

# Community Health Center Orientation Toolkit

## Table of Contents

### 1. Historical Perspective

- “A Promise Kept: 40 Years of Community Health Service” (Video)  
*This 18 minute video outlines the history and purpose of community health centers.*

### 2. Introduction to Community Health Centers

- Community Health Center 101 (Power Point)  
*An overview of what a community health center is and lists federal requirements.*
- Community Health Centers: Careers in Providing Care to the Medically Underserved (Video)  
*The video highlights interviews with executive directors of three Iowa community health centers discussing why and how they chose health center career paths, as well as detailing the mission of community health centers.*
- About CHCs (Video)  
*View the video to learn about the history and purpose of community health centers.*
- Must and Shoulds (PDF)  
*Listing of federal requirements and recommended policies for a community health center.*

### 3. Iowa PCA

- “What is the Iowa Primary Care Association (Iowa PCA) ?”  
*This module explains the mission of the primary care association including programs and services offered to its member organizations.*

### 4. General Governance

- “Community Health Centers: Responsibilities of a Board Member” (Video)  
*Adapted from the Bureau of Primary Health Care’s Governing Board Handbook, video highlights information to educate new and current community health center board members on their leadership role.*
- “Governing Board Handbook”  
*A step by step, detailed guide for community health center board of directors.*

## **5. Sensitivity, Diversity and Cultural Competence**

- “Treating Others with Sensitivity and Dignity” (Power Point)

*Helpful tips to consider when offering respectful and sensitive care for patients.*

- “Get to Know Hispanic Culture” (Power Point)

*This module explains the cultural aspects of serving the Hispanic patient population.*

- “Get to Know Vietnamese Culture” (Power Point)

*This module explains the cultural aspects of serving the Vietnamese patient population.*

## **6. Confidentiality**

- Confidentiality (Power Point)

*Details the importance of patient confidentiality and how to ensure HIPAA compliance.*

## **7. Corporate Compliance**

- “Community Health Center Corporate Compliance” (Power Point)

*Explanation of what corporate compliance is and how it applies to staff and board members of a community health center.*

## **8. Child and Adult Abuse Training**

- Mandatory Reporting of Child and Dependent Abuse

<http://www.niacc.edu/rhec/distance.html>

*This program is required every 5 years for all Mandatory Reporters of child and dependent adult abuse.*