





The service position description is used in the recruitment and matching process. Each service position description must be sent electronically in MS Word format to complete an application.

MEMBER POSITION/TITLE

- Patient Advocate and Patient Care Coordinator at the Birmingham Free Clinic
- NHC Position Title: (to be completed by NHC staff):

AMERICORPS PROGRAM

Program: National Health Corps **Location:** Pittsburgh, PA

HOST SITE NAME & LOCATION

Program for Health Care to Underserved Populations/Birmingham Free Clinic (S336 UPMC Montefiore Hospital; 200 Lothrop Street; Pittsburgh, PA 15213 <u>AND</u> 44 South 9th Street, Pittsburgh, PA 15203) Oakland and South Side neighborhoods.

ORGANIZATION DESCRIPTION & MISSION

Since 1994, the Program for Health Care to Underserved Populations has been committed to improving the lives of individuals needing health care but lacking appropriate access due to being under- or uninsured, socioeconomic circumstances, homelessness or risk of homelessness and other vulnerabilities and social determinants. We operate the Birmingham Free Clinic in partnership with the Salvation Army South Side location in Pittsburgh. At Birmingham we provide acute, primary and specialty health care, health education, pharmaceutical assistance, preventive care, medical and social services case management, and insurance navigation services.

The mission of the Program for Health Care to Underserved Populations is to facilitate, provide and improve access to high-quality care among those in need through community partnerships, volunteerism, service learning and advocacy. We envision a community where every person has adequate access to compassionate, quality health care.

MEMBER POSITION PURPOSE

The member will help the PHCUP fulfill its mission to the community in the following ways: The member will facilitate specific, non-clinical, non-member, volunteer opportunities for health professional and other student volunteers, as well as help to coordinate and orient health professional students on site at our clinic. The member will facilitate all aspects of our Pharmaceutical Assistance Program applications and medications received free of charge for our uninsured patients eligible for these programs. The member will assist in coordinating clinic workflow and provide vital medical case management and medical referrals (both care we provide on-site and other care only done through outside agencies) through our daily, general clinics as well as through specialty transition services for at-risk patients who are uninsured and being discharged from the hospital, and for patients with specific chronic disease states such as diabetes, hypertension, asthma and COPD. The member will coordinate schedules for volunteer insurance navigators from agencies we collaborate with, and actively refer patients to these services. The member will assist in managing updating patient information through our clinic web site as well as other administrative duties as needed, such as inventory of medical supplies to clinic. The above responsibilities will be shared with a second member.

The Patient Care Coordinator position-specific responsibilities will be related to a new care improvement initiative at the Birmingham Free Clinic (BFC) which will focus on pre- and inter-visit planning activities in collaboration with other members of a care team. This member's responsibilities for this initiative will include:

(1) Prior to the patient's visit, utilize the EMR and patient registries to assess each patient in the above-defined populations for recommended health maintenance statuses, and note which activities need to be completed at their next visit. (2) Track recent visits and document missed appointments or visit lapses, and determine if this has resulted in the patient being out of medications between visits. (3) Determine if the patient has been referred to, or has ever had an appointment with, one of the BFC specialty clinics which would also satisfy health maintenance benchmarks (vision/retinal exams, podiatry, etc.). (4) Working with the BFC nurse and the pharmacist, create a weekly tracking sheet. This tracking sheet will document those patients needing care indicators completed, those who missed appointments, or have gaps in regular, prescribed visits, and those who have lapses in medication adherence.

MEMBER TERM OF SERVICE

This is a full-time AmeriCorps national direct service position. To fulfill this position, the member will:

- complete a <u>minimum</u> of **1,700** hours of service during this period. A maximum of 20% of these hours may be in training and a maximum 10% of these hours may be for pre-approved fundraising activities.
- understands that in order to successfully complete the term of service (as defined by the Program and consistent with regulations of the Corporation for National & Community Service) and to be eligible for the education award, he/she must:
 - a. Serve a minimum of 1,700 hours
 - b. Satisfactorily complete Pre-Service Orientation (PSO)
 - c. Satisfactorily complete service assignments as defined in the member position description and determined by the NHC Program Site.

SITE CONSIDERATIONS

Yes, any bus route coming in to Oakland, for time at our Montefiore Hospital administrative offices, and any routes going to the South Side near S. 9th Street (our clinic location) from Oakland (54C).

Not required, but helpful.

If member drives, site will reimburse for mileage according to organization's and PHC policy; if member takes the bus, the organization will reimburse on a monthly basis for bus passes.

Business-casual; professional and neat; no open-toed shoes at any time.

EXPECTED SERVICE TIME REQUIREMENTS/SCHEDULE

Mondays 1:30pm-9:30pm (1:30pm-4pm in Administrative office and 4:30-9:30pm at the Birmingham Clinic)

Tuesdays 9:00am-4:30pm (9:00am-12pm at administrative office 12:30-4:30pm at our Birmingham clinic)

Wednesdays 8:30am-4:30pm (at our Birmingham Clinic)

Thursdays 10am-3pm (Administrative office)

Fridays 10am-5pm (administrative offices 10am-12:30pm, then Birmingham Clinic 1:00pm-5:00pm. If no clinic session, then all day at administrative offices)

Saturdays 8:30am – 1:00pm (Birmingham Clinic); We may begin alternating members' time such that one member serves in the morning (8:30am-1:30pm) and one member serves in the afternoon (12:30-4:30pm), only on two Saturdays per month; the other two Saturdays would be both members from 8:30am-1:00pm at Birmingham.

• Our clinic is closed on all Federal holidays and for extended time between Christmas and New Year's Day. There are ample admin and case management activities so that members can simply serve at our administrative office on these dates.

MEMBER ROLE/DESCRIPTOIN OF DUTIES:

- Describe the specific program(s), project(s), or initiative(s) that the member will serve with:
- Provide a brief summary of the purpose of member service by outlining the duties and responsibilities of the member and how this role connects within the organization:

- What will the member's specific role be with this program/project/initiative?:
- How will the member's primary activities align with the NHC's mission and performance measures?:
- Clearly define how member activities will not duplicate and/or displace existing staff, volunteers or interns' duties at site.:
- Clearly ensure that the position description activities do not put member(s) at risk for exceeding the limitations on allowable fundraising activity as outlined in requirements of 45 CFR §§ 2520.40-.45?: https://www.nationalservice.gov/pdf/45CFR_chapterXXV.pdf

 Cleary state that the position description activities do not violate the AmeriCorps supplementation restrictions as outlined in requirements of §2540.100 accessed via: <u>http://www.ecfr.gov/cgibin/textidx?SID=62ef430e421c0b565f20975d1a1906e5&node=pt45.4.2540&rgn=div5%23sp45.4.2540.b#se4</u> <u>5.4.2540_1100</u>

 Confirm that the member in this position will receive no more training than 20 percent of the aggregate of the total member service hours as outlined in requirements of 45 CFR §2520.50?: <u>https://www.nationalservice.gov/pdf/45CFR_chapterXXV.pdf</u>

Clearly confirm that the member position activities follows the requirements related to supplementation, duplication or displacement
of staff as outlined in 45 CFR §2540.100 (e) – (f).: <u>http://www.ecfr.gov/cgi-bin/text-</u>
idx?SID=62ef430e421c0b565f20975d1a1906e5&node=pt45.4.2540&rgn=div5%23sp45.4.2540.b#se45.4.2540

Clearly confirm that a member will not be conducting AmeriCorps prohibited activities as outlined in 45 CFR §2520.65?: https://www.nationalservice.gov/pdf/45CFR_chapterXXV.pdf

 Clearly describe recurring access to vulnerable populations as outlined in 45 CFR §2510.20: https://www.nationalservice.gov/sites/default/files/documents/fy13 12 1005 48.pdf

The member's service will address the PHCUP's mission of facilitating appropriate, culturally competent and needed health care and social service resources to the region's uninsured and medically indigent, regardless of their ability to pay, by actively participating in patient advocacy, case management, workflow, health education, and access to care activities at our Birmingham Free Clinic. In addition, the member will support the promotion of volunteerism and civic responsibility amongst emerging health professionals by orienting non-member, health professional and other students, interns and residents in their exposure to, and participation in, providing care to the underserved, as well as coordinating additional non-member volunteers for non-clinical volunteer opportunities at our clinic. The member will assist our Program, community partners and key stakeholders in gaining a better understanding of community needs, barriers to and gaps in health care service delivery and health outcomes of medically underserved patients through the accumulation and dissemination of performance measure data. All of the aforementioned goals and activities align with both the host site and NHC's mission and performance measures of access to care, health education, capacity building, health screenings, and non-member volunteerism.

More specifically, the member will facilitate Patient Assistant Program (PAP) applications (new and renewal) to secure vital and life-saving, free medication for our patients – medications that our patients would not otherwise be able to afford, which could result in poorer health outcomes for those patients. The member will work to address social determinants of health by connecting patients with crucial medical and social service resources both on and off-site from our Birmingham Clinic, including but not limited to: specialty medical service appointments, mammogram payment vouchers, x-ray services, social services, and dental care. The member will coordinate schedules for volunteer insurance navigators (Medicaid and Affordable Care Act) from agencies we collaborate with, and actively refer patients to these services and assist in tracking their progress. Members will orient new volunteer students to our clinic. Members will assist in creating, stocking and disseminating patient education materials, manage and update our clinic web site as well as other administrative duties. **The Patient Care Coordinator position-specific responsibilities will be related to a new care improvement initiative at the Birmingham Free Clinic (BFC) which will focus on pre- and inter-visit planning activities for uninsured patients referred to our Birmingham Clinic from an inpatient or emergency department visit, including facilitation of PAP applications and referral to insurance navigation services.**

Intensive training for a member at the PHCUP/Birmingham Clinic typically up to 4 weeks post-PHC/NHC Pre-Service Orientation.

Member's assigned activities are specific and unique to their service activities and do not replace any work done, nor any positions held by, current staff or employees. No activities listed above or below fall under any NHC prohibited activities, and the host site continually monitors the member's activities to assure that this policy is not violated.

Over half of the member's time will be spent at our Birmingham Free Clinic, thereby assuring regular, direct access and engagement with vulnerable populations. As stated above, this is a primary role of our member and can translate to hundreds of patient encounters during their service year.

PROGRAM, PROJECT, OR INITIATIVE NAME (INCLUDE % TIME OVER TERM MEMBER WILL SPEND WITH THIS PROGRAM)	MEMBER ACTIVITIES AND PURPOSE OF SERVICE (List the key activities the member will be responsible for, for each program/project listed)	MEMBER OUTPUTS (How many classes, workshops, clients, patients etc. will the member conduct/serve under each activity)	NHC PERFORMANCE MEASURE(S) AND ALIGHNMENT WITH NHC MISSION THIS ACTIVITY FALLS UNDER <i>(if any)</i> .
Patient Assistance Program (PAP) Facilitation (20%)	 Assist Birmingham Clinic pharmacists in assessing patients' eligibility for PAPs. Enroll new and returning patients in PAPs and document progress and outcomes in a designated spreadsheet. Facilitate annual re-enrollment in PAPs as well as monthly refill enrollment for all eligible patients in a timely manner. Label and stock received medications for transport to clinic. Keep all electronic and paper files related to PAPs in order and utilize the clinic's inventory and PAP monitoring database/system of RxMagic. 	Member will enroll 40 new patients in PAP programs. Member will facilitate 75 refill/re-orders for patients in PAP programs.	Access to Care

	• Update AmeriCorps members' PAP How- to Guide before the end of the service year and as any changes are made throughout the service year.		
Health and Social Services Referrals/Case Management (20%)	 Member will assess each patient's case as per the patient's history and progress notes, as well as work with the clinic providers to facilitate referrals for on and off-site preventive, screening and other primary and specialty care services, as well as insurance navigation and other social services. Member will provide patients with detailed information on how to obtain services and/or assist patients in connecting to these services by making appointments for patients, completing paperwork and other administrative tasks as needed to assure patients will be connected to these services. 	Member will facilitate referrals for 40 patients for medical and social services care both on and off-site.	Access to Care
Pre- and Inter-visit planning and Care Coordination/Patient Care Coordinator (20%)	 Prior to the patient's visit, utilize the EMR and patient registries to assess each patient in the above-defined populations for recommended health maintenance statuses, and note which activities need to be completed at their next visit. Track recent visits and document missed appointments or visit lapses, and determine if this has resulted in the patient being out of medications between visits. Determine if the patient has been referred to, or has ever had an 	Member facilitate pre- and inter-visit planning activities for 60 new or returning patients throughout the NHC term.	Access to Care Health Literacy Patient Navigation

	 appointment with, one of the BFC specialty clinics which would also satisfy health maintenance benchmarks (vision/retinal exams, podiatry, etc.). Working with the BFC nurse and the pharmacist, create a weekly tracking sheet. This tracking sheet will document those patients needing care indicators completed, those who missed appointments, or have gaps in regular, prescribed visits, and those who have lapses in medication adherence. 		
Health Screening and Testing (15%)	 Member will conduct patient health screenings and vitals, either when orienting health professional student volunteers or as directed by the nurse, clinical director or health care providers. These screenings may include, but are not limited to: BMI, Blood Pressure, Blood Glucose, and Hemoglobin A1C. Member will record appropriate screening values in the medical record and go over with patient. Member will provide basic health education materials to patients related to these screening values, and under the direction of the clinic staff, on topics ranging from musculoskeletal health, diabetes, diet, and hypertension. 	Member will conduct health screenings for 50 new patients to the Birmingham Clinic. Member will provide basic health education materials to 25 patients (with support from clinical staff).	Health Screening and Testing Health Education Access to Care Health Literacy
Health Education (5%)	 Member will assess frequently-used education materials at the clinic related to chronic disease, paying special attention to literacy level, cultural competency and relevancy to our patients' socio-economic and psycho-social needs. Member will develop and/or re-stock education materials to meet the above patient 	Member will engage 10 patients one-on-one with health education materials in a health- coaching manner.	Health Education

	 needs, and update or develop a health education bulletin board for the waiting room whereby the clinic highlights either a disease state or its management, or a relevant and helpful health tip that meets our patients where they are at. These may include development of a poster for the clinic waiting room, brochures, recipes, or information on the Clinic's web site, etc. Member will identify returning, regular patients who may benefit from one-on-one patient education and engage them for brief health education/health coaching sessions. 		
Benefits Counseling/Insurance Navigation (15%)	 Member will encourage patients to apply for Medicaid and/or other public insurance benefits when appropriate. Member will educate themselves on any updates or changes to the Medicaid eligibility or application process from the State and update patient educational materials and applications as appropriate throughout the service term. Member will work with three of our community partners (APPRISE, Consumer Health Coalition, and the YWCA of Greater Pittsburgh) to secure their on-site insurance navigator schedule, update clinic posters, brochures and other promotional materials (in English and Spanish), and make direct referrals for patients to these navigator services. Members will make and track direct referrals to on-site and off-site navigator services in the electronic medical record for those patients. 	• Member will engage 40 patients on assessing their interest in learning about their eligibility Medicaid or other public insurance program, connect them with navigator services, and document these activities.	Access to Care Health Literacy Patient Navigation Capacity Building
Non-Member Volunteer Coordination (5%)	Member will orient and help train and coordinate all new volunteer students to the clinic.	Member will orient and help oversee 30 new students to the clinic policies and workflow.	Non-Member Volunteers Capacity Building

SITE ORIENTATION AND TRAINING

• Briefly describe the orientation process at the site for members:

Members receive very detailed and one-on-one training from the Clinical Director/Mentor and other clinic staffs. The first week of orientation includes significant time at the PHCUP Administrative offices going over policies and procedures of both the PHCUP and the hospital in which the program offices are housed, including a tour, introductions to key staff and other individuals, initiation of email, electronic medical record account and ID badge, and going through the member's orientation binder, etc. The member will then spend 1-2 days at an in-service training at our Birmingham Clinic, learning policy, procedures and how the clinic functions as well as training to learn health screening techniques. This will be conducted by our nurse and medical assistant. The Clinical Director/Mentor will then work one-on-one with members at the clinic, during active clinic times, to facilitate remaining, on-site/active clinic training, until such time as the member feels comfortable in their role. These processes generally take 3-4 weeks overall.

• Identify the professional, personal, or service-related member development activities and training that a member might engage in during and in addition to his or her service:

The member will attend bi-weekly staff meetings with full clinic staffs. Members are also invited to participate in a bi-weekly Global Health and Underserved Populations' journal club seminar, as well as a variety of trainings and lectures that the PHCUP supports the member in attending. The member will be encouraged to shadow our physicians or other health professionals in other settings if they are interested in those fields. Additionally, the member will undergo formal training in our electronic medical record system, as well as be encouraged to attend talks and lectures across disciplines on a variety of medical and public health topics, such as from the Graduate School of Public Health, APPRISE, Pennsylvania Health Access Network, and the Mid-Atlantic AIDS Education and Training Center, to name a few. If possible, we will also send members to the Free Clinic Association of Pennsylvania annual conference.

MEMBER BENEFITS

The member in this position will receive from the NHC program the following benefits:

- 1. **Living Allowance** in the amount of **\$13,732.00**.
 - a) The living allowance is taxable, and taxes will be deducted directly from the living allowance.
 - b) The living allowance is not a wage. It is intended to provide for expenses a member incurs while actively serving and is not linked to the number of hours a member serves. A member who completes his/her term of service early or will receive the portion of the living allowance that would be provided for that period of participation under the program's living allowance distribution

- policy (a member who leaves in the first week (or first ½) of a pay period receives ½ a stipend; a member who leaves early in the second week (or second ½) of a pay period receives a full stipend). Members who end their service early will <u>not be eligible</u> for the remaining amount of their living allowance, either in "lump sum" or incremental payments. A member may not receive a living allowance if they are suspended by the program.
- 2. **Health Insurance**. If a full-time member is not currently covered by a health insurance program or loses coverage due to participation in the Program, they are eligible to receive limited health insurance through the program where they serve. Insurance coverage for full-time members begins after mandatory documentation is received and processed. Member insurance coverage does not cover family members and dependents.
- 3. **Child Care.** Child care subsidy, paid directly to the child care provider by a CNCS benefits administrator, GAP Solutions, is available to members who qualify. GAP Solutions distributes this allowance evenly over the term of service on a monthly basis. Members are responsible for locating their own child care providers. The amount of the child care subsidy that the member may be eligible for varies by state and may not cover the full cost of child care.
- 4. **Education Award.** Upon successful completion of the member's term of service, the member may be eligible to receive an education award from the National Service Trust. For successful completion of a full-time term (minimum of 1,700 hours), the member will receive a \$5,815 Education Award. The member understands that he/she may not receive more than the amount equal to the total value of two education awards for full-time service from the National Service Trust, regardless of the stream of service in which the member serves.
- 5. Loan Forbearance Interest: If the member has received forbearance on a qualified student loan during the term of service, and the member successfully completes the term of service, the National Service Trust will repay a portion or all of the interest that accrued on the loan during the term of service. After a member is enrolled in e-grants by the Program Director, they may use the CNCS web-based system to apply for loan forbearance. The NHC is not responsible for following through with private lenders.

MINIMUM NHC MEMBER QUALIFICATIONS

In order to be eligible to serve in this position and in the NHC Program, a person must meet the following requirements:

- 1. Must be at least 18 years of age by the time training begins;
- 2. Must be a United States citizen or National or have a permanent resident visa;
- 3. Must have a high school diploma or an equivalency certificate (or agree to obtain a high school diploma or its equivalent before using an education award) and must not have dropped out of elementary or secondary school in order to enroll as an AmeriCorps member (unless enrolled in an institution of higher education on an ability to benefit basis and is considered eligible for funds under section 484 of the Higher Education Act of 1965, 20 U.S.C. 1091), or who has been determined through an independent assessment conducted by the Program to be incapable of obtaining a high school diploma or its equivalent;
- 4. Must have complied with all CNCS required criminal history checks including 1) a State Criminal Registry Check of the CNCS designated repository in both the state in which the program operates and the state in which the member resided at the time they applied to the program; 2) a nationwide fingerprint based FBI background check; and 3) a Department of Justice National Sex Offender Registry Check. The member understands that if the results of the required criminal history checks reveal that they are

subject to a state sex offender registration requirement and/or have been convicted of homicide (1st, 2nd or 3rd degree) they will be **ineligible** to serve in the Program. The member also understands they will have the opportunity to review and dispute the findings from the criminal history check.

- 5. Must submit valid forms of documentation to prove date of birth and citizenship/naturalization/resident alien status and must have a valid government issued photo identification;
- 6. Must disclose any history of having been released from another AmeriCorps program; failure to do so will render one ineligible to receive the education award;
- 7. Must submit evidence that they successfully completed any previous AmeriCorps terms, if applicable;
- 8. Must furnish all other documentation deemed appropriate by the program and host service site.

SITE MEMBER QUALIFICATIONS

Please describe the traits that will help a member succeed in this position (e.g. outgoing, analytical, patient, good with children).:

Strong interest in underserved populations, topics of health policy, poverty and health disparities. Outgoing, empathetic, problemsolving, positive attitude, and solution-oriented. Attention to detail, organized, self-driven initiative and compassionate are vital, as are ability to take direction and re-direction with interest and willingness to learn. Member must be able work independently, have good organizational skills, think critically, multi-task and work very well as part of a team – listening to other's ideas and learning and taking direction from senior and other staff members. Look to see what needs done, rather than waiting to be told what to do, and following through on tasks as well as being accountable. Member must also be comfortable with working with a patient population that represents a very wide diversity of socio-economic demographics, lifestyles, races, ethnicities, genders, orientations and backgrounds.

Please list the minimum qualifications, training, or experience required to be successful in the position).:

College graduate with a special and passionate interest in health care, public health, health advocacy and service to diverse and underserved/uninsured patient populations. Spanish language proficiency /fluency is strongly preferred for at least one of our two members, but not required for both. Well organized with good attention to detail and follow-through with tasks. Members should be open to participating in all aspects of health and social service care, referrals and case management activities for our patient population. Skilled in Microsoft Office software (primarily Word, Excel and PowerPoint, Outlook). Strong computer skills overall.

Please list the skills and/or experience that will help a member succeed in this position (e.g. customer service, language skills).:

Excellent phone and person-to-person skills and ability to disseminate information and problem solve. <u>Ability to adhere to a</u> <u>flexible schedule to accommodate weekend and evening clinic times is required</u>. Previous customer service experience helpful, but not required; volunteer or other work in a medical setting; fluency in Spanish-language preferred (see above – it is not required for both members we will accept). A willingness to learn and immerse oneself in our work is important, as is patience – we cannot solve all problems, but having patience and knowing that ALL aspects of the member's service DO impact our ability to provide the best service to our patients is vital!

EVALUATION AND REPORTING

All NHC member will be given written performance review by both their host site supervisor and NHC Program Director at the mid-term and end of their term of serve. These performance reviews will be, based on the member's performance at their host site and their participation in National Health Corps responsibilities such as member trainings, committees and group service projects. If a member disagrees with any aspect of their performance review, they can indicate that on the review and they may appeal to the Program Director in writing, according to the grievance procedure. NHC members will be evaluated according to the following criteria:

a. Whether the member has satisfactorily completed service assignments, tasks or projects;

b. Whether the participant has met any other performance criteria which has been clearly communicated both orally and in writing at the beginning of the term of service;

c. The member's ability to establish and maintain positive interpersonal relationships and whether they participated in NHC activities;

d. Whether the participant has completed or is on track to complete the required number of hours outlined in their member contract to complete their term of service.

EMPLOYMENT STATUS OF AMERICORPS MEMBERS IN THIS POSITION

For guidance related to the employment status of AmeriCorps members please refer to the below link: <u>http://www.nationalservice.gov/documents/main-menu/2015/frequently-referenced-resources-about-employment-status-americorps-</u> members

AMERICORPS BRANDING AND MESSAGING

For guidance on AmeriCorps branding and messaging, please refer to the below link:

http://www.nationalservice.gov/documents/americorps-state-and-national/	2015/americorps-branding-and-messaging-guidance
NHC PROGRAM DIRECTOR AND SITE SUPERVISOR INFORMATION	
Beci Russell, Program Director:	
rebecca.russell@alleghenycounty.us	
412-578-8308	
Mary Herbert, MS, MPH	
Clinical Director	
herbertmi@upmc.edu	
412-692-4901	
SIGNATURES	
By signing below, you acknowledge that you have read and understand the o	contents of this position description
Host Site Supervisor Full Name (Print): Mary I Herbert, MPH, MS	
Host Site Supervisor Signature:	Date:
AmeriCorps NHC Member Full Name (Print as listed on formal documentat	-
AmeriCorps NHC Member Signature:	Date:
By signing below, you acknowledge that this position description was finalize	ed/approved by the NHC Operating Site Director:
NHC Operating Site Director Full Name (Print):	
NHC Operating Site Director Signature:	Date: