



## HealthCare Professional (HCP) Certificate Program

The HealthCare Professional (HCP) Certificate Program (previously Medical Case Management, MCM, Certificate Program) is based on best practices, as well as input from direct service personnel & organizations. The goal of the HCP Certificate Program is to provide learners with a strong knowledge base and clinical skill set to succeed with the diverse set of client needs inherent to the work of healthcare professionals. The HCP Certificate Program consists of 10 required self-paced online trainings (HIV 101 can be waived) and 6 videos of instructor led workshops; approximately 22 hours of training. HIV/AIDS is a central theme throughout in order to highlight applicability to certain issues, and Motivational Interviewing (MI) approaches are provided for practical skills acquisition/maintenance.

### Self-Paced Online Trainings:

1. Reducing Stress Through Self Care: Maintaining a healthy mind and body is important to all of us; and is essential to those who protect, serve & care for others. This workshop provides a foundation about stress, trauma, secondary trauma, burn-out & compassion fatigue with strategies to manage all. It's how you manage it all that counts. There are specific versions for Corrections, Direct Service Providers, Educators, Law Enforcement/EMS, and Soldiers/Veterans. At the end of the workshop learners will be able to: (1) Identify indicators of stress, trauma, secondary trauma, burn-out and/or compassion fatigue; (2) Understand the difference between "normal" or "healthy" and "unhealthy" stress; and (3) Identify 2 healthy coping strategies for stress, trauma, secondary trauma, burn-out and/or compassion fatigue.
  2. Helper as a Person: Sometimes it is difficult being human in human services. This workshop gives the learner basics self-care skills in direct care work. At the end of the workshop learners will be able to: (1) Define appropriate professional boundaries, (2) Identify Transference and Counter Transference, (3) Identify the dynamics of burn-out, (4) Understand the serious health dangers of burn-out, (5) Define vicarious trauma, secondary trauma, and compassion fatigue, and (6) Understand how to maximize wellness in the helping field.
  3. Therapeutic Communication: This workshop enhances the direct care worker's ability to communicate with clients who have HIV/AIDS. At the end of the workshop learners will be able to: (1) Identify the basic elements of therapeutic communication, (2) Identify the obstacles to effective communication, (3) Increase knowledge about the fundamental skills for therapeutic communication, and (4) Learn new communication techniques to utilize immediately.
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4. Multiculturalism: Working with people diagnosed with HIV/AIDS means working with a very diverse group of clients. At the end of the workshop learners will be able to: (1) Define key terms, such as culture, ethnicity, race and cultural competence, (2) Understand what it means to be a culturally competent helper, (3) Describe the impact of culture on personal development, and (4) Utilize new approaches to cultural competence in work with clients.
5. Approaches to Difficult Situations: HIV/AIDS direct care workers deal with many challenging situations including client struggles with mental health and substance abuse. This workshop teaches the learner how to deal effectively with difficult situations involving clients with HIV/AIDS. At the end of the workshop learners will be able to: (1) Identify the facts about escalation, (2) Manage the verbal escalation continuum, and (3) Identify therapeutic strategies in dealing with difficult situations.
6. HIV 101: The better direct care workers understand HIV, the better they can support and educate clients. Research shows that client understanding of HIV increases adherence and health outcomes. At the end of the workshop learners will be able to: (1) Explain the life cycle of HIV, (2) Identify HIV transmission and risk factors, (3) Identify the dynamics and limitations of HIV testing, (4) Identify different labs, (5) Explain the basics of HIV treatment, and (6) Explain the basics of HIV medication and side effects.
7. Mandatory Reporting: Learn about Mandatory Reporting and other requirements as a helper working in the HIV/AIDS field. At the end of the workshop learners will be able to: (1) Define Informed Consent, (2) Identify the elements of Duty to Warn, (3) Understand Mandatory Reporting, and (4) Understand reporting as it relates to At-Risk Adults.
8. Service Planning and Monitoring: Learn how to effectively and efficiently utilize service plans and monitor client progress. Critical to funding and service delivery, this training examines best practices in utilizing paperwork to improve client outcomes. At the end of the workshop learners will be able to: (1) Identify the service planning cycle, (2) Name the reasons for service planning, (3) Write measurable objectives, and (4) Write a service plan for re-engagement in care.
9. Stages of Change: Learn about the stages of change and how to utilize them with clients diagnosed with HIV/AIDS. At the end of the workshop learners will be able to: (1) Identify key attributes of clients in each stage of change, and (2) Describe the Helper's tasks in working with clients in each stage of change.
10. Harm Reduction: Learn how to apply harm reduction approaches to client-centered care with those diagnosed with HIV/AIDS. At the end of the workshop learners will be able to: (1) Apply Harm Reduction theory, (2) Identify key tenets of Harm Reduction, and (3) Recognize Harm Reduction approaches to client-centered care.

## Instructor Led Recorded Trainings:

- Best Practices: A brief overview of a nation-wide trends in direct care work both in HIV and in other chronic diseases. At the end of the course learners will be able to identify best practices in direct care work.
- Healing (Trauma) Informed Self-Care: One often overlooked skill necessary in the helping field is the ability to stay healthy and effective in an extremely stressful job where vicarious/secondary trauma, burn out and compassion fatigue are real threats. This course will give the learner strategies to enhance health and overall performance. At the end of the course learners will be able to: (1) Identify the impact of stress, trauma, vicarious trauma, burn out &/or compassion fatigue on the helper, and (2) Plan to implement self care strategies to enhance personal and/or professional well-being.
- Healing (Trauma) Informed Care: This course provides the learner with knowledge to conceptualize the individual needs of clients, to position them for success, despite struggles with stress &/or trauma. The Healing (Trauma) Informed lens informed by SAMHSA's 4s will be utilized to define practical approaches that help keep stress/trauma in mind while providing efficient & effective services. At the end of the course learners will be able to: (1) Identify the impact of stress/trauma, (2) Understand how trauma impacts the brain/behavior, and (3) Conceptualize the direct care worker's role in working with a stressed/traumatized client.
- Engagement/Retention in Care: This course provides information to enhance the healthcare worker's understanding and ability to address medical self management, specifically how to get and keep people in care. Discussion and approaches will connect Healing (Trauma) Informed best practices with Motivational Interviewing (MI) approaches. At the end of the course learners will be able to: (1) Define Medical Self Management, (2) Identify strategies to increase engagement/retention in care, and (3) Utilize Motivational Interviewing (MI) approaches to enhance client engagement/retention in care.
- Health Literacy & Adherence: Health Literacy is a necessary part of engagement/retention in care, as well as overall medical self management. The more we know about our physical and mental health, the better we tend to care for ourselves. This course provides approaches to health literacy and adherence that work! At the end of the course learners will be able to: (1) Better understand how to enhance health literacy, (2) Identify strategies to enhance client health literacy, (3) Identify strategies to support medical adherence, and (4) Utilize Motivational Interviewing (MI) approaches to discuss health literacy and adherence with clients.