

Health System Transformation Update: Non-Traditional Health Workers

Background

Oregon's health system transformation and the federal Affordable Care Act have emphasized the essential role of non-traditional health workers in promoting health and delivering care. While many titles have been applied to these workers, state legislation has named Community Health Workers, Peer Wellness Specialists, Personal Health Navigators and Doulas as care providers in Oregon's non-traditional health care workforce.

Last fall, the Oregon Health Authority convened a stakeholder committee tasked with developing a public process to provide input on the draft temporary administrative rules governing certification and registry enrollment pathways for non-traditional health workers. The rule was created through a collaboration of stakeholders from throughout the community, including several representatives for addictions and mental health peer support specialists and recovery mentors. The draft rules were submitted on February 4, 2013. A permanent rulemaking process will begin on after the close of the 2013 Legislative Session.

Training, Certification and Registration

To qualify for reimbursement by the Oregon Health Plan (Medicaid), non-traditional health workers must be certified by OHA through successful completion of an approved training program and enrolled in the state's central registry. With the exception of doulas, non-traditional health workers must complete 80 hours of training from an approved training program and meet required competencies to become certified.

Doulas can also be certified through successful completion of an Authority approved training program, or, if they have completed certification from a national certification program, they must complete six additional hours of approved cultural competence training to be certified in Oregon.

Upon certification, NTHWs will have the option to be entered into a registry. Only those NTHWs who have been certified by OHA through successful completion of an approved training program will be financed by Medicaid funds.

Supervision and Medical Authority

The Centers for Medicare and Medicaid Services authorizes financing of non-traditional health workers care under the supervision of licensed health care providers. Services provided by non-traditional health workers must fall within the licensed health care provider's scope of practice. These providers include:

- Physicians*
- Certified Nurse Practitioners
- Physician Assistants
- PhD Psychologists
- PsyD Psychologists
- LCSW Social Workers
- Licensed Professional Counselors

*covered in the State Plan under physician services

Financing and Reporting

Federal approval and the State Plan allows for some flexibility for financing the work of non-traditional health workers. The following table describes financing and reporting guidance.

**Oregon Health Authority
Medical Assistance Programs**

Non-Traditional Health Workers Financing Options

Worker	Direct Care* Care Coordination/ Health Promotion	Population-Based Prevention/ Outreach/ Health Promotion	Payment Options	Reporting
CHW PWS NAV	X X X		PCPCH Payment or CCO-ICM Capitation	Documentation in Medical Record
CHW PWS NAV		X X X	CCO-ICM Capitation Or CCO Sub-Contracted Entity	CCO Reports Expenditures on Financial Report **
Doula	X		Payment to Provider, Hospital or Birthing Center is enhanced when Doula is utilized	FFS Claim for Delivery is billed with modifier CCO reimbursement is depend- ent on the business practice of the plan
CHW-Community Health Worker; PWS-Peer Wellness Specialist; NAV-Personal Health Navigator *Direct Care services are provided under the supervision of a Licensed Healthcare Professional ** (Identify the specific report and line item) ***FFS reimbursable for individuals approved for MH 1915(i) Home and Community Based State Plan Option, Dis- cussion currently underway to amend the State Medicaid Plan, Rehabilitative Services Option which will authorize FFS OHP for this HCPCS code.				

Peer Support Specialists

While not included in the NTHW rule, peer support specialists will continue to provide addictions and mental health services to Oregon Health Plan clients in coordinated and managed care as defined in the Integrated Services and Supports Rule (ISSR).

Next Steps

The Oregon Health Authority will begin a permanent rulemaking process at the close of the 2013 legislative session.

Additionally, to support training programs with employment opportunities, OHA is partnering with the Oregon Employment Department to conduct a survey of current and potential NTHW employers. A report of survey results will be available in early March.

OREGON ADMINISTRATIVE RULES
OREGON HEALTH AUTHORITY, PUBLIC HEALTH DIVISION
CHAPTER 333

DIVISION 2

OFFICE OF EQUITY AND INCLUSION

Non-Traditional Health Workers

333-002-0300

Purpose

The purpose of these rules is to establish criteria, description, and training requirements for Non-Traditional Health Workers (NTHW) which include community health workers, personal health navigators, peer wellness specialists and other health care workers not regulated or certified by the state of Oregon. These rules set forth the procedures for NTHW certification and enrollment in a registry maintained by the Authority. These rules also establish curriculum guidelines for training programs seeking to train NTHWs and the procedures for Authority approval of training programs.

Stat. Auth.: ORS 413.042, 414.635 & 414.665

Stats. Implemented: ORS 414.635 & 414.665

333-002-0305

Definitions

The following definitions apply to OAR 333-002-0300 through 333-002-0380:

- (1) "Authority" means the Oregon Health Authority.
- (2) "Authority Approved Training Program" means an organization that has a training program with curriculum that meets Authority standards and has been approved by the Authority to train NTHWs.
- (3) "Certified Non-Traditional Health Worker" means an individual who has successfully completed an Authority approved training program or doula training as required by these rules, has applied for and been certified by the Authority for one of the NTHW types; or a grandfathered NTHW who has been certified by the Authority.
- (4) "Community Based Organization" means a public or private nonprofit organization of demonstrated effectiveness that is representative of a community or significant segments of a community, which may be located within or in close proximity to the community it serves; and is engaged in meeting that community's needs in the areas of social, human, or health services.
- (5) "Community Health Worker" has the meaning given that term in ORS 414.025.
- (6) "Contact Hour" means a training hour, which includes classroom, group or distance learning. Contact hour does not include homework time, preparatory reading or clinical practicum.
- (7) "Competencies" mean key skills and applied knowledge necessary for NTHWs to be effective in the work field and carry out their roles.
- (8) "Doula" means a birth companion who provides personal, nonmedical support to women and families throughout a woman's pregnancy, childbirth, and post-partum experience.

- (9) “Equivalency” means that individuals have fulfilled the requirements of a course or combination of courses, by completing a relatively equivalent course.
- (10) “Grandfathered NTHW” means an individual who has been issued a certificate by the Authority for one of the NTHW types as a result of his or her prior NTHW work experience and fulfillment of all additional requirements for grandfathering as set forth in these rules.
- (11) “Incumbent Worker Training” means training offered by an Authority approved training program that ensures that candidates for grandfathering meet the scope of practice standards required by the Authority.
- (12) "NTHW Applicant" means an individual who has applied for certification as any of the NTHW types.
- (13) “NTHW Type” means a community health worker, peer wellness specialist, personal health navigator, or doula.
- (14) "Peer" means any individual who has similar life experience, either as a current or former recipient of addictions or mental health services, or as a family member of an individual who is a current or former recipient of addictions or mental health services.
- (15) “Peer Wellness Specialist” has the meaning given that term in ORS 414.025.
- (16) “Personal Health Navigator” has the meaning given that term in ORS 414.025.
- (17) “Provisionally Certified NTHW” means an individual who has temporary certified status, not to exceed one year, upon successful completion of a non-approved NTHW training program as described in 333-002-0327.
- (18) "Registry" means a list of certified NTHWs maintained by the Authority.
- (19) “Training Program Applicant” means an organization that has applied for Authority approval of its training program and curricula for any of the NTHW types.
- Stat. Auth.: ORS 413.042, 414.635 & 414.665
Stats. Implemented: ORS 414.635 & 414.665

333-002-0310

Community Health Worker, Peer Wellness Specialist, Personal Health Navigator Certification Requirements

- (1) To be certified as a community health worker, peer wellness specialist, or personal health navigator, an individual must successfully complete all required training offered by an Authority approved training program for that individual’s NTHW type.
- (2) Individuals who have worked or volunteered in the capacity of a community health worker, peer wellness specialist or personal health navigator in the state of Oregon at least 3000 hours in the five years from the date of application for certification but who have not completed an approved training program are eligible for certification if they successfully complete incumbent worker training offered by an Authority approved training program.
- (3) Community health workers, peer wellness specialists or personal health navigators who have completed some or all of the certification training requirements may receive equivalency for previously completed training. The Authority approved training program shall determine equivalency requirements.
- Stat. Auth.: ORS 413.042, 414.635 & 414.665
Stats. Implemented: ORS 414.635 & 414.665

333-002-0315

Doula Certification Requirements

To be certified in Oregon as a doula, an individual must:

- (1) Successfully complete an Authority approved training program for doulas; or
- (2) Be certified by DONA International or the Association of Labor Assistants and Childbirth Educators (ALACE); and
- (3) Complete six additional hours of cultural competency training from an Authority approved training program.

Stat. Auth.: ORS 413.042, 414.635 & 414.665

Stats. Implemented: ORS 414.635 & 414.665

333-002-0320

NTHW Continuing Education Requirements

- (1) To maintain certification status, all NTHWs must complete at least 20 hours of continuing education during every three year renewal period.
- (2) Continuing education hours taken in excess of the total number required may not be carried over to the next renewal period.

Stat. Auth.: ORS 413.042, 414.635 & 414.665

Stats. Implemented: ORS 414.635 & 414.665

333-002-0325

Application and Renewal Process for NTHW Certification and Registry Enrollment

- (1) Individuals seeking NTHW certification and registry enrollment must:
 - (a) Be at least 18 years of age;
 - (b) Have successfully completed all training requirements for certification pursuant to these rules; and
 - (c) Submit a completed application on an Authority prescribed form.
- (2) Individuals seeking NTHW certification and registry enrollment as a grandfathered NTHW must comply with the requirements in section (1) and must also submit:
 - (a) Verifiable evidence of working or volunteering in the capacity of a community health worker, peer wellness specialist, or personal health navigator for at least 3000 hours in the five years from the date of application. Verifiable evidence may include but is not limited to pay statement, services contract, student practicum, or intern time log; and
 - (b) A minimum of one letter of recommendation and competency evaluation on an Authority prescribed form from any previous employer for whom NTHW services have been provided in the five years from the date of application.
- (3) Applications are available on the NTHW program webpage or a paper copy may be obtained upon request to the Oregon Health Authority Office of Equity and Inclusion.
- (4) Applicants must submit the completed application and all required documentation to the Authority.
 - (a) All application materials submitted in a language other than English must be accompanied by:
 - (A) An accurate translation of those documents into English; and
 - (B) A translator's certification that the translated documents are accurate.
 - (b) The Authority shall only accept complete and acceptable documentation.

- (5) Applicants may withdraw from the process at any time by submitting written notification to the Authority.
 - (6) Applicants who complete their Authority approved training program more than three years prior to submitting a certification application, must provide evidence that they:
 - (a) Meet all the requirements for initial certification; and
 - (b) Have met the applicable requirements for continuing education as described in OAR 333-002-0320 in the three year period preceding the application.
 - (7) If the Authority determines that an applicant has met all certification requirements, the Authority shall notify the applicant in writing of its decision to grant the individual certification as a NTHW and add the individual to the registry.
 - (8) Certification is valid for 36 months from the date the Authority grants certification.
 - (9) A NTHW seeking certification renewal must:
 - (a) Submit a completed renewal application on an Authority prescribed form; and
 - (b) Provide written verification indicating the certificate holder has met the applicable requirements for continuing education pursuant to OAR 333-002-0320.
 - (10) Renewal applications must be submitted to the Authority no less than 30 days prior to the expiration of the current certification period.
 - (11) The Authority shall remove a NTHW from the registry if the NTHW fails to renew his or her certification within the renewal period.
 - (12) All new and renewal applicants are subject to a criminal background check in accordance with OAR chapter 943, division 7, and for review to determine whether the applicant is excluded from participation in the medical assistance program, and must submit the Authority required forms for this purpose. A new or renewal applicant may be denied certification based on a fitness determination as described in OAR chapter 943, division 7, or if otherwise excluded from participation in the medical assistance program.
- Stat. Auth.: ORS 413.042, 414.635 & 414.665
Stats. Implemented: ORS 414.635 & 414.665

333-002-0327

Provisional NTHW Certification

- (1) Individuals who have completed or matriculated into a non-approved NTHW training program between February 4, 2010 to February 4, 2013, may qualify for provisional certification by the Authority provided that:
 - (a) The individual successfully completes the training program; and
 - (b) The training program includes a minimum of 40 contact hours of training.
- (2) Individuals seeking provisional certification must:
 - (a) Be at least 18 years of age;
 - (b) Submit a completed application on an Authority prescribed form;
 - (c) Submit written documentation of successful completion of a NTHW training program that includes at minimum 40 contact hours of training.
- (3) Applications are available on the NTHW program webpage or a paper copy may be obtained upon request to the Oregon Health Authority Office of Equity and Inclusion.
- (4) Applicants must submit the completed application and all required documentation to the Authority as described in OAR 333-002-0325 (4).

- (5) If the Authority determines that an applicant has met all provisional certification requirements, the Authority shall notify the applicant in writing of its decision to grant the individual provisional NTHW certification.
- (6) Provisionally certified NTHWs may become certified if:
- (a) The individual successfully completes remaining training requirements from an Authority approved training program within one year from the provisional certification date; or
 - (b) The training program completed by the provisionally certified NTHW becomes Authority approved.
- (7) Provisionally certified NTHWs seeking certification must comply with the requirements and procedures set forth in OAR 333-002-0325.
- (8) The Authority shall revoke provisional certification if the individual does not successfully complete the remaining training requirements within one year from the date of provisional certification.
- Stat. Auth.: ORS 413.042, 414.635 & 414.665
Stats. Implemented: ORS 414.635 & 414.665

333-002-0340

Standards of Professional Conduct

- (1) A certified or provisionally certified NTHW must comply with Standards of Professional Conduct set forth in this rule. The violation of the standards may result in the denial of an application for certification or suspension or revocation of certification.
- (2) NTHWs must:
- (a) Acquire, maintain and improve professional knowledge and competence using scientific, clinical, technical, psychosocial, and governmental sources of information;
 - (b) Represent all aspects of professional capabilities and services honestly and accurately;
 - (c) Ensure that all actions with a client are based on understanding and implementing the core values of caring, respect, compassion, appropriate boundaries, and appropriate use of personal power;
 - (d) Develop alliances with the client, colleagues, other health care providers and the community to provide care and services that are safe, effective, and appropriate to the client's needs;
 - (e) Develop and incorporate respect for diverse client backgrounds including a client's clinical diagnosis, lifestyle, sexual orientation, race, gender, ethnicity, religion, age, and socioeconomic background when planning and providing services;
 - (f) Act as an advocate for client and client's needs;
 - (g) Respect the client's right and responsibility for self-determination in making health care choices;
 - (h) Base decisions and actions on behalf of a client on sound ethical reasoning and current principles of practice;
 - (i) Maintain client confidentiality; and
 - (j) Protect a client's rights as described in section (3) of this rule.
- (3) NTHW clients have rights that NTHWs must recognize and protect. Clients have the right to:
- (a) Be treated with dignity and respect;
 - (b) Be free from theft, damage, or misuse of personal property;
 - (c) Be free from neglect of care, verbal, mental, emotional, physical, and sexual abuse;
 - (d) Be free from financial exploitation;

- (e) Be free from physical restraints;
- (f) Voice grievances or complaints regarding services or any other issue without discrimination or reprisal for exercising their rights;
- (g) Be free from discrimination in regard to race, color, national origin, gender, sexual orientation, or religion; and
- (h) Have client information and records confidentially maintained.

Stat. Auth.: ORS 413.042, 414.635 & 414.665

Stats. Implemented: ORS 414.635 & 414.665

333-002-0345

Denial, Suspension or Revocation of Certification

- (1) The Authority may deny, suspend, or revoke certification when an applicant or certificate holder fails to comply with ORS 414.665 or these rules.
- (2) If the Authority denies, suspends, or revokes certification it shall do so in accordance with ORS 183.411 through 183.470 and the applicant or certificate holder may request a contested case hearing.

Stat. Auth.: ORS 413.042, 414.635 & 414.665

Stats. Implemented: ORS 414.635 & 414.665

333-002-0350

Training Program Requirements

- (1) All Authority approved training programs must:
 - (a) Meet the curriculum requirements for the NTHW type being trained;
 - (b) Demonstrate a method for establishing equivalency for students who have previously completed training that meets one or more training requirements for their NTHW type;
 - (c) Demonstrate active efforts to involve experienced NTHWs in developing and teaching the core curriculum;
 - (d) Demonstrate active efforts to collaborate with at least one culturally diverse community-based organization (CBO);
 - (e) Demonstrate the use of various teaching methodologies including but not limited to popular education and adult learning;
 - (f) Demonstrate the use of various training delivery formats including but not limited to classroom instruction, group and distance learning;
 - (f) Demonstrate efforts to make training inclusive and accessible to individuals with different learning styles, education backgrounds, and student needs;
 - (g) Demonstrate efforts to remove barriers to enrollment for students;
 - (h) Demonstrate inclusion of cognitive and practical examinations to evaluate and document the acquisition of knowledge and mastery of skills by the individual trained. This examination:
 - (A) May be any combination of written, oral, or practical competency tests; and
 - (B) Must assess NTHW competencies covered in the curriculum.
 - (i) Demonstrate the inclusion of a method or process for the individual trained to evaluate and give feedback on the training experience;
 - (j) Maintain an accurate record of each individual's attendance and participation in training for at least five years after course completion; and

- (k) Agree to verify the names of individuals to the Authority who have successfully completed the training program when those individuals apply for certification and registry enrollment.
- (2) All Authority approved training programs that provide incumbent worker training for individuals who seek to grandfather into the NTHW program must also:
 - (a) Require students to submit an Authority prescribed competency evaluation form from any previous employer for whom NTHW services have been provided in the five years from the date of application;
 - (b) Include a pre-course assessment to evaluate student's current level of knowledge and skill; and
 - (c) Provide training that addresses gaps in competencies identified in the employer competency evaluation and pre-course assessment.
- (3) Training program applicants must submit an application to the Authority. At a minimum, the training program application must include:
 - (a) Contact information for the individual or entity wishing to establish the training program, including director name and contact information;
 - (b) A syllabus and list of materials that demonstrate curriculum requirements are met;
 - (c) A list of curricula or training type to be offered:
 - (A) Core curriculum for community health workers, peer wellness specialists, personal health navigators;
 - (B) Additional curriculum for community health workers;
 - (C) Additional curriculum for personal wellness specialists;
 - (D) Incumbent worker training;
 - (E) Doula curriculum;
 - (d) An overview of the teaching philosophy and methodology;
 - (e) A description of the method of final examination as described in section (1)(h);
 - (f) A list of instructors, including experienced NTHWs if available;
 - (g) A geographic description of the training site;
 - (h) If the applicant is not a CBO, a signed agreement with a partnering CBO;
 - (i) A description of the approach for recruiting and enrolling a diverse student population to meet the needs of the community, including any strategies for reducing barriers to enrollment; and
 - (j) An indication of whether academic credit will be given for successful completion of training program.

Stat. Auth.: ORS 413.042, 414.635 & 414.665

Stats. Implemented: ORS 414.635 & 414.665

333-002-0355

Application and Renewal Process for Authority Training Program Approval

- (1) Training program applications are available on the NTHW program webpage or by requesting a paper copy from the Oregon Health Authority Office of Equity and Inclusion.
- (2) Training program applicants must submit an application at least 90 days in advance of the first expected class day.
- (3) If an application is incomplete, the Authority shall send notice requesting the additional materials required. The notice shall specify the date by which additional materials must be submitted. Unless the Authority grants an extension, if additional materials are not submitted

within the specified time, the Authority shall return the application to the applicant and take no further action.

(4) If the Authority determines that an applicant has met all training program requirements, the Authority shall send written notice of program approval.

(5) The Authority shall maintain a list of Authority approved training programs. The list shall be available to the public.

(6) An Authority approved training program must apply to renew its approval status every three years.

(a) Renewal applications are available on the NTHW program webpage or by requesting a paper copy from the Oregon Health Authority Office of Equity and Inclusion.

(b) Training programs must complete and submit the renewal application no less than six months prior to the expiration of the current approval period.

(c) Training programs that fail to submit a renewal application pursuant to section (6)(b) of this rule must submit a new application and may not apply for renewal of its current approval.

(7) The Authority may conduct site visits of training programs, either prior to approving or reapproving a training program application, or at any time during the three year approval period.

(8) A training program applicant or Authority approved training program may request a temporary waiver from a requirement in these rules. A request for a waiver must be:

(a) Submitted to the Authority in writing;

(b) Identify the specific rule for which a waiver is requested;

(c) Identify the special circumstances relied upon to justify the waiver;

(d) Describe alternatives that were considered, if any, and why alternatives, including compliance, were not selected;

(e) Demonstrate that the proposed waiver is desirable to maintain or improve the training of NTHWs; and

(f) Indicate the proposed duration of the waiver, not to exceed one academic year.

(9) If the Authority determines that the applicant or program has satisfied the conditions of this rule, the Authority may grant a waiver.

(10) An applicant or an approved training program may not act on or implement a waiver until it has received written approval from the Authority.

Stat. Auth.: ORS 413.042, 414.635 & 414.665

Stats. Implemented: ORS 414.635 & 414.665

333-002-0360

Denial, Suspension or Revocation of Training Program Approval

(1) The Authority may deny, suspend or revoke training program approval when an applicant or approved program has failed to comply with ORS 414.665 or these rules.

(2) If the Authority denies, suspends, or revokes approval it shall send written notice and explain the basis for its decision.

(3) An applicant or approved program may request that the Authority reconsider its decision and may request a meeting with Authority staff. The request for reconsideration and a meeting, if requested, must be in writing, and submitted within 20 days of the date the Authority mailed the written decision of denial, suspension or revocation. The request must contain a detailed statement with supporting documentation explaining why the requestor believes the Authority's decision is in error. The Authority shall issue a written decision on reconsideration following

review of the materials submitted by the applicant or approved program and a meeting with the applicant or training program, if applicable.

Stat. Auth.: ORS 413.042, 414.635 & 414.665

Stats. Implemented: ORS 414.635 & 414.665

333-002-0370

Community Health Workers, Peer Wellness Specialists and Personal Health Navigators Certification Curriculum Standards

(1) All Authority approved core curricula used to train community health workers, peer wellness specialists and personal health navigators must:

(a) Include a minimum of 80 contact hours that covers all the core curriculum topics set forth in section (2) of this rule.

(b) Provide training that addresses all the major roles and core competencies of community health workers, peer wellness specialists and personal health navigators in Oregon as listed and defined in Oregon Health Policy Board's Report "The Role of Non-Traditional Health Workers in Oregon's Health Care System" incorporated by reference.

(<http://www.oregon.gov/oha/oei/docs/nthw-report-120106.pdf>, January 2012)

(2) An Authority approved core curriculum shall consist of the following topics:

(a) Outreach Methods;

(b) Community Engagement, Outreach and Relationship Building;

(c) Communication Skills, including cross-cultural communication, active listening, and group and family dynamics;

(d) Empowerment Techniques;

(e) Knowledge of Community Resources;

(f) Cultural Competency and Cross Cultural Relationships, including bridging clinical and community cultures;

(g) Conflict Identification and Problem Solving;

(h) Social Determinants of Health;

(i) Conducting Individual Needs Assessments;

(j) Advocacy Skills;

(k) Building Partnerships with Local Agencies and Groups;

(l) The Role and Scope of Practice of Non-Traditional Health Workers;

(m) Roles and Expectations for Working in Multidisciplinary Teams;

(n) Ethical Responsibilities in a Multicultural Context;

(o) Legal Responsibilities;

(p) Data Collection and Types of Data;

(q) Crisis Identification, Intervention and Problem-Solving;

(r) Professional Conduct, including culturally-appropriate relationship boundaries and maintaining confidentiality;

(s) Navigating Public and Private Health and Human Service Systems, including state, regional, local;

(t) Working with Caregivers, Families, and Support Systems, including paid care workers;

(u) Introduction to Disease Processes including chronic diseases, mental health, and addictions (warning signs, basic symptoms, when to seek medical help);

- (v) Trauma-Informed Care (screening and assessment, recovery from trauma, minimizing re-traumatization);
 - (w) Health Across the Life Span;
 - (x) Adult Learning Principles - Teaching and Coaching;
 - (y) Stages of Change;
 - (z) Health Promotion Best Practices;
 - (aa) Self-Care; and
 - (bb) Health Literacy Issues.
- (3) In addition to the core curriculum, training programs for community health workers shall include the following topics:
- (a) Self-Efficacy;
 - (b) Community Organizing;
 - (c) Group Facilitation Skills;
 - (d) Conducting Community Needs Assessments;
 - (e) Popular Education Methods; and
 - (f) Motivational interviewing.
- (4) In addition to the core curriculum, training programs for peer wellness specialists shall include the following topics:
- (a) Self-Efficacy;
 - (b) Group Facilitation Skills;
 - (c) Cultivating Individual Resilience;
 - (d) Recovery and Wellness Models; and
 - (e) Motivational interviewing.
- (5) In addition to the core curriculum, training programs for personal health navigators shall include the topic of Wellness Within a Specific Disease.
- Stat. Auth.: ORS 413.042, 414.635 & 414.665
 Stats. Implemented: ORS 414.635 & 414.665

333-002-0375

Doula Certification Curriculum Standards

- (1) All Authority approved curricula used to train doulas must include a minimum of the following:
- (a) 16 contact hours in Labor training;
 - (b) 4 contact hours in Breastfeeding training;
 - (c) 12 contact hours in Childbirth Education; and
 - (d) 6 contact hours in Cultural Competency training.
- (2) Authority approved doula training curricula must also incorporate the following components and students must:
- (a) Be CPR-certified;
 - (b) Read five books from an Authority approved reading list;
 - (c) Write essay on the value of labor support;
 - (d) Create a resource list;
 - (e) Submit evaluations from work with three families;
 - (f) Attend at least three births and three post-partum home visits; and
 - (g) Have a valid food handler's permit.

Stat. Auth.: ORS 413.042, 414.635 & 414.665
Stats. Implemented: ORS 414.635 & 414.665

333-002-0380

NTHW and Training Program Complaints and Investigations

- (1) Any individual may make a complaint verbally or in writing to the Authority regarding an allegation as to the care or services provided by a certified or provisionally certified NTHW or that an approved training program has violated NTHW statutes or these rules.
- (2) The identity of an individual making a complaint shall be kept confidential to the extent permitted by law but may be disclosed as necessary to conduct the investigation and may include but is not limited to disclosing the complainant's identity to the NTHW's employer.
- (3) If a complaint involves an allegation of criminal conduct or that is within the jurisdiction of another local, state, or federal agency, the Authority shall refer the matter to the appropriate agency.
- (4) The Authority shall investigate complaints and take any actions that are necessary for resolution. An investigation may include but is not limited to:
 - (a) Interviews of the complainant, program management or staff, and other students; or
 - (b) Interviews of the complainant, caregivers, clients, a client's representative, a client's family members, and witnesses, and employer management and staff;
 - (c) On-site observations of the training program, the client, NTHW performance and client environment; and
 - (d) Review of documents and records.

Stat. Auth.: ORS 413.042, 414.635 & 414.665
Stats. Implemented: ORS 414.635 & 414.665