

# How to Use the COVID-19 Trusted Messenger Learning Module for a Community Health Worker (CHW) Audience

## Goal

To improve knowledge and competency of Community Health Workers (CHWs) to support effective COVID-19 vaccine conversations with patients and communities, including the sharing of credible COVID-19 vaccination information and responding to misinformation

## Key objectives

1. Learn how to provide credible information to and have effective conversations with communities surrounding the COVID-19 vaccine
2. Explore and understand cultural and other barriers affecting different communities in the uptake of COVID-19 vaccinations
3. Develop strategies that CHWs can use to increase vaccine uptake in their communities

## Components of Learning Module

- Trusted Messenger video recording for CHW audience
- CHW discussion handout
- Large group or small group breakout for discussion

## Learning Module Assumption

- CHWs know their community and its leaders, values and priorities

## Training Session Topics and Timeline

You may choose to go through all video segments or focus on the topics most pertinent to your audience.

Topic	Expected Time
Welcome – Introductions, Ground Rules, Agenda Overview	Depending on size of group and if each participant does introductions can be minimum of 10 minutes+
Pre-video discussion (See CHW Discussion Handout for questions)	Discussion – 15 minutes
Discussion questions (See CHW Discussion Handout for time stamps and questions)  (You may choose to discuss all questions, or focus on those most pertinent to your audience)	Videos – x minutes, Discussion – x minutes
Post video discussion (See CHW Discussion Handout for questions)	Discussion and summary of key takeaways – 20 minutes
Action items – Next steps	Depends on number of action items and depth of each action item

## Training Facilitator Process

1. Determine how you will share and view the video. You may choose to go through all modules or focus on the topics most pertinent to your audience.
2. Share questions/handout in advance of discussion. Based on group size and training format (in-person versus virtual), decide if discussions should take place as a larger group, or in smaller breakout groups. To create safety and foster greater discussion, small groups are recommended with no more than 4 people per group. Prioritize questions or instruct small groups to prioritize questions based on time allotted.
3. Before each training session begins, establish a group agreement that supports safety, inclusion, and confidentiality. You may choose to involve CHWs in establishing these at the beginning of the session or develop prior to the session.
4. During your introduction, note potential areas of participant concern. Some areas may include, but are not limited to, sharing of personal views in groups, individual view of COVID-19 vaccination that may not be shared by others, current attitude of workplace and/or community around vaccination hesitancy, staff burnout levels, and any other concerns relevant to your work or community environment.
5. Before the video, when possible, break into small groups and discuss pre-film questions.
6. Include details here about where questions will pop up in relation to video segments.
7. Once the video is done, discuss the post video questions in groups. Identify action items that are pertinent to your audience and establish priorities and set timelines for follow-up.
8. Share contact information for follow-up questions and reflections after the session.



The National Resource Center for Refugees, Immigrants, and Migrants (NRC- RIM) is funded by the U.S. Centers for Disease Control and Prevention to support state and local health departments working with RIM communities. Learn more at [nrccrim.umn.edu](http://nrccrim.umn.edu). Last update: 05/10/2022.

## Things to keep in mind

- **Recognize trauma:** Trauma does not exist solely in one community. Recognize that some CHWs participating in the training will have also experienced trauma. Honor each person's ability to engage and comfort in speaking in group discussions. There may be experiences and emotions that you are unaware of that blossoms up for CHWs during the session. Give CHWs permission to step away, if needed, and to return, when ready.
  - **The module is not comprehensive:** This Trusted Messenger module highlights many of the topic areas that have emerged for CHWs throughout the COVID-19 pandemic. However, there are many other areas that are not covered by the module. If other questions or topic areas emerge that were not discussed in the module, refer to [www.health.state.mn.us/diseases/coronavirus/](http://www.health.state.mn.us/diseases/coronavirus/) for additional resources.
- 



The National Resource Center for Refugees, Immigrants, and Migrants (NRC- RIM) is funded by the U.S. Centers for Disease Control and Prevention to support state and local health departments working with RIM communities. Learn more at [nrcrim.umn.edu](http://nrcrim.umn.edu). Last update: 05/10/2022.