

Adapting a Community Health Worker Model for Accessible and Affordable Care to Address Age-Related Hearing Loss

Carrie L. Nieman, MD MPH

Jonathan J. Suen AuD, Nicole Marrone PhD CCC-A,
Sarah L. Szanton PhD ANP FAAN, Hae-Ra Han PhD
RN FAAN, Frank R. Lin MD PhD



**Baltimore
HEARS**

HEAR. LIVE. LOVE.



COCHLEAR CENTER *for*
HEARING *and* PUBLIC HEALTH



Overview

Community Health Worker Model

The HEARS Program Training Pilot
Identifying & Recruiting Candidates

Community Health Worker Training

Continuing Education and Support

Overview

Community Health Worker Model

The HEARS Program Training Pilot
Identifying & Recruiting Candidates

Community Health Worker Training

Continuing Education and Support

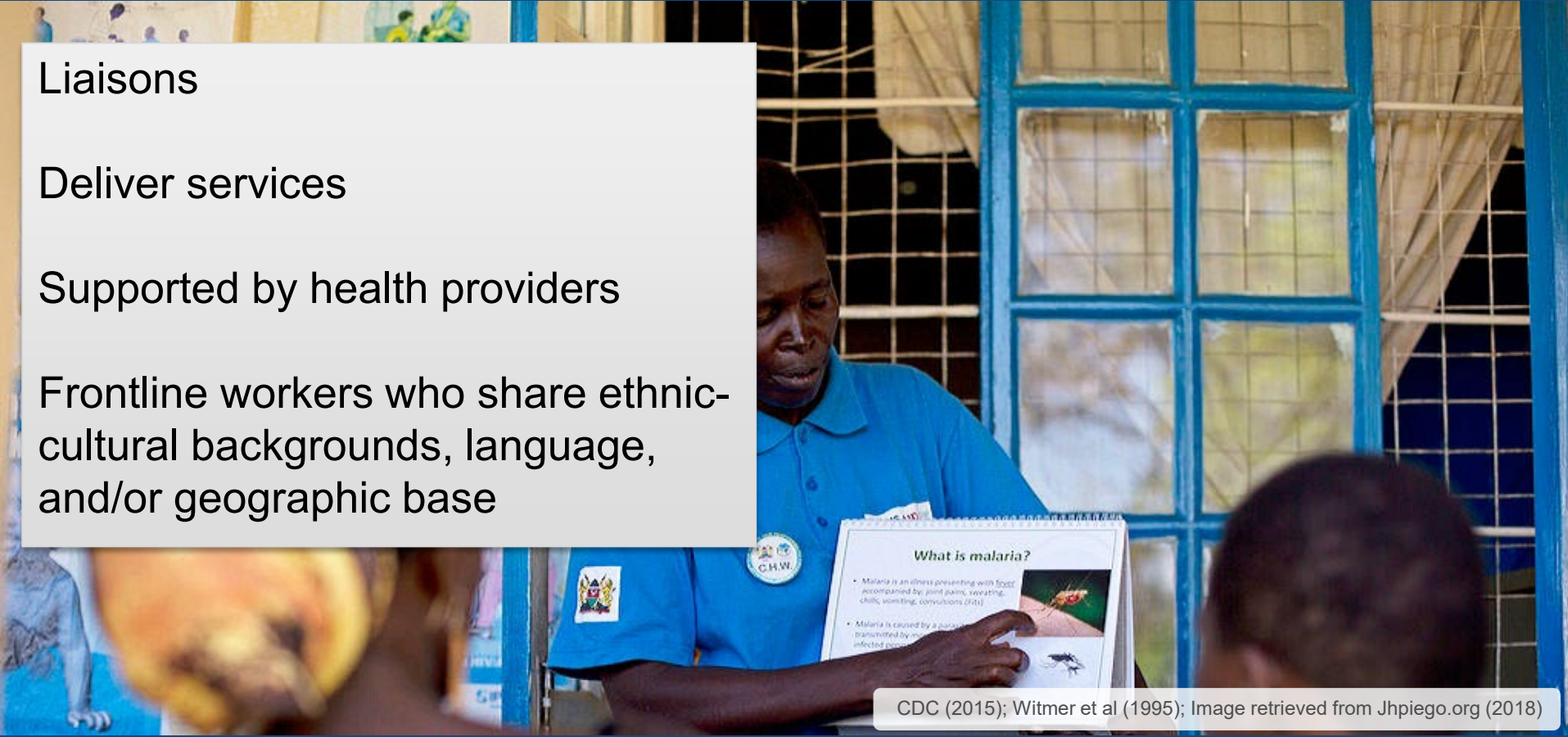
Community Health Workers (CHWs)

Liaisons

Deliver services

Supported by health providers

Frontline workers who share ethnic-cultural backgrounds, language, and/or geographic base



Community Health Workers (CHWs)

Terminology

- Promotoras (de salud)
- Peer counselors
- Community health aides

Scope of Work

- Screenings
- Education
- Health system navigation
- Informal counseling
- Support and advocacy



Training CHWs

Nature, extent of training varies widely

Depends on scope of work

CHW training: 4-240 hours
(mean: 41.3, median: 16.5)

Curricula: classroom lectures,
interactive learning, knowledge/skills
assessments, and/or supervised field
experiences



Overview

Community Health Worker Model

The HEARS Program Training Pilot Identifying & Recruiting Candidates

Community Health Worker Training

Continuing Education and Support



Baltimore HEARS

HEAR. LIVE. LOVE.



Baltimore HEARS

HEAR. LIVE. LOVE.

A Community-Delivered, Affordable, Accessible Hearing Care Intervention for Older Adults

1 Hearing Screening

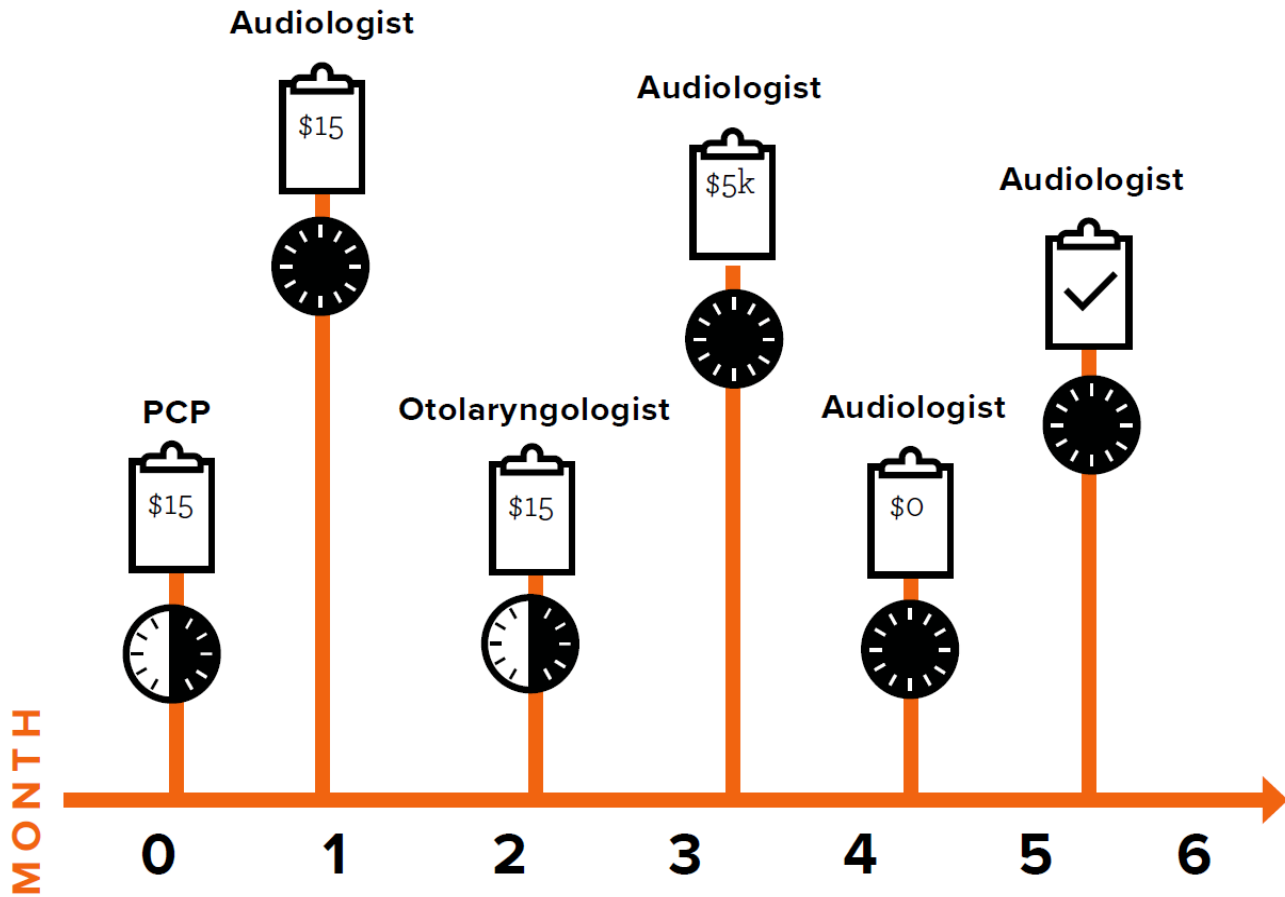


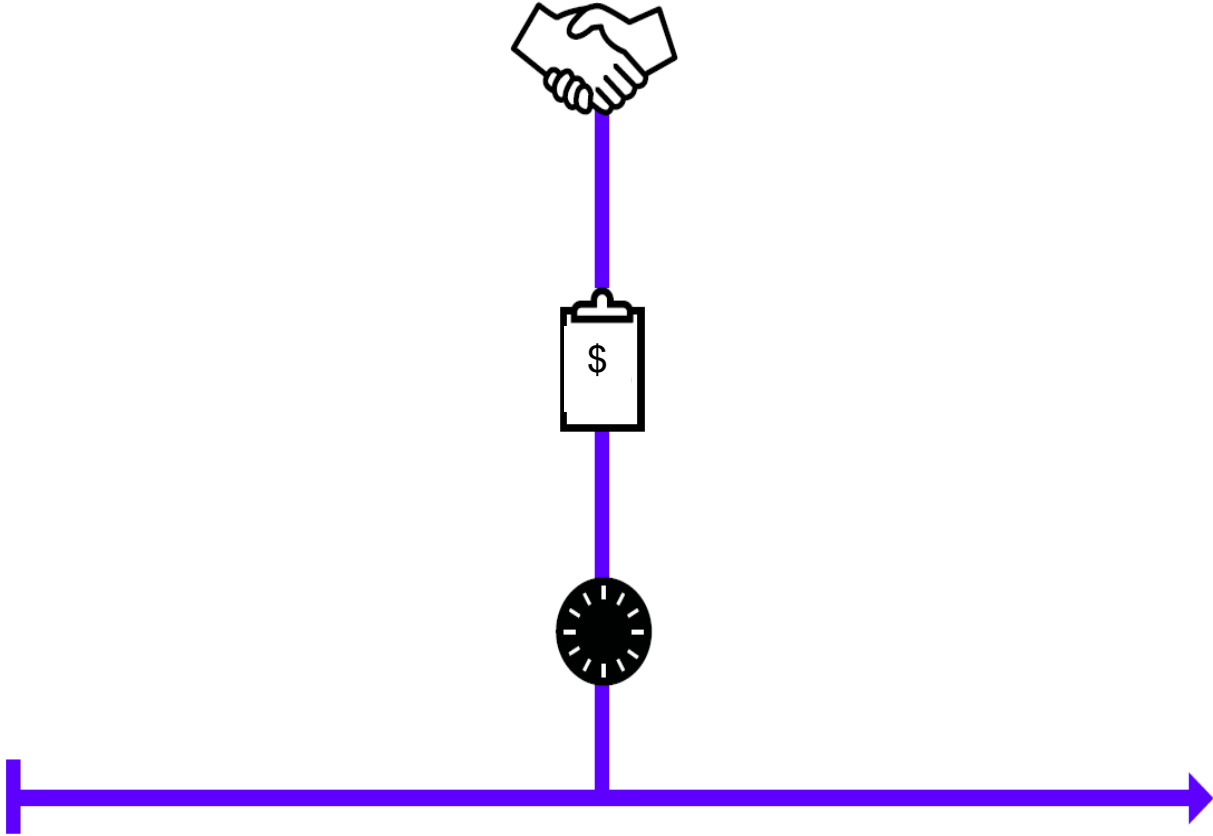
2 Device Fitting & Orientation



3 Education & Counseling







HEARS Teacher (CHW) Profile

The HEARS Team



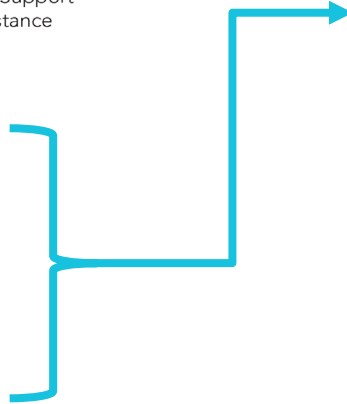
HEARS Trainers
Program Support
& Supervision



Service Coordinator
Program Support
& Assistance



HEARS Teachers
Program Instructors



- ✓ Respected by others
- ✓ Takes initiative/leadership
- ✓ Present and active
- ✓ Willingness to learn

The HEARS Team



HEARS Trainers

Clinical Team
Program Support & Supervision



Service Coordinator

Community-Based Staff Liaison
Program Operations Support



HEARS Teachers

Community Health Workers (Trained Building Residents)
Program Providers



Overview

Community Health Worker Model

The HEARS Program Training Pilot
Identifying & Recruiting Candidates

Community Health Worker Training

Continuing Education and Support

Curriculum Development: Inspiration



MARYLAND
Department of Health

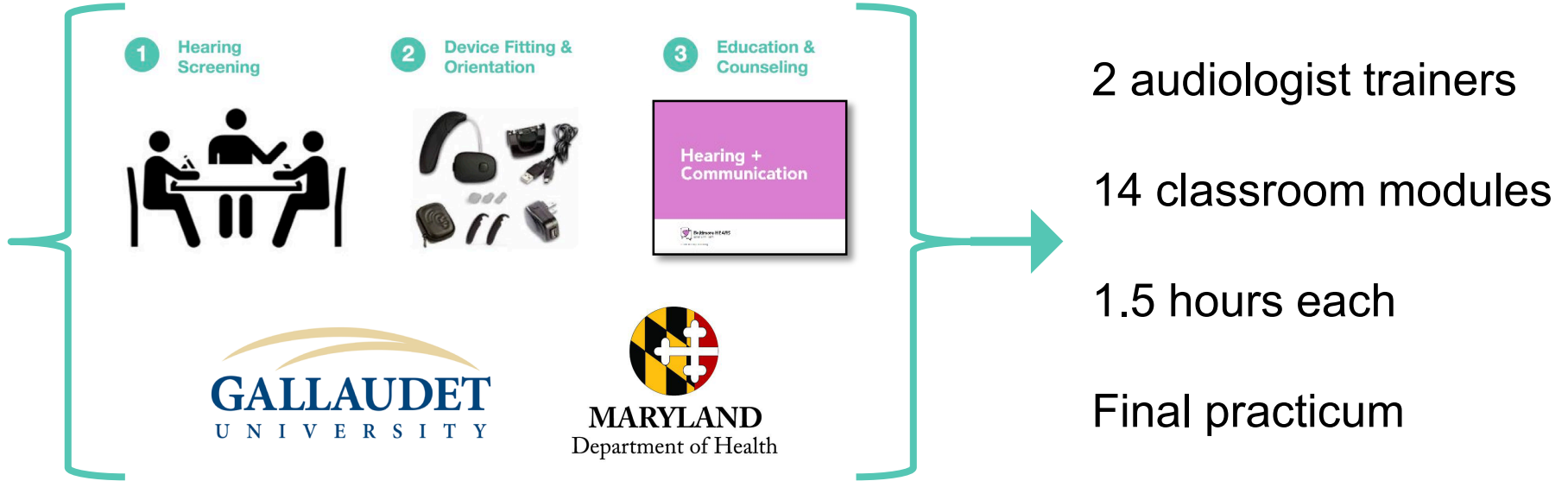
*Peer Mentoring Certification Training
Program*

*Workgroup on Workforce
Development*

Program Content & Training Structure

CHW Core Competencies

Pilot Training Program







Lessons Learned: Key Needs

1 Hearing Screening



Interpersonal
Skills

2 Device Fitting & Orientation



Basic
Technology
Proficiency

3 Education & Counseling



Literacy &
Executive
Coordination
Skills

HEARS Graduation

Celebrate training completion

Honor community partnerships



Overview

Community Health Worker Model

The HEARS Program Training Pilot
Identifying & Recruiting Candidates

Community Health Worker Training

Continuing Education and Support

Continuing Education and Support



Looking for more on HEARS?

CGHH

Sat. 10/27 **3:30 PM** – Theater 3

Low-Cost, User-Centered Over-the-Counter Hearing Technology: Lessons from
Community-Delivered Hearing Care for Older Adults

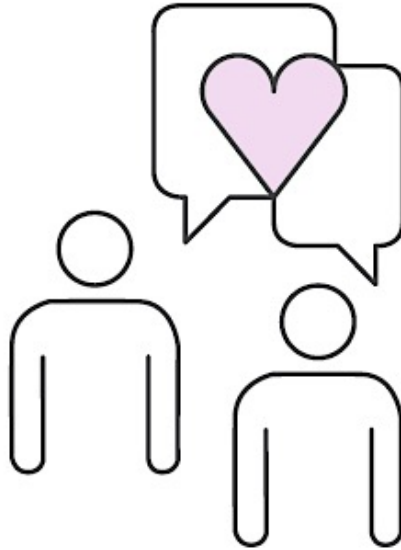
Looking for more on HEARS?

WCA

Mon. 10/29 CTICC Meeting room 2.64 - 2.66

- 11:30 AM** HEARS: An affordable, Accessible, Community-Delivered Hearing Care for Age-Related Hearing Loss
- 11:40 AM** Can we accelerate the Pipeline?: Lessons from HEARS on Social Design and Entrepreneurship in Hearing Care
- 12:10 PM** Toronto HEARS: Adaptation and Initial Experience with a Community-Based Hearing Intervention in Canadian Practice
- 2:20 PM** HEARS Train-the-Trainer: Development of a Training Program to Address Hearing Loss and Social Engagement

Thank You!



Acknowledgements



JOHNS HOPKINS
BLOOMBERG SCHOOL
of PUBLIC HEALTH



JOHNS HOPKINS
SCHOOL *of* NURSING

MICA CENTER FOR
SOCIAL DESIGN

CATHOLIC
CHARITIES

CHERISHING THE DIVINE WITHIN ALL

 **H A S A**
C I R S Interpreting @ Gateway School
Hearing and Speech-Language Services

