

Challenges and Solutions to Working on a Team



OBJECTIVES

At the end of this unit, participants will be able to:

- Identify and work through challenges associated with working in a multi-disciplinary team



INSTRUCTIONS

- Explain that working on a multi-disciplinary care team has many advantages, but it can also be challenging.
- Case studies activity
 - For the next activity, we will discuss some challenges of working in multidisciplinary care teams and brainstorm potential solutions to those challenges.
 - Break participants into five or six groups. Distribute markers, a flip chart sheet, and the case studies handout to the participants. Assign a different case scenario to each group. Ask the participants to choose cooperative learning roles in their groups (facilitator, note taker, reporter, and time keeper).
 - Ask each group to read their case study and answer the discussion questions. Provide 20 minutes for discussion. The recorder will write the solutions on a flip chart sheet.
 - Ask the reporter from each group to summarize the challenge and share their solutions with the larger group.
 - Ask if there are other suggestions for how to best work with multidisciplinary teams in a clinical setting. Write answers on flip chart.
- Wrap up: Summarize some of the key challenges and solutions the groups identified. Thank participants for their creative strategies and ask about which solutions they will try in their agency.



Related C3 Roles

Cultural mediation among individuals, communities, and health and social service systems; care coordination, case management and system navigation; providing direct service; participating in evaluation and research

Related C3 Skills

Communication skills, service coordination and navigation, professional skills and conduct



Method(s) of Instruction

Small group activity



Estimated time

45 minutes



Key Concepts

Challenges, solutions, team, multidisciplinary team



Materials

- Flip chart
- Markers

Handouts

- Case Studies for Working on a Team

Case Studies for Working on a Team

Case Studies for Working in a Clinic: Scenario 1

Facilitator: _____

Recorder: _____

Reporter: _____

Timekeeper: _____

Instructions: Choose roles for each of the group members (facilitator, recorder, reporter and timekeeper). Read through your scenario and discuss how you, as a CHW, would respond to the situation.

Scenario 1: You are escorting a client to the hospital to visit a client and the doctor and/or nurse wants to know who you are and what your role is.

Related CHW roles:

- Assist client with identifying and removal of barriers to accessing care
- Care coordination and case management
- Client/provider education
- Systems navigation
- Coaching and social support

How would you discuss your role with the doctor and/or nurse?



Case Studies for Working in a Clinic: Scenario 2

Facilitator: _____

Recorder: _____

Reporter: _____

Timekeeper: _____

Instructions: Choose roles for each of the group members (facilitator, recorder, reporter and timekeeper). Read through your scenario and discuss how you, as a CHW, would respond to the situation.

Scenario 2: You are going on a home visit and the outreach nurse on your team reports they've overbooked their schedule—but your client needs wound care. They ask if you would perform this task for the nurse while you're visiting the client.

When you arrive at the client's home there are needles all over the place. You let them know that this is a health hazard and must be removed. The client reports that all of their sharps containers are full and asks you if you can take them to the needle exchange for them, or give them a ride to the needle exchange so they can turn them in and get new ones.

Related CHW roles:

- Providing basic screening and tests
- Providing social supports
- Meeting direct needs
- Providing appropriate health education and information

How would you respond to (a) the nurse's; and (b) the client's requests? Are their requests within the scope of your role?



Case Studies for Working in a Clinic: Scenario 3

Facilitator: _____

Recorder: _____

Reporter: _____

Timekeeper: _____

Instructions: Choose roles for each of the group members (facilitator, recorder, reporter and timekeeper). Read through your scenario and discuss how you, as a CHW, would respond to the situation.

Scenario 3: Your client is being released from a hospital and you need the doctor’s approval and signature in order for the patient to be assigned a medical motel voucher for a week so they can recuperate. You can only have a minute or two to speak to the doctor before they see their next client.

Related CHW roles:

- Care coordination
- Case management
- Advocating for individuals

How would you communicate with the doctor about the client?



Case Studies for Working in a Clinic: Scenario 4

Facilitator: _____

Recorder: _____

Reporter: _____

Timekeeper: _____

Instructions: Choose roles for each of the group members (facilitator, recorder, reporter and timekeeper). Read through your scenario and discuss how you, as a CHW, would respond to the situation.

Scenario 4: Your client had been using methamphetamine for a long time and has just recently completed drug treatment and is meeting with their new social worker for the first time. This social worker has replaced the social worker the client was working with prior to going into treatment. The client also suffers from a high level of anxiety and when the client is nervous and/or excited they speak rapidly in broken sentences and have jerky movements. The new social worker speaks with you after their initial meeting and shares concerns about the client’s seemingly erratic behavior.

Related CHW roles:

- Cultural mediation among individuals, communities, and health and social service systems
- Care coordination
- Providing direct service
- Advocating for individuals and communities

How can you help the social worker understand the bigger picture of what the client has been going through so that they don’t misunderstand or judge the client?



Case Studies for Working in a Clinic: Scenario 5

Facilitator: _____

Recorder: _____

Reporter: _____

Timekeeper: _____

Instructions: Choose roles for each of the group members (facilitator, recorder, reporter and timekeeper). Read through your scenario and discuss how you, as a CHW, would respond to the situation.

Scenario 5: A client came into the clinic several times complaining of shoulder pain and wanting medication for the pain. Because the client has a history of substance use disorder, the client was not sent for an x-ray until their third visit. When the x-ray came back, it turned out that the client had a bad infection and had to be admitted to the hospital. Now they don't want to go back to the clinic.

Related CHW roles:

- Cultural mediation among individuals, communities, and health and social service systems
- Care coordination
- Providing direct service
- Advocating for individuals and communities

How could you work with the doctor and medical team to rebuild trust with the client? How could you help them understand why the client may not be adhering to their HIV medication regimen?



Case Studies for Working in a Clinic: Scenario 6

Facilitator: _____

Recorder: _____

Reporter: _____

Timekeeper: _____

Instructions: Choose roles for each of the group members (facilitator, recorder, reporter and timekeeper). Read through your scenario and discuss how you, as a CHW, would respond to the situation.

Scenario 6: You are attending a doctor visit with a client and their interpreter and you notice that the interpreter is looking at the doctor when interpreting more than at the client. The client is nodding and smiling with furrowed brows.

Related CHW roles:

- Cultural mediation among individuals, communities, and health and social service systems
- Care coordination
- Providing direct service
- Advocating for individuals and communities

How would you work the interpreter, doctor, and client to make sure that the client's needs are being met?

Acknowledgements

This curricula draws from and is adapted from other training curricula for peer educators and community health workers, such as the Building Blocks to Peer Success (<https://ciswh.org/resources/HIV-peer-training-toolkit>) and the Community Capacitation Center, Multnomah County Health Department (<https://multco.us/health/community-health/community-capacitation-center>)

Team

Serena Rajabiun

Simone Phillips

Alicia Downes

Maurice Evans

LaTrischa Miles

Jodi Davich

Beth Poteet

Rosalia Guerrero

Precious Jackson

Maria Campos Rojo

This project is/was supported by the Health Resources and Services Administration (HRSA) of the U.S. Department of Health and Human Services (HHS) under grant number U69HA30462 "Improving Access to Care: Using Community Health Workers to Improve Linkage and Retention in HIV Care" (\$2,000,000 for federal funding). This information or content and conclusions are those of the author and should not be construed as the official position or policy of, nor should any endorsements be inferred by HRSA, HHS or the U.S. Government.

Suggested Citation:

Boston University Center for Innovation in Social Work & Health. (2019). A Training Curriculum for Using Community Health Workers to Improve Linkage and Retention in HIV Care. Retrieved from: <http://ciswh.org/chw-curriculum>



Boston University School of Social Work
Center for Innovation in Social Work & Health