

Transcript for Community Health Worker (CHW) Training

Karlen Sandall, manager of the [OSF OnCall](#) Digital Health Worker program

"It shows we're caring about not only what's bringing them into our health care center, but also what's going on outside of that; how we can bridge those gaps and keep them healthy all the way around, I think really shows we want to build trust with them, and we want to align them with the resources that are going to keep them safe and healthy." (:19)

"To understand all of their offerings ... to understand the funding because that changes a lot with CBOs. That's something we learned with the pandemic and aligning individuals to resources so as they gather more expertise, they're definitely going to be able to guide and support individuals from the community to the resources they need." (:19)

Ann Willemsen-Dunlap, director, Educational Development, OSF [HealthCare Jump Simulation and Education Center](#)

"They're trained to do both coaching and give feedback to our community health worker learners and help shape the way they go forward and interact with clients later. Not many programs have this," Willemsen-Dunlap explains. (:16)

"When it comes to interacting with the clients and seeing what's happening in their home or living environment ... they can take that back to the provider and help the provider understand what might need to be tailored in some specific way to maximize treatment effectiveness." (:20)

"Having this neutral third party who's able to manage the tech and be that intermediary and that calming, confident presence is going to be very important," Willemsen-Dunlap stresses. (:12)

Maura Lansing, recently trained Community Health Worker (CHW)

"We talked about and learned about how we could become community advocates and we could actually plan community events based around a health care issue, and all the different ways we could reach out to the community at large, as well as helping individual patients." (:18)

"I know that's a lot of hard work. Can we possibly include a quick 10-minute walk each day with the grandchildren so that you don't feel like you're having to add exercise into your already busy schedule?" Lansing says he felt heard and understood. "He seemed like, 'Wow, she understands what I'm going through.'" (:20)