

The Mexican American Trial of Community Health Workers (Project MATCH): Training for a Promotora Intervention

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I. Lessons learned

i. Usefulness of Initial Training

1. Very difficult, even for experienced promotoras
2. New concepts: diabetes details, self-management, action plans
 - a. Had to translate some concepts into Spanish
3. Role plays were very helpful, both to do and observe
4. Training results (from discussion with promotoras)
 - a. Feel more “professional”
 - b. More organized
 - c. Have steps to use to help people

ii. Level and Type of Supervision Needed

1. Need for promotoras to have ongoing support
 - a. Psychologist supervision
 - i. training and personal support (*discuss why both important, how stressors in lives influence promotora work and vice versa*)
 - ii. Ensures repeated modeling of self-management skills by everyone
 - b. Peer support
 - i. Emotional support and connection
 - c. Ability to cover topics in more depth, practice, and review
 - d. Feedback (from tape review and process measures) initially seemed threatening but now offers ability to share visits with others, allows for feedback, and increases confidence

iii. Challenges of Promoteria

1. change in promotora role from direct helper to helping participant's to make positive change
2. intensity of experience
3. balance of promotora role with personal challenges
4. Data collection: MATCH promotoras not doing data collection, however need to document intervention; need for training on rationale for this and how to do it; prioritized low by promotoras as not relevant to their work
5. ongoing need for training on employment skills: documentation of work; time management; use of communication tools (computer and e-mail); again use these as opportunities for self management training with Promotoras