

## MEMBER POSITION/TITLE

- **NHC Position Title:** Care Coordinator
- **Host Site Position Title:** Diabetes Quality Improvement Assistant

## AMERICORPS PROGRAM

**Program:** National Health Corps

**NHC City:** Pittsburgh

## HOST SITE NAME & LOCATION

Shadyside Family Health Center  
5215 Centre Ave  
Pittsburgh, PA 15232

## ORGANIZATION DESCRIPTION & MISSION

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

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 2018, our health center documented 720 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 routine 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 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

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an intervention to facilitate timely treatment intensification, assisting with an effort to utilize a food diary to help patients with weight loss, and has initiated a pilot program to screen our diabetic patients for food insecurity and has developed an intervention for those who screen positive.

### 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)?:** Yes (Port Authority: 71, 64)

**Does this position require the use of a personal vehicle?** No

**Organization dress code:** Informal: Khakis/slacks, button-down shirt is standard. Ties, dresses optional.

### EXPECTED SERVICE TIME REQUIREMENTS/SCHEDULE

There are monthly group visits on the 1<sup>st</sup> Tuesday of every month during evening office hours from 5-7 PM, and optional evening hours three days per week. The member would typically be engaged in meaningful service 40 hours per week and would never be expected to serve more than 40 hours per week. 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. 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 needs related to diabetes care. 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:

The position of the Diabetes Quality Improvement Assistant aligns perfectly with the mission of the NHC to foster healthy communities by connecting those who need it most with health and wellness education, benefits, and services, while developing tomorrow's compassionate health leaders. The PHC member will join an interdisciplinary team of faculty and resident physicians, nurses, and support staff to work toward improving quality metrics in diabetes care. S/he will assist resident physicians with QI projects, lead group educational visits, provide diet and exercise counseling to patients, and can conduct their own QI projects, with supervision and collaboration from the Diabetes QI team.

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This position also aligns nicely with NHC’s focus area of increasing physical activity and improving nutrition to reduce obesity as a foundation of addressing diabetes care. One of the important roles of our PHC member is to meet individually with diabetic patients to do lifestyle assessments and to deliver personalized education on healthy eating and physical activity, building upon that which our physicians can provide in a limited office visit. As diabetes has growing prevalence as we age, the majority of our 720 diabetic patients are seniors. Taking control of their diabetes is instrumental to maintaining their independence and quality of life. For this group, effective management of their disease prevents outcomes such as blindness, amputations, strokes and dialysis which have devastating impact on patients’ quality of life.

Ongoing projects, which next year’s PHC member will assist with, include one on capturing all diabetic patients due for annual retinal screening to perform in-office retinal photography, and another improving our rates of hepatitis B and pneumonia vaccination in diabetics. There will be new projects under development when the FY 20 PHC member begins their service term.

As a safety net medical practice, the patients of the Shadyside Family Health Center are more vulnerable and at higher risk of poor outcomes than the general population. Previous PHC members have delivered critical health education and counseling services to them, supporting the medical team to deliver higher quality medical care to this patient population.

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>
Individual Patient Consults (30%)	<ul style="list-style-type: none"> <li>• Meet with patient to address diabetes knowledge, barriers &amp; develop lifestyle care plan</li> <li>• Collaborate with patient to set self-management goals</li> <li>• Provide education and resources about nutrition, activity, lifestyle &amp; self-management</li> <li>• Counsel patients on tobacco cessation</li> </ul>	Member will meet with 3-10 diabetic patients weekly	<ul style="list-style-type: none"> <li>• Health Education</li> </ul>
Health Maintenance Quality Improvement (50%)	<ul style="list-style-type: none"> <li>• Complete diabetes progress reports to assist physicians to address overdue health maintenance items</li> <li>• Collaborate with nurses and physicians to address health maintenance needs</li> <li>• Monitor monthly comparative data on multiple quality of care metrics</li> </ul>	Member will assist practice in improving diabetes quality of care as measured by ongoing data collection	<ul style="list-style-type: none"> <li>• Patient Navigation Services</li> <li>• Health Screening and Testing</li> </ul>

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	<ul style="list-style-type: none"> <li>• Help present trends in care metrics to faculty and residents</li> </ul>	Member will collaborate to address the health maintenance needs of ~15-20 diabetic patients daily	
Diabetes Group Visits (10%)	<ul style="list-style-type: none"> <li>• Help plan monthly group visits for diabetic patients</li> <li>• Facilitate education component of the visit</li> <li>• Prepare patient education materials.</li> <li>• Recruit approx 10-15 patients per cycle via phone/mail, including pre-visit reminders to participate.</li> <li>• Lead group visits</li> </ul>	Organize monthly group visits reaching 5-15 patients where Health Maintenance care goals will improve for participating patients.	
Personal Project (10%)	<ul style="list-style-type: none"> <li>• Member will select a QI project to work on under faculty supervision after orienting to our QI team and other projects underway</li> <li>• Prior examples include conducting a tobacco cessation class and screening for food insecurity in diabetic patients.</li> </ul>	TBD	

**SITE ORIENTATION AND TRAINING**

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. We encourage outside training that would benefit service activities. Previous members have 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

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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.

### SITE MEMBER QUALIFICATIONS

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. The best candidate would be interested in a health care career and have at least a college degree. Experience with data analysis using Excel, or similar, would be helpful. Comfort with group presentations would be helpful. Education or experience in health promotion/disease prevention would be a plus.

### 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

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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 (1<sup>st</sup>, 2<sup>nd</sup> or 3<sup>rd</sup> 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

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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](mailto:irving.torres@allegHENYcounty.us) or 412-578-8308
- Alan Finkelstein, MD | Faculty Physician | 412-623-2287 or [finkelsteina@upmc.edu](mailto:finkelsteina@upmc.edu)

**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](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](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](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/text-idx?SID=62ef430e421c0b565f20975d1a1906e5&node=pt45.4.2540&rgn=div5%23sp45.4.2540.b#se45.4.2540\\_1100](http://www.ecfr.gov/cgi-bin/text-idx?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](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

<b>Host Site Supervisor Full Name (Print): Alan Finkelstein, MD</b>	
<b>Host Site Supervisor Signature:</b>	<b>Date: February 21, 2019</b>
<b>To be completed during PSO:</b>	
<b>AmeriCorps NHC Member Full Name (Print as listed on formal documentation):</b>	
<b>AmeriCorps NHC Member Signature:</b>	<b>Date:</b>

By signing below, you acknowledge that this position description was finalized/approved by the NHC Operating Site Director:

<b>NHC Operating Site Director Full Name (Print): Sue Perri</b>	
<b>NHC Operating Site Director Signature:</b>	<b>Date: February 21, 2019</b>