

Please complete one service position description for EACH member you are requesting, using this template.

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

- Identify a brief, specific title of the service position that accurately reflects the content, purpose and scope of the member service position.
- NHC Position Title: (to be completed by NHC staff)
- Host Site Position Title: DIABETES QUALITY IMPROVEMENT ASSISTANT

AMERICORPS PROGRAM

Program: National Health Corps

Location: Pittsburgh, PA

HOST SITE NAME & LOCATION

Identify the specific host site location and/or service sites(s) where a member will complete his or her service. Include the full address of the site where this position will be taking place.

Shadyside Family Health Center
5215 Centre Ave.

NHC Member Position Description 2018-2019

Pittsburgh, PA 15232

ORGANIZATION DESCRIPTION & MISSION

Define the broad purposes that the program is aiming to achieve, describe the community the program is designed to serve, and state the values and guiding principles which define its standards: The UPMC-Shadyside Family Health Center is a safety-net practice, caring for a large minority and medically underserved population. We are committed to providing excellent primary health care services to our patients, and excellent residency training to its post-graduate residents seeking to become Board Certified Family Physicians.

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.

Our PHC member serves as the Diabetes QI Assistant, helping us roll out quality initiatives, by working with physicians, pharmacists and nurses to cement patient care and documentation practices that have been developed by the Diabetes LOPIR (Longitudinal Outpatient Process Improvement Rotation) Team.

In 2017, our health center documented 601 patients diagnosed with diabetes, many facing serious diabetes-related complications including heart disease, stroke, lower-extremity amputations, vision loss, and kidney failure. With a growing number of diabetic patients, it is critical that we provide quality chronic care management at every patient visit.

Objectives for our comprehensive diabetes care include increasing the percentages of people with diabetes receiving HbA1c testing, lipid testing, urine testing, eye exam, foot exam, and several vaccinations. In addition to preventative tests and exams, our team provides linkages to other wellness programs, such as: nutrition education, medication management, physical activity, and smoking cessation programs for people with diabetes. Our PHC members have

NHC Member Position Description 2018-2019

helped to improve our diabetes monofilament foot exam screening rates, our retinal exam completion rate, vaccination administration and self-management efforts. Our current member is working to improve our HbA1C completion rates and investigating an intervention to facilitate timely treatment intensification, assisting with an effort to boost colon cancer screening rates using a home test, and conducting a smoking cessation class.

MEMBER TERM OF SERVICE

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

- complete a minimum 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

Is the site accessible via public transportation (if yes, what line/route)? : Yes (Port Authority: 71, 64)

Does this position require a personal vehicle?: No

- How will your organization reimburse the member for transportation costs?: ? UPMC Shadyside Hospital provides free bus tickets for certified volunteers. Travel expenses to statewide meetings which occur twice per year are fully reimbursed.
- Organization dress code: : Informal: Khakis/slacks, button-down shirt is standard. Ties, dresses optional.

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.:

NHC Member Position Description 2018-2019

There are monthly group visits on the 1st Monday of every month during evening office hours from 5-7 PM, and optional evening hours three days per week. The member would never be expected to serve more than 40 hours per week and there is much flexibility for the member to arrange his/her own schedule. Lunch is provided 1-3 days per week, and a daily lunch break would be guaranteed. Travel to 1-day meetings outside of Pittsburgh would occur 2 times per year with transportation and expenses provided. Attendance at pre-session huddles at 8:20, 11:50, and 3:50 is not required, but is an opportunity for the member to communicate with physicians regarding patients with special needs.

- Please describe how service schedule accounts for holidays and other time off, and will provide the member with sufficient opportunity to make up missed hours.

UPMC annually publishes an official holiday schedule when our office is closed and members would not be expected to work on those days. Given that our office is open more than 40 hours per week, there is ample opportunity for a member to make up any missed hours.

MEMBER ROLE/DESCRIPTION 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.:

NHC Member Position Description 2018-2019

- 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
- Clearly state that 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
- 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?: https://www.nationalservice.gov/pdf/45CFR_chapterXXV.pdf
- 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).: http://www.ecfr.gov/cgi-bin/textidx?SID=62ef430e421c0b565f20975d1a1906e5&node=pt45.4.2540&rgn=div5%23sp45.4.2540.b#se45.4.2540_1100
- 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

NHC Member Position Description 2018-2019

Patient consults

Because office visits are often limited by time, the PHC member meets individually with diabetic patients to set self-management goals. Topics discussed often include nutrition, activity, hypoglycemia, hyperglycemia, and self-management tips and resources.

Diabetes group visits

The PHC member co-conducts monthly diabetes group visits. These are an important opportunity outside of the typical physician visit to provide education on diabetes self-management related topics (i.e. nutrition, activity, self-management, foot health, eye health) to groups of 5-15 patients. The PHC member produces promotional material for the visit, recruits patients via telephone and in-person referrals, gathers materials for the discussion-based visit and facilitates the group visit with the help of the clinical pharmacist, pharmacy students, medical students and resident physicians.

Health maintenance quality improvement

The PHC member creates a diabetes progress improvement report listing all completed and outstanding health maintenance needs. The member may attend the morning, afternoon and evening huddles to collaborate with physicians and nurses to ensure that health maintenance items are addressed.

The PHC member may also choose to track health maintenance care lapses and think about ways to target these areas for improvements. Past members have tracked completion of monofilament exams, eye exam referral and self-management education and provided feedback to physicians based on results.

Each resident in our diabetes QI group selects a project to work on to address a lapse in care in our diabetic population. The member will typically work with residents to help support their projects, helping formulate the parameters of their project, doing literature review, helping collect and process data, etc. Current projects involve instituting point-of care HbA1C testing to facilitate timely treatment intensification, encouraging the fecal immunochemistry test to screen for colorectal cancer in patients presenting for the annual flu vaccine, and using the patient's smartphone activity tracker to promote increased physical activity.

NHC Member Position Description 2018-2019

Diabetes Awareness Day

Past PHC members coordinated and conducted biannual Diabetes Awareness Day, a health and wellness awareness event reaching nearly 200 patients and family members. Tasks included creating promotional materials, providing direct patient education, coordinating demos, and creating educational resources for patients.

PROGRAM, PROJECT, OR INITIATIVE NAME <i>(INCLUDE % TIME OVER TERM MEMBER WILL SPEND WITH THIS PROGRAM)</i>	MEMBER ACTIVITIES AND PURPOSE OF SERVICE <i>(List the key activities the member will be responsible for, for each program/project listed)</i>	MEMBER OUTPUTS <i>(How many classes, workshops, clients, patients etc. will the member conduct/serve under each activity)</i>	NHC PERFORMANCE MEASURE(S) AND ALIGNMENT WITH NHC MISSION THIS ACTIVITY FALLS UNDER (if any).
Individual Patient Consults (40%)	<ul style="list-style-type: none"> • Meet with patient to address diabetes knowledge, barriers & plan • Collaborate with patient to set self-management goals • Provide resources about nutrition, activity, lifestyle & self-management • Counsel patients on tobacco cessation 	Member will meet with 3-10 diabetic patients weekly	<ul style="list-style-type: none"> • Health Education
Health Maintenance Quality Improvement (50%)	<ul style="list-style-type: none"> • Create a document w/ diabetic patient appointments & present to nurses & physicians • Collaborate with nurses and physicians to address health maintenance needs • Monitor monthly comparative data on multiple quality of care metrics 	Member will assist practice in improving diabetes quality of care as measured by IPIP data Member will collaborate to address the health maintenance needs of ~15-20 diabetic patients daily	<ul style="list-style-type: none"> • Patient Navigation Services • Health Screening and Testing

NHC Member Position Description 2018-2019

	<ul style="list-style-type: none"> • Help present trends in care metrics to faculty and residents • Attend twice yearly Improving Performance in Practice (IPIP) meetings around PA with team members 		
Diabetes Group Visits (10%)	<ul style="list-style-type: none"> • Help plan monthly group visits for diabetic patients • Facilitate education component of the visit • Prepare patient education materials. • Recruit approx 10-15 patients per cycle via phone/mail, including pre-visit reminders to participate. • Lead group visits 	Organize monthly group visits reaching 5-15 patients where Health Maintenance care goals will improve for participating patients.	<ul style="list-style-type: none"> • Access to Care • Health Screening and Testing • Health Education • Nutrition & Physical Education Activities

NHC Member Position Description 2018-2019

SITE ORIENTATION AND TRAINING			
<ul style="list-style-type: none"> • Briefly describe the orientation process at the site for members: <p>We offer several resources to help a new member familiarize themselves with diabetes and it’s care and complications. Training in EpicCare, the electronic medical record system, is provided during member orientation at the site.</p> <ul style="list-style-type: none"> • 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.: <p>We encourage outside training that would benefit service activities. Our current member participated in Motivational Interviewing training and training to receive a Tobacco Treatment Specialist Certificate. As a primary care office connected to a major health system, there is ample opportunity for a member to explore other areas of interest. Opportunities on site include general primary care, office procedures, women’s health, sports medicine, Hepatitis C care, and osteopathic manipulation. We could arrange observation of myriad other health care experiences, such as delivering babies or operating room cases.</p>			
MEMBER BENEFITS			
<p>The member in this position will receive from the NHC program the following benefits:</p> <ol style="list-style-type: none"> 1. Living Allowance in the amount of \$13,732.00. <ol style="list-style-type: none"> 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 			

NHC Member Position Description 2018-2019

the second week (or second ½) of a pay period receives a full stipend). Members who end their service early 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.** 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

NHC Member Position Description 2018-2019

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):

The best candidate would be creative, interested in problem solving, good at working with others (physicians, nurses, patients), able to work well in a group, and self-directed to carry out a task with guidance and supervision once expectations were established. S/he would be motivated to help us achieve quality of care goals.

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

The best candidate would be interested in a health care career and have at least a college degree.

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

Experience with data analysis using Excel, or similar, would be helpful. Comfort with group presentations would be helpful. Advanced education or training in health promotion/disease prevention would be a plus.

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:

NHC Member Position Description 2018-2019

- 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:

<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

- Beci Russell, Program Director:
rebecca.russell@alleghenycounty.us
412-578-8308
- Provide the name, job, title and contact information of the members' host site supervisor
Alan Finkelstein, MD
Faculty Physician
Phone: 412-623-2287
Fax: 412-623-3817
finkelsteina@upmc.edu

SIGNATURES

By signing below, you acknowledge that you have read and understand the contents of this position description

NHC Member Position Description 2018-2019

Host Site Supervisor Full Name (Print): Alan Finkelstein	
Host Site Supervisor Signature:	Date: January 25, 2018
AmeriCorps NHC Member Full Name (Print as listed on formal documentation):	
AmeriCorps NHC Member Signature:	Date:
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By signing below, you acknowledge that this position description was finalized/approved by the NHC Operating Site Director:	
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NHC Operating Site Director Full Name (Print):	
NHC Operating Site Director Signature:	Date: