

MEMBER POSITION/TITLE

- **NHC Position Title:** Patient Navigator
- **Host Site Position Title:** Patient Navigator

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.

UPMC St. Margaret Lawrenceville Family Health Center 3937 Butler St, Pittsburgh, PA 15201

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. The UPMC St. Margaret Family Health Centers of Lawrenceville is in an impoverished Allegheny County community and is within walking distance of many who cannot afford transportation and would not seek health care at all if it were not for the close proximity of their homes. In this setting the health center provides over 10,000 patient care visits per year. According to local 2012 statistics, 48% of our community is living at or below poverty level. Women and children are disproportionately affected: 86% of families with a female head of household, live at or below poverty level in our community. Despite a concentration of medical services in Pittsburgh, families lack financial resources, transportation, and health literacy to address their preventive care needs and the adoption of a healthy lifestyle. 15% of patients do not have a high school diploma and nearly the same number of households do not identify English as their first language. With low health literacy, language barriers, and financial concerns, our patients benefit from having a patient navigator to help them access health services, and better understand strategies for health and wellness. As a part of the nationally recognized Family Medicine Residency Program at UPMC St. Margaret, the health center fosters an academic model of care and prepares the next generation of family medicine doctors. UPMC St. Margaret Lawrenceville Family Health Center is committed to serving local health care needs through its network of outpatient and community health programs. Since 1970, UPMC St. Margaret Lawrenceville Family Health Center has served the medical needs of area residents. Focusing on preventive care, our goal is to keep patients leading healthy lives.

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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The NHC member will focus on tracking and acting as a patient navigator for patients who are identified as being part of a high risk group: (1) patients with chronic medical conditions related to obesity (diabetes, hypertension and coronary artery disease), and (2) patients currently under addiction treatment or history of addiction and (3) patients in need of preventive health screenings.

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)?:

There is a bus stop right in front of our office, serviced by several bus routes.

Does this position require the use of a personal vehicle? Note: Host Sites are responsible for the reimbursement of site-related travel. This may be either bus fare or mileage reimbursement as well as parking and/or tolls.

A personal vehicle is not required, but recommended for this position.

Organization dress code: Insert dress code expectations for member dependant on your organization's dress code policy. Please be as specific as possible.

Organization dress code: Casual Business attire. No blue jeans, flip flops, or leggings (unless under a skirt or tunic)

Dress code policy HS-HR0714

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)

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- 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.
 - Family Health Center hours of operation: Monday, Wednesday, Friday 8:30 am – 5 pm; Tuesday 8:30 am – 8:00 pm; Thursday 1 pm – 8 pm
 - UPMC recognizes 7 holidays per year: New Year’s Day, MLK Day, Memorial Day, Independence Day, Labor Day, Thanksgiving, and Christmas.
 - The Health Center is closed during these holidays.
 - There are 47 hours in the normal week that the NHC member will be able to work and accumulate service hours. The 1700-hour requirement could easily be met in that time frame. The recommendation is a 35 hour work week for the year.
 - We have flexibility regarding extended hours a member could serve to make up missed time.

MEMBER ROLE/DESCRIPTION OF DUTIES:

- Describe the specific program(s), project(s), or initiative(s) that the member will serve with.
- What will the member’s specific role be with this program/project/initiative?
- 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).
- 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 NHC member will focus on tracking and acting as a patient navigator for patients who are identified as being part of a high risk group: (1) patients with chronic medical conditions related to obesity (diabetes, hypertension and coronary artery disease), and (2) patients currently under addiction treatment or history of addiction and (3) patients in need of preventive health screenings.

NHC will assist identified patients by:

1. Assisting patients to make and keep appointments for preventive health screenings, referrals and appointments with PCP
2. Enhancing communication with primary care physician and Integrated behavioral health team
3. Facilitating communication with primary care physician and medication assisted treatment (MAT) team
4. Phone outreach to patients and community agencies
5. Addressing preventive care through population health reports
6. Review quarterly reports, organize and update information

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7. Outreach to patients to schedule appointments for preventive care
8. Providing education about preventive health care services
9. Making referrals for basic needs such as food, clothing, and other support services
10. Assisting patients in navigating the healthcare system: e.g. making and keeping appointments, scheduling needed tests, and following up with specialists
11. Communication with PCPs regarding outstanding care needed and obtaining necessary orders for preventive care tests

Patient navigation requires the following skills and activities as well:

12. Outreach and partnering with community agencies to provide support resources for patients
13. Education of patients so they understand their medical conditions and why further testing and follow up is needed
14. Problem solving skills- being able to identify barriers to care, both emotional and socioeconomic
15. Providing emotional support to patients

Responsibilities will include:

16. Keeping a population health registry for preventive care
17. Educating patients regarding needed preventive care screenings
18. Educating patients about self-management of diabetes, hypertension and coronary artery disease that focuses on life-style changes: diet, nutrition and exercise as well as appropriate tests and studies (ie eye exams)
19. Healthcare navigation assistance for health center patients to ensure that connection with the correct provider and follow up
20. Creating and maintaining patient databases, resource listings with contact information
21. Attending weekly multidisciplinary team meetings to case manage challenging patient needs
22. Attending weekly MAT (medication assisted treatment) team meetings set up to case manage our patients on various treatments for alcohol and opiate addiction
23. Attending monthly Integrated Behavioral Health team meetings
24. Evaluate and initiate appropriate referrals for assistance through County, State, and Federal programs when needed
25. Working with patients to complete necessary forms
26. Outreach to patients with a history of addiction to offer follow up and referral to our services
27. Obtaining necessary releases to verify counseling attendance for patients under care for their addiction
28. address the opioid crisis;
29. 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
30. increase physical activity and improve nutrition with the purpose of reducing obesity and/or chronic conditions that are linked to obesity.

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Regarding how the member’s activities align and support the NHC’s service mission, patient navigation for the chronic care conditions outlined are comorbid illnesses related to obesity. Self-care for these chronic conditions is difficult, for anyone. The patient care navigator will help educate patients on the necessary steps of care: office visits, studies, tests and specialty referrals as well as help the patients make appointments, and support the patient between visits. Approximately one-third of tests and referrals ordered for our patients go unfulfilled. This negatively impacts patient’s overall health and patient care. Our patients have health literacy, language and socioeconomic barriers to patient care that are addressed through a patient navigator.

Additionally, in the last 2 years, our family health centers have started medication assisted treatment (MAT) for opioid use disorders (OUD) and alcoholism with buprenorphine and naltrexone. Currently we have 45 patients under treatment. The patient navigator will also be working to ensure this population continues to get medical and counseling services needed to optimize recovery from addiction. We have the capacity to serve 120 patients so we hope to grow the MAT program further.

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> .
70% Patient Navigation Activities	<ol style="list-style-type: none"> 1. Keeping a population health registry for preventive care 2. Educating patients regarding needed preventive care screenings 3. Educating patients about self-management of diabetes, hypertension and coronary artery disease that focuses on life-style changes: diet, nutrition and exercise as well as appropriate tests and studies (ie eye exams) 4. Healthcare navigation assistance for health center patients to ensure that connection with the correct provider and follow up 5. Creating and maintaining patient databases, resource listings with contact information 	Either phone or face to face contact with 100-200 patients during the duration of service	

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	<ol style="list-style-type: none"> 6. Attending weekly multidisciplinary team meetings to case manage challenging patient needs 		
20% Medication Assisted Treatment Team	<ol style="list-style-type: none"> 1. Attending weekly MAT (medication assisted treatment) team meetings set up to case manage our patients on various treatments for alcohol and opiate addiction 2. Attending monthly Integrated Behavioral Health team meetings 3. Evaluate and initiate appropriate referrals for assistance through County, State, and Federal programs when needed 4. Working with patients to complete necessary forms 5. Outreach to patients with a history of addiction to offer follow up and referral to our services 6. Obtaining necessary releases to verify counseling attendance for patients under care for their addiction 	Track/case manage 45-120 patients enrolled in MAT program to ensure medical follow up with primary care provider and D and A counseling services outside of our office.	
10% Member project	<p>Member will design and implement a health education and promotion project for health center patients that addresses a NHC focus area.</p> <p>Past projects:</p> <ol style="list-style-type: none"> 1) Maternal-Child education for Somali Moms 2) "Walk with the Doc" - weekly community walks and health topics to address importance of exercise and healthy living. 	Project implementation and completion of his/her choosing.	

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SITE ORIENTATION AND TRAINING

- Briefly describe the orientation process at the site for members
- 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.

Host site will provide one week of orientation to the health center including education about the work flow, policies and processes of office. The member will need to complete online webinars/tutorials for our electronic health record documentation and scheduling.

Supervisor will meet with the NHC member for weekly “check-ins”/supervision.

Supervisor will make the NHC member aware of the supports at the health center who are always available during clinic hours to provide answers to questions and supportive if a patient crisis arises.

AmeriCorps member’s inclusion in a variety of multi-disciplinary meetings will also contribute to professional development.

Participation in our 2x/day staff and provider “huddles” to coordinate the daily activities.

Participation in bi-monthly Family Health Center Staff meetings.

Participation in every other month all FHC meetings- these important meetings include all three Family Health Center staff and providers and highlights FHC mission, goals, operational work and performance improvement projects ongoing at our three clinical sites.

Electronic monitoring and feedback of chart notes and documentation will also provide ongoing professional development.

SITE MEMBER QUALIFICATIONS

- Please describe the traits that will help a member succeed in this position (e.g. outgoing, analytical, patient, good with children).
- Please list the minimum qualifications, training, or experience required to be successful in the position).
- Please list the skills and/or experience that will help a member succeed in this position (e.g. customer service, language skills).

Member Qualifications:

- Must be at least 18 years of age by the time training begins;
- Must be a United States citizen or National or have a permanent resident visa;
- 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;
- 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

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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.

- 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;
- 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;
- Must submit evidence that they successfully completed any previous AmeriCorps terms, if applicable;
- Must furnish all other documentation deemed appropriate by the program and host service site.

To be successful the NHC member must be professional, dependable and self- motivated. The position requires good organization, computer, and communication skills that are timely and professional. The member needs to be able to communicate and problem solve daily.

The minimum requirements the NHC member would need include good communication skills, computer skills, and self-motivated.

The skills/experience the NHC member needs to succeed are ability to work together as team player, able to use customer service skills. This position requires having excellent written and spoken communication skills. Familiarity with Excel spreadsheets is important but training can be arranged.

A successful NHC member in this position shows enthusiasm and initiative for the assigned roles and responsibilities

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.

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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.

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.

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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;
- 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
- Sandra Sauereisen, MD, MPH, Medical Director, sauereisenc@upmc.edu
- Katherine S Kline, MSN, RN, Nurse Manager, klineks@upmc.edu
 - Phone main number 412 622-7343 , Kathy 412 784-7678

Host Site Assurances

By signing below the Host Site is confirming the following:

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- 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

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: