

MEMBER POSITION/TITLE

- **NHC Position Title:** Patient Navigator
- **Host Site Position Title:** Patient Population Management Specialist

AMERICORPS PROGRAM

Program: National Health Corps

NHC City: Pittsburgh

HOST SITE NAME & LOCATION

Please list the specific host site location and/or service sites(s) where a member will complete their service. Include the full address.

Primary: Brentwood- 103 Towne Square Way, Brentwood, PA 15227

Secondary: Squirrel Hill- 4516 Browns Hill Rd, Pittsburgh, PA 15217

ORGANIZATION DESCRIPTION & MISSION

Define your organization's mission, and a summary of main objectives and services, as well as the communities it aims to serve.

Squirrel Hill Health Center provides patient-driven, high-quality, comprehensive, primary and preventive healthcare and support services, without regard for patients' insurance status or ability to pay. SHHC strives to create a welcoming environment, with special sensitivity for patients' race, national origin, primary language, religion, age, sexual orientation, gender identity, and disability status.

Nearly half of SHHC's patients are refugees or immigrants with limited English proficiency; the most common language other than English is Nepali, followed by Spanish, Arabic, Russian and Burmese/Karen. Services range from prenatal care through geriatrics. About 74% of current patients have no insurance or are Medicaid insured. Services are provided on site at our Squirrel Hill and Brentwood locations, and through a mobile medical unit, which brings the primary care office to some of the most isolated residents of our region, including adults with serious and persistent mental illness, refugees, and women in recovery from addiction.

MEMBER POSITION PURPOSE

Provide a brief (1-3 sentences) summary of the purpose of member service by outlining the duties and responsibilities of the member and how this role connects within the organization.

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This member will track patients with chronic disease conditions, as well as patients who have missed critical preventative appointments, and follow up with these individuals to connect them to primary and preventive healthcare services. This member will also provide patient orientation sessions for new patients to orient patients to the services offered at the Health Center, as well as how to access health care services in the community.

MEMBER TERM OF SERVICE

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

- complete 46 weeks of service;
- complete a minimum of **1,700** hours of service during their service term between hours served at their host site, hours served with NHC Program, and optional pre-approved hours served in the community. .
 - A maximum of 20% of the aggregate total hours may be designated as training.
 - A maximum of 10% of the aggregate total hours may be designated for pre-approved fundraising activities.
 - Member must satisfactorily complete Pre-Service Orientation (PSO) and service assignments as defined in their position description and determined by NHC Program Staff.

SITE CONSIDERATIONS

Is your site accessible via public transportation (if yes, what line/route)?:

Squirrel Hill- 61C, 61D, 64

Brentwood- 51, Y46, Y49

Does this position require the use of a personal vehicle?

No

Organization dress code:

Business Casual (no jeans)

EXPECTED SERVICE TIME REQUIREMENTS/SCHEDULE

- Include the days and hours of the week that the member will be expected to serve most commonly while in the position.
- How many hours of meaningful service do you anticipate the member serving weekly? (please select hours expectation between 36-40 hours)
- NHC members are allotted a set schedule of holiday time off and have the flexibility to take time off as necessary (pending approval from Host Site and Program Staff). Do you have flexibility regarding extended hours a member could serve to make up missed time? If no, please state. If yes, please describe.

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Monday-Thursday 8:30AM-5PM, Friday 7:30AM-4PM

38-40 hours weekly

In addition to the typical business schedule listed above, we offer some evening (Tuesday and Thursday) and weekend (Saturday and Sunday morning) appointments for patients at both of our locations on a rotating schedule. There is opportunity for service hours during these extended hours which will also allow members to interact directly with patients, as well as by phone.

MEMBER ROLE/DESCRIPTION OF DUTIES:

- Describe the specific program(s), project(s), or initiative(s) that the member will serve with.

The Patient Population Management Specialist will serve as part of the Care Navigation team, providing patients with increased access to care, case management services, and health education. The AmeriCorps member will work directly with new patients at both Squirrel Hill Health Center locations, offering new patient orientation classes. These classes will increase access to care by orienting patients to the services offered at the Health Center, as well as how to access health care services in the community. There will be a special focus for these orientations to be targeted to newly arriving refugees in order to educate them both about the Squirrel Hill Health Center and the complex American health care system. Often new refugees are more likely to end up in the costly emergency room setting at local health care systems because they don't understand the importance of calling their primary care office for help. With continued education we hope to decrease unnecessary emergency room visits as well as increase our patients' utilization of our preventative care service offerings.

The AmeriCorps member will also help with other patient support programs including working directly with groups of patients identified with specific health needs, such as high blood pressure and diabetics with elevated blood glucose, missing vaccines, and overdue PCP appointments. The member will work directly with the patients and SHHC clinical and care navigation staff to track patient needs and coordinate necessary follow up care, such as PCP, lab, and specialist visits. In addition, the member will assist staff to proactively identify patients that have not followed up on critical preventative care services, such as physicals and immunizations. The member will work directly with the patients and clinical staff to schedule needed services and coordinate completion with SHHC staff. The member will contact patients using phone calls, letters, and occasional in-person encounters, in order to schedule them for these appointments. Using reports generated from our health records, the member will assist staff to proactively identify patients who have not followed up on these critical preventative care services. As part of the monthly vaccine tracking initiative, the member will assist qualified patients with a vaccine assistance program application.

- What will the member's specific role be with this program/project/initiative?

The member will be responsible for tracking assigned patient populations by contacting individuals to schedule appropriate and necessary appointments at SHHC. The member will also coordinate and facilitate patient orientation sessions at both SHHC locations.

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- How will the member’s primary activities aligns with National Health Corps’ mission of providing health access and education to underserved communities, and addresses one or more of NHC’s service focus areas (address the opioid crisis; increase seniors’ (adults 50 or older) ability to remain in their own homes with the same or improved quality of life for as long as possible; and/or increase physical activity and improve nutrition with the purpose of reducing obesity and/or chronic conditions that are linked to obesity).

This member will work to track patients who have missed appointments or been lost to care, as well as specifically tracking patients with diabetes and hypertension. By working with diabetics and hypertensive patients, this position will be working directly with patients that have chronic conditions linked to obesity. The member will track key lab values for both diabetic and hypertensive patients and will observe the linkage between our group education classes which include education on both physical activity and nutrition to hopefully see improvement in these values. Additionally, through orientation meetings with new patients, this member will educate patients on how to access care, in order to prevent patients from being lost to follow-up. The member will work directly with patients over 50 and patients seeking treatment for opioid addiction, and their service will aim to keep patients linked in to primary care. Through this direct service, the member will help individuals impacted by the opioid crisis and individuals over 50 maintain access to healthcare which will increase their health benefits by receiving consistent and welcoming care.

- 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 Nearly half of SHHC’s patients are refugees or immigrants with limited English proficiency and approximately 74% of current patients have low incomes

and are either uninsured or Medicaid insured. In addition, there are several high risk groups that SHHC provides care for, including: uninsured pregnant women, vulnerable older adults, refugees, adults with chronic medical and mental illness, and patients in substance abuse recovery. The member will be working directly with these vulnerable populations daily through both their patient orientation work and population management work.

PROGRAM, PROJECT, OR INITIATIVE NAME	MEMBER ACTIVITIES AND PURPOSE OF SERVICE	MEMBER OUTPUTS	NHC PERFORMANCE MEASURE(S) THIS ACTIVITY FALLS UNDER <i>(if any)</i>
Patient Orientation (15%)	Member will facilitate and coordinate new patient orientation sessions. These sessions will be held at both SHHC locations and will provide new SHHC patients with information on services offered at SHHC. Sessions will also cover how to access services in the community, thus increasing access to healthcare for patients.	Member will assist 75 + new patients through 25 family/individual based new patient orientation sessions.	Health Education Deliver Health Information Social Service Navigation

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Patient Population Management and Tracking (85%)	Member will work with SHHC staff to track identified patient populations. Member will track needed health services, such as vaccinations, blood pressure checks, and PCP appointments. Member will work directly with patients in these groups, and provide them with culturally sensitive direct care navigation. This involves contacting the patient, potentially through multiple means, and scheduling them for their overdue appointment in a way that is convenient for them. This also includes meeting individually with patients and contacting them to vaccine assistance programs when needed to access overdue vaccinations.	Member will assist 500 + patients through phone calls and in-person visits providing case management services that will increase access to care.	Social Service Navigation Deliver Health Information Health Care Service Enrollment and Scheduling Primary Health Care Service Use
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SITE ORIENTATION AND TRAINING

- Briefly describe the orientation process at the site for members

The member’s orientation will include several weeks of shadowing staff to learn the organization structure and roles within the SHHC team. We will provide training in our electronic health record system, NextGen; as well as on the ground training and support in care navigation, refugee and immigrant populations, and the clinical outcomes being measured throughout the service year. The member will also receive training from SHHC nurses. The member will be treated as a valued member of the SHHC team, expected to participate in SHHC staff meetings and trainings as appropriate, and will have access to SHHC’s clinical staff, including Chief Medical Officer, Andrea Fox, MD, physicians, nurse practitioners, RNs, behavioral health, and dental staff.

- Identify the professional, personal, or service-related member development activities and training that a member might engage in during and in addition to their service.

The member will participate in staff meetings and retreats. The member will be encouraged to attend trainings and resource fairs to connect with other members and service providers and broaden their knowledge of resources in Allegheny County.

SITE MEMBER QUALIFICATIONS

- Please describe the traits that will help a member succeed in this position (e.g. outgoing, analytical, patient, good with children). An ideal SHHC AmeriCorps member will be a highly motivated individual who takes initiative and works well independently. Flexibility is a must. Member must be patient and a sense of humor is helpful to deal with the occasional challenges of working on the mobile unit and in shared workspace. A passion for working with underserved patients from a variety of cultural backgrounds is also an absolute requirement.
- Please list the minimum qualifications, training, or experience required to be successful in the position). A member should have a 4 year degree and experience working directly in service with individuals.

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

Ideally, the member will have a relevant Bachelor's degree from a 4 year degree program, such as Social Work, Health Education, Biological Sciences, etc. MSW or MPH would be a plus. A background in nutrition is a plus. Any foreign language skills are a plus, especially Spanish or Nepali. Member should be computer savvy and very familiar with Microsoft Office Suite.

MEMBER BENEFITS

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

1. **Living Allowance** in the amount of **\$13,992.00**.
 - 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 exits his/her term of service early 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 exits early in the first week (or first ½) of a pay period receives ½ a stipend; a member who exits early in the second week (or second ½) of a pay period receives a full stipend). Members who end their service early (i.e. not completing 46-weeks of service AND a minimum of 1,700 hours) will not be eligible 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.** A 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 (46 weeks and a minimum of 1,700 hours), the member will receive an Education Award. The member understands that they 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.

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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.

EVALUATION AND REPORTING

All NHC members are given a written performance review by both their host site supervisor and NHC Program Director at the mid-term and end of their term of service. Performance reviews are 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 appeal to their Program Director according to the grievance procedure outlined in the Member Handbook.

NHC members will be evaluated according to the following criteria:

- a. Whether the member has satisfactorily completed service assignments, tasks and/or projects;
- b. Whether the member has met any other NHC expectations which have been clearly communicated orally and/or in writing throughout the service term;
- c. The member's ability to establish and maintain positive interpersonal relationships;

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

EMPLOYMENT STATUS OF AMERICORPS MEMBERS IN THIS POSITION

For guidance related to the employment status of AmeriCorps members please refer to the below link:

<http://www.nationalservice.gov/documents/main-menu/2015/frequently-referenced-resources-about-employment-status-amicorps-members>

AMERICORPS BRANDING AND MESSAGING

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

<http://www.nationalservice.gov/documents/amicorps-state-and-national/2015/amicorps-branding-and-messaging-guidance>

NHC PROGRAM DIRECTOR AND SITE SUPERVISOR INFORMATION

- Irving Torres | Program Director, NHC Pittsburgh | irving.torres@allegHENYcounty.us or 412-578-8308
- Katie Fitzsimmons, MSW | Manager of Care Navigation | 412-904-5284 or kfitzsimmons@squirrelhillhealthcenter.org

Host Site Assurances

By signing below the Host Site is confirming the following:

- 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
- The position description activities do not violate the AmeriCorps supplementation restrictions as outlined in requirements of §2540.100 accessed via http://www.ecfr.gov/cgi-bin/textidx?SID=62ef430e421c0b565f20975d1a1906e5&node=pt45.4.2540&rgn=div5%23sp45.4.2540.b#se45.4.2540_1100
- The member will receive no more 20% of the aggregate total of service hours designated as training as outlined in requirements of 45 CFR §2520.50? https://www.nationalservice.gov/pdf/45CFR_chapterXXV.pdf
- The member position activities follows the requirements related to supplementation, duplication or displacement of staff as outlined in 45 CFR §2540.100 (e) – (f). http://www.ecfr.gov/cgi-bin/textidx?SID=62ef430e421c0b565f20975d1a1906e5&node=pt45.4.2540&rgn=div5%23sp45.4.2540.b#se45.4.2540_1100
- The member will not engage in AmeriCorps prohibited activities as outlined in 45 CFR §2520.65? https://www.nationalservice.gov/pdf/45CFR_chapterXXV.pdf

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By signing below, you acknowledge that you have read and understand the contents of this position description	
Host Site Supervisor Full Name (Print):	
Host Site Supervisor Signature:	Date:
To be completed during PSO:	
AmeriCorps NHC Member Full Name (Print as listed on formal documentation):	
AmeriCorps NHC Member Signature:	Date:
By signing below, you acknowledge that this position description was finalized/approved by the NHC Operating Site Director:	
NHC Operating Site Director Full Name (Print):	
NHC Operating Site Director Signature:	Date: