Act legislation combined with other health reforms have restructured the entire US healthcare system. This evolution must be complemented by performance reforms for health professionals to maximize their impact. Standard operating procedures across the healthcare spectrum have been rewritten to capture the new performance indicators of the industry. The entire healthcare workforce has been retrained to adopt new measures of productivity. Information systems have been reframed to capture data points reflective of the new norms of healthcare performance and population health. Additionally, with technology redefining ways of communication, information and knowledge exchange, measures must be designed and implemented at the grassroot level to address the health needs of each target community and develop channels to keep all sectors of the society connected and informed to fulfill the essential goals of healthy communities.

Health Systems Literacy and the Muslim Community

Recent changes in the ever-complex US healthcare infrastructure demand optimization of healthcare systems understanding and literacy among all communities to maximize the benefits of access to new technologies, take full advantage of novel treatments, and achieve a new level of wellbeing. To fulfill these demands, all communities must be (a) re-educated to make choices responsive to the healthcare system's intricacies, and (b) engaged in a reciprocal relationship and a process of co-learning with a variety of system stakeholders, to obtain their feedback so that a continuous quality improvement cycle is established.

Though the Mosque-PCOR toolkit provides a framework and essential elements for connecting mosque-communities to PCOR projects, the CHWs as liaisons between communities and other healthcare stakeholders must reflect *standardized health systems knowledge* to tackle the diversity of challenges faced by the Muslim population. These challenges include the burden of the long-term impact of systemic racism and structural violence on African-American communities (20% of American Muslims), as well as the struggles of settling in, overcoming language and cultural barriers, and lack of health systems literacy for the 40% of the community that are new immigrants (≤10 years in the United States). As liaisons, the collective body of community health workers must be competent in the details of current health systems as they provide outreach, health education and patient engagement activities to help gather diverse stakeholders on the same page of wellbeing understanding.

APHA Standards help bridge *Systems Literacy* gaps for Mosque-PCOR CHWs

Since Mosque-PCOR CHWs will be serving as front-line defenders in tackling health disparities within Muslim communities, they need to carry all necessary tools to work with all stakeholder types including patient, caregivers, families, industry liaisions, religious leaders, health systems and researchers.

Though CHWs are widely treated as health services coordinators, the impact of their work far exceeds care coordination among patients and services. The following core CHW competencies were identified

by the American Public Health Association (APHA) in 2009 and since then have been adopted at the national level by major components of the US healthcare systems as reflective of standard practices of work at the grassroot levels. These core competencies are multifaceted and can be established at multiple levels within individuals and organizations depending on the focus and goals of the program or project. These eight competencies include:

1. Community Engagement and Advocacy
2. System Navigation
3. Participatory Research
4. Public Health Concepts and Approaches/Integration
5. Coordination of Care
6. Education
7. Social-emotional support
8. Community/Cultural liaison

While developing this curriculum to incorporate these core competencies, the focus has been skill-building for projects related to PCOR and building capacity for patient and stakeholder engagement within mosque-communities. Therefore, the Mosque-PCOR CHW training program presents an opportunity to integrate mosque-community stakeholders through a network of human, technical and healthcare resources, all aligned to produce advancements in directions determined by patient and caregiver preferences.

Mosque-PCOR Community Health Worker Curriculum
with cross mapping to Mosque-PCOR Toolkit

Training Sessions/Activities	Presentation Slides and Session recording links	Related PCOR Tools
Training Session 0: Orientation Session *Topic 1:* Orientation to EMPART study, timeline, scope, and documentation *Activity 1:* Exploring PCORI website, and project documents for MOUs, Data Agreement, Confidentiality, & mosque assignments *Topic 2:* Community Engagement and advocacy, engaging with mosque-community leadership *Activity 2:* Review of MOUs, data agreement and mosque assignments *Exercise:* Orientation to Mosque-PCOR toolkit on PCORI website	Slide Presentation PowerPoint Orientation Session Presentation Recording Session - Orientation	PCOR website Mosque-PCOR toolkit
Training Session 1: **Community Health Orientation to Research Engagement Science** *Topic 1:* Pre-Assessment survey *Activity 1:* Taking the survey *Topic 2:* Orientation to PCORI *Activity 2:* Ambassador sign-ups *Exercise*: "What color is Research?" **APHA Standards:** Introduction to principles of community engagement and advocacy. Understanding community assessment of risk & resources and factors associated with community mobilization.	Slide Presentation PowerPoint Session 1 Presentation Recording Session 1	Pre-Assessment Surveys PCORI Ambassador Webpage
Training Session 2: **Current healthcare systems and PPACA** *Topic 1:* Orientation to current healthcare system, Affordable Care Act and inception of PCORI in 2010 *Topic 2:* Introduction to Big Data; Components of Demographic Data; Care concerns of patient communities *Activity 1:* Defining and assessing your role as a CHW *Exercise:* "Who are you?" **APHA Standards:** Understanding patient perspectives on system navigation	Slide Presentation PowerPoint Session 2 Presentation Recording Session 2	Mosque-PCOR Toolkit - pg. 6
Training Session 3:		

Creating an Asset Map of Your Community ***Topic 1:*** Big Data cont. What are health disparities? Introduction to Asset mapping technique ***Activity 1:*** Crockpot Activity ***Topic 2:*** Community Engagement and Advocacy; Engaging with mosque-community leadership ***Activity 2:*** Guest Speaker ***Exercise:*** Asset mapping **APHA Standards:** Understanding patient and caregiver mobilization	Slide Presentation PowerPoint Session 3 Presentation Recording Session 3	Mosque-PCOR Toolkit - pg 19 applied (in practice)
Training Session 4: **Access to Care and Patient Data Networks** ***Topic 1:*** Health systems literacy; how to listen to patients; outreach data recording ***Activity 1:*** Access to care issues relating to data transfers ***Topic 2:*** Patient Data Networks and Patient Registries' community ***Exercise***: Review of CDRN's platforms for research **APHA Standards:** System Navigation and healthcare access	Slide Presentation PowerPoint Session 4 Presentation Recording Session 4	Mosque-PCOR Toolkit - pg 7 Websites for PCOR PPRN & CDRNs
Training Session 5: **Introduction to PCORI methodology and Research projects** ***Topic 1:*** Guiding principles of PCORI-Patient engagement and clinical research ***Activity 1:*** Ambassador guest speaker ***Topic 2:*** Introduction to Project Management; Difference between programs and projects ***Exercise:*** EMPART project charter **APHA Standards:** Learning community engagement at caregiver level and advocacy	Slide Presentation PowerPoint Session 5 Presentation Recording Session 5	Mosque-PCOR Toolkit - pg 8-11

Training Session 6:
 Introduction to PCORI Methodology Cont. and Principles
 Topic 1: Guiding PCORI principles: Patient-Centeredness ;Sharing experiences
 Activity 1: Role-playing exercises: How to make a connection to
    1. Someone you know
    2. Someone you recently met
    3. Someone you don't know
    4. Someone you know who knows someone else
 Topic 2: Guiding PCORI principles: Respect
 Activity 2: Watching a video of validation and discussion on the topic
 Exercise: "Reciprocal relationship is not a contract discussion"
 APHA Standards:
 Public health concepts and approaches
	[Slide Presentation PowerPoint Session 6](#)
	
	 [Presentation Recording Session 6](#)
		Mosque-PCOR Toolkit - pg 17-18
		
		 [PCORI standards manual](#) PC1 - PC4

Training Session 7: **The mosque context and its stakeholders** *Topic 1:* Mosques and the mosque-community *Activity 1:* Muslim community in the US and its characteristics *Topic 2:* Mosque stakeholders - who are they? Religious, Cultural and Community authorities *Activity 2:* Map of the mosque-community stakeholders **APHA Standards:** Community engagement and advocacy	[Slide Presentation PowerPoint Session 7](#) [Presentation Recording Session 7](#)	[Mosque-PCOR Toolkit](#) - pg 12-13; 19
Training Session 8: **Orientation to Outreach in Faith-Based Communities** *Topic 1:* How engagement works - review of PCOR principle: Partnership and Co-learning *Activity 1:* Case studies of care *Topic 2:* Added value of faith *Exercise:* "If I were a book?" **APHA Standards:** Public health concepts and approaches; community cultural liaison; Ability to increase community and individual empowerment	[Slide Presentation PowerPoint Session 8](#) [Presentation Recording Session 8](#)	[Mosque-PCOR Toolkit](#) - pg 14-15
Training Session 9: **Outreach in Virtual Environment; VIRTREACH** *Topic 1:* Outreach for research engagement *Activity 1:* ABCD - Depaul *Topic 2:* Engagement works; added value of faith Community Assets and organizational mapping *Activity 1:* Kellog faith-based asset mapping	[Slide Presentation PowerPoint Session 9](#) [Presentation Recording Session 9](#)	[Mosque-PCOR Toolkit](#) - pg 16-25

Exercise: Filling out an Asset mapping form with community-based organizational maps **APHA Standards:** Ability to build connections and coalitions; community organizing; helping patients and caregivers with their action plans; Advocacy vs. outreach		
Training Session 10: **Mobilizing for a PCOR study within a Mosque community** *Topic 1:* Identifying a research partner *Activity 1:* Applying engagement principles to Mosque Stakeholders *Topic 2:* Communications Model: 3R messaging model *Activity 2:* Implementation and dissemination research projects discussion **APHA Standards:** Patient/caregiver advocacy	Slide Presentation PowerPoint Session 10 Presentation Recording Session 10	Mosque-PCOR Toolkit - pg 33-34
Training Session 11: **Establishing Partnerships in the Mosque-Community** *Topic 1:* Practicing PCOR principles with provider stakeholders *Activity 1:* Getting MOUs and Privacy Policy in place *Topic 2:* Partnership behavior - how to explain the project *Activity 2:* Crafting an Elevator Speech **APHA Standards:** How to provide social and emotional support. Dealing with issues around trust and transparency.	Slide Presentation PowerPoint Session 11 Presentation Recording Session 11	Mosque-PCOR Toolkit - pg 17 - 20 applied (in practice)
Training Session 12: **Conducting and Disseminating a Mosque-PCOR study** *Topic 1:* Recruitment and Retention of Participants *Activity 1:* Communication messaging - 3R Model explained *Topic 2:* Project evaluation and dissemination *Activity 2:* Relationship management **APHA Standards:** Participatory research	Slide Presentation PowerPoint Session 12 Presentation Recording Session 12	Mosque-PCOR Toolkit - pg 28-32
Training Session 13: **Applying PCOR principles to Care Coordination with community members** *Topic 1:* Practicing PCOR principles with the patient and caregiver community *Topic 2:* Using PCOR principles of trust, transparency and honesty *Activity 2:* Role playing for outreach activity with: Mosque stakeholder - CBO Mosque stakeholder - Board Member	Slide Presentation PowerPoint Session 13 Presentation Recording Session 13	Mosque-PCOR Toolkit - pg 22 -23

CHWs with one another *Exercise:* Application of Toolkit technique on pg 22 -23 **APHA Standards:** How to provide social and emotional support. Dealing with issues around trust and transparency		
Training Session 14: **Practicing PCOR principles while providing virtual outreach ("virtreach")** *Topic 1:* Taking community member calls during virtreach and answering chat questions on the Worry Free website *Activity 1:* Data recording - using information systems for data entry *Topic 2:* Social Engine to Help Community Members *Activity 1:* Adding & managing resources online Mosque-community resource website *Exercise:* Case studies **APHA Standards:** Review of Mosque-PCOR CHW Role	Slide Presentation PowerPoint Session 14 Presentation Recording Session 14	Mosque-PCOR Toolkit - pgs 28 -32 - applied (in practice) Worry-Free Community
Training Session 15: **Putting it altogether: Applying mosque-PCOR toolkit to impact health disparities** *Topic 1:* Conducting EMPART: Project execution, monitor and control *Activity 1:* Communication management plan *Topic 2:* Disseminating and Adopting: Project Close *Activity 2:* What is your favorite tool? Working with Social Engine to collect data Exercise: Going over project activities: Virtual outreach; Town halls; Conference **APHA Standards:** Review	Slide Presentation PowerPoint Session 15 Presentation Recording Session 15	Mosque-PCOR Toolkit - pg 38
Training Session 16: **Putting it altogether cont.** *Topic 1:* PCOR Methodology Standards and the PICOT format *Activity 1:* Walk thru of PCOR materials *Topic 2:* Working with Social Engine to engage community members to disseminate Mosque-PCOR toolkit *Activity 2:* Review of virtual platform to collect data Exercise: Post Assessment survey **APHA Standards:** Providing leadership	Slide Presentation PowerPoint Session 16 Presentation Recording Session 16	Mosque-PCOR Toolkit - pg 39

Training Session 17: In-Person Refresher Session (3 months post-training) Discussion and Fine-tuning of Communications Plan & Messaging	Slide Presentation Refresher session PowerPoint Session Presentation Recording Session-Refresher Session	Mosque-PCOR Toolkit Review - All pages

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