**Introduction**

The following outlines key areas of training needed and training resources for community health outreach workers and other staff participating in care transitions work using the SafeMed model. These training resources supplement additional primary care practice/health system training provided by the health system.

**Key Training Areas and Resources**

1. SafeMed Program Overview - Memphis Experience (ppt slides)
2. Health disparities and cultural competence
   1. Read <http://minorityhealth.hhs.gov/npa/files/Plans/HHS/HHS_Plan_complete.pdf>
3. Health Literacy
   1. Complete “Effective Communication Tools for Health Professionals" at [http://www.hrsa.gov/publichealth/healthliteracy/](https://exchange.uthsc.edu/owa/redir.aspx?C=cWEEkFAJS0-gZeSSVLNF8G8IGDIboc8I_dAuk9MfHq-n_48d_v4IRDGIX8fwVRTTxVT_UhAa680.&URL=http%3a%2f%2fwww.hrsa.gov%2fpublichealth%2fhealthliteracy%2f" \t "_blank)
   2. It takes about 5 hours to complete
   3. CEs available
   4. Printed certificate of completion
4. Patient Empowerment
   1. Focuses on patient and family engagement through transitions
   2. <http://partnershipforpatients.cms.gov/p4p_resources/tsp-patientandfamilyengagement/tsppatient-and-family-engagement.html>
5. Motivational Interviewing (MI) / Health Coaching
   * 1. Must register with SAMSA/HRSA
        1. Complete the first webinar (dates available) before continuing to others
        2. <http://www.integration.samhsa.gov/clinical-practice/motivational-interviewing>
        3. <http://www.samhsa.gov/co-occurring/topics/training/motivational.aspx>
     2. Motivational Interviewing for Health Professionals
        1. Healthsciences.org
   1. Techniques for MI
      1. Found at <http://www.nova.edu/gsc/forms/mi_rationale_techniques.pdf>
   2. Presentations on MI/ Health Coaching
      1. Introduction
      2. Bullet points found at <http://infocus.healthsciences.org/HSI_Fast_Facts.html>Evidence based Health Coaching – Applying MI in Health Care
         1. Videos in short segments <http://infocus.healthsciences.org/HSI_InFocus_Videos.html>
      3. Moving to an evidence based health coaching practice
         1. Articles to read found at <http://infocus.healthsciences.org/InFocus_Moving_to_an_Evidence-Based_Health_Coaching_Practice.html>
      4. Evidence based health coaching
6. Mental health screenings
   1. SafeMed Program MH Tools by Dr. Jordan (powerpoint)
7. Ecomapping
   1. <http://www.ecomapping.org/en/index.html>
   2. [www.strongbonds.jss.org.au/workers/cultures/ecomaps.htm](http://www.strongbonds.jss.org.au/workers/cultures/ecomaps.htm)
8. Home safety training (Home health agency)
   1. Safety Plan – Non Violent Crisis Intervention - Security (powerpoint) <https://www.osha.gov/SLTC/home_healthcare/>
9. Kaplan Center Simulation laboratory
   1. Consents of new employees to SIMI laboratory activities
      1. Enrollment
      2. Patient consents
      3. Safety
      4. CMR procedures
      5. MI/ coaching
      6. MI/Coaching Evaluation