

Even though you work independently in the field, you are part of a team. Your fellow Community Health Workers (CHW) and the project nurse are resources that you can use when you have questions or concerns.

Every situation is different. No one is able to remember or think of everything all the time. So it is common to remember something that you could have done or said after a visit. Likewise each time you do something, it is an opportunity to learn something new—how to explain an idea, how to approach a situation, how to ask for information in a way that lets a person feel comfortable saying what really happens. For that reason, we have case discussions and reviews, so that we can all learn from each other. It can also be very helpful to discuss concerns or questions with your lead CHW/CAS or with your colleagues within our two programs, always being careful to respect confidentiality.

Some concerns must be brought to the attention of the project nurse very quickly, whether they come from a telephone call, a HEC, or an educational visit. ***Together you will make a plan to address the concern as soon as possible.***

These are guidelines for when to talk to the project nurse:

Discuss the following concerns with the project nurse within 24 hours or as soon as possible:
<ul style="list-style-type: none"> ◆ When clients are having trouble controlling asthma: <ul style="list-style-type: none"> ● Using albuterol (rescue medicine) more than twice a week ● Having daytime symptoms more than twice a week ● Having night time symptoms more than twice a month ● Missing school ● In red zone ◆ Client does not have prescription for controller and/or rescue medication ◆ When clients are not taking medicines as prescribed ◆ When clients are not using inhaler, spacer or nebulizer correctly ◆ When clients are having trouble getting medicines ◆ When clients are having trouble accessing medical care ◆ When clients are having trouble managing asthma in school or childcare (& advise TAGS [Team Asthma Goes to School] point-person)
Discuss these concerns with the project nurse and supervisor within 24 hours or as soon as possible:
<ul style="list-style-type: none"> ◆ When you notice an issue which may require report to CPS ◆ When CAS feels unsafe in home (illegal activity, threats, unwanted advances, etc.)
Discuss these concerns with the project nurse within a week:
<ul style="list-style-type: none"> ◆ When clients are having trouble implementing any part of the home environmental action plan (if this is due to an unrealistic protocol, bring to case conference or supervisor) ◆ When clients don't have action plan or are having trouble using it ◆ When clients have trouble using peak flow meter (especially HH-II) ◆ When clients are dissatisfied with medical care received