Minnesota Community Health Worker Alliance

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STATEWIDE CONFERENCE

Nothing about us, without us.

Supervising an Emerging Profession for Success

Wendy Potratz, Northwest Technical College

Christine Bullerman, Sanford Health

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Foua Choua Khang, Fairview Health Services

Foua Choua Khang

East Side Health and Wellbeing Collaborative

Manager of the Mental Health and Stress Resilience Partnership

Cultural Brokers

- With Community Partners: KOM (Karen Organization of Minnesota), HAP (Hmong American Partnership), CLUES (Communidas Latinas Unidas en Servicio), AIFC (American Indian Family Center), Family Values for Life
  - 5 Cultural Brokers
    - Hispanic/Latino
    - Hmong
    - Karen
    - African American
    - American Indian

Scope of Practice

Cultural Brokers

As cultural brokers, We: Identify obstacles/barriers in systems and institutions impacting our communities, coordinate and partner with institutions to inform and teach our communities, promote the well-being of our community through cultural practices, represent our communities, provide and assist in resources in going upstream, support our communities through building healthy relationships, and share with permission the voices of our people.

Community Health Worker:

Alliance members have developed the following definition:

"Community Health Workers (CHWs) come from the communities they serve, building trust and vital relationships. This trusting relationship enables the CHWs to be effective links between their own communities and systems of care. This crucial relationship significantly lowers health disparities in Minnesota because CHWs: provide access to services, improve the quality and cultural competence of care, create an effective system of chronic disease management, and increase the health knowledge and self sufficiency of underserved populations."

Structure of Supervision:

- Model:
  - Cultural Broker reports to the Host Site supervisor and also the manager
  - Carving a space to build rapport within the Host agency
  - Be intentional in the time spent listening to the Cultural Brokers' stories
- Management Styles:
  - Skills needed:
    - Empathy
    - Help the team and individual see the value-added
    - Coaching on long-term commitment to the work
    - Open discussion about barriers and gaps in their work

Unique Aspects of Supervising an Emerging Profession

Acknowledgement of my own identity

- Knowing my values:
  - Family
  - Trust
  - Process Orientated
  - Respect
  - Love
- Transparent:
  - Understand that the system has an agenda, you may play a pivotal role in
  - Respect and trust is earned when you understand your own power

Acknowledgement of my team's individual identities

- Get to know their history, their people's history,
  - Listen for trauma- you don't need to fix anything
  - You can help by listening and
- People are on a different part of their identity journey
  - Make sure you address your own assumptions

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Presenters:

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Supervision Tips

Practice Meditation

Practice Mindfulness

Being transparent is not easy

How to Help Your Staff be Successful

Thank You!

For More Information Contact:

Name
Title
Organization
email address
Phone

Minnesota

Community Health Worker

Alliance