WELCOME to the

Roles of Community Health Workers and Support Specialists during COVID-19

ECHO

Session will start in less than 15 minutes
Connecting Virtually to People who Live in the Community

Renee Pepin, PhD
Dartmouth Centers for Health and Aging
Conflict of Interest Disclosure Statement

No Conflicts of Interest
Overview

• Know your population
• Know your technology
• Getting going
• Support and coaching
• Continuous Improvement
• Case Example
• Lessons Learned
Starting with the Summary

• Keep it simple
• Structure for success
  • A failure experience can be a barrier some people will not overcome
Know your population

• Access
• Preferences
• Literacy
• Barriers
• Facilitators
Know your technology

- Decide on a platform
- Practice the platform
- Practice the tasks/encounters/functions
- Master the platform
Getting Going

• Phase 1: Set Up
  • Getting equipment
  • Checking safety
  • Contingency planning

• Phase 2: Logging on

• Phase 3: Using the platform
Support and Coaching

- How are you going to help get people set up and log on?
  - Offer Phone Help
    - Consider participants’ minutes
  - Test-Drive
  - User Guide (printed)

- How are you going to help people maximize use?
- Tech support in session vs. Tech support outside of session
Continuous Improvement

• Simplify procedures
• Update user guides
• What do participants think?
• Standard Operating procedures
• Security One-Pager
Case Example: Aging Resource Center Virtual Programing

• Phase 1: Set Up
  • Zoom Meeting Link
  • Test drive
  • Phone for set up

• Phase 2: Logging on
  • Dedicated tech support for each program
  • Phone available to talk through log-on

• Phase 3: Using the platform
  • Follow up with people who do not engage and people who disappear
  • Ongoing group tech classes
Lessons Learned

• Keep it simple
• Structure for success
  • Added administrative time
  • Added training time
  • Standardization and training
  • Expect glitches