



NHC Member Position Description 2018-2019



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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

- Patient Healthcare Navigator
- NHC Position Title: (to be completed by NHC staff)
- Patient Healthcare Navigator

AMERICORPS PROGRAM

Program: National Health Corps

Location: Pittsburgh, PA

HOST SITE NAME & LOCATION

UPMC St. Margaret Lawrenceville Family Health Center
3937 Butler Street
Pittsburgh, PA 15201
412.622.7343

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ORGANIZATION DESCRIPTION & MISSION

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. The health center has an educational mission training medical residents and service mission providing excellent medical care for indigent populations.

Values and guiding principles which define its standards:

- Quality and Safety – We create a safe environment where quality is our guiding principle
- Dignity and Respect – We treat all individuals with dignity and respect
- Caring and Listening – We listen to and care for our patients, our health plan members, our employees, our physicians and our community.
- Responsibility and Integrity – We perform our work with the highest levels of responsibility and integrity.
- Excellence and Innovation – We think creatively and build excellence into everything that we do.

Organization web site: <http://www.upmc.com/locations/community/family-health-centers/Pages/lawrenceville.aspx>

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MEMBER POSITION PURPOSE

NHC will assist identified patients by: (1) Keeping track of the patients in a registry. (2) Contacting them to assist them in engaging in their individual healthcare plan. (3) Providing education about preventative health care services. (4) Making referrals for basic needs such as food, clothing, housing, and supportive service. (5) Assisting patients in navigating the healthcare system e.g. making, keeping appointments and following up with specialists as requested by pcp.

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:

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- 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)? Pat transit 91A

Does this position require a personal vehicle?: No

How will your organization reimburse the member for transportation costs?: The member is not required to travel as part of the job description, the member will be responsible for transportation to the health center. All member activities will be performed at the job site.

Organization dress code: See attached dress code policy **HS-HR0714**

EXPECTED SERVICE TIME REQUIREMENTS/SCHEDULE

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.

MEMBER ROLE/DESCRIPTION OF DUTIES:

Responsibilities will include:

1. Assisting patients with connections to community resources in the life domains: (1) housing (2) legal (3) food (4) utilities or (5) health care services.

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2. Evaluate and initiate appropriate referrals for assistance through County, State, and Federal programs.
3. Working with patients to complete necessary forms
4. Assist patients in completing application for free medication programs.
5. Healthcare navigation assistance for health center patients to ensure that connection with the correct provider and follow up.
6. Creating and maintaining patient databases, resource listings with contact information

Healthcare navigation assistance for health center patients to ensure that connection with the correct provider and follow up.

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.

NHC member will focus on following up with patients who are identified as being part of a high-risk group: (1) Severe and persistent mental illness (2) child or adolescent (3) young parent (4) complicated medical issues (5) substance dependent.

Development of registry to track high risk pediatric patients

- Attend weekly multi-disciplinary team meetings
- Communication with primary care physician and Integrated behavioral health team
- Phone outreach to patients and community agencies

Report Hub population health reports

Diabetes/Coronary Artery Disease/Preventive care

- Review reports monthly
- Outreach to patients to schedule appointments
- Communication with PCPs outstanding care needed
- NHC member will work in a non-clinical role, the staff members of the health center are clinical in their job descriptions. The NHC member will assume the responsibilities of a patient health care navigator. The family health center does not currently have nor previously has had this type of position as an employee. The employees of the health center are required to have special training as a medical assistant, registered nurse, license social worker, licensed professional counselor, resident, pharmacist, physician (MD or DO). The NHC member does not have these licenses or meet this level of educational requirement therefore they are unable to function in these job roles. The duties and tasks that will be assigned to the NHC member will be new activities that are not currently being completed by a staff member and they will be non-essential in nature so that when NHC members term expires patient safety will not be compromised.
- The member will not be involved in fund raising.

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- The member in this position will receive no more training than 20 percent of the aggregate of the total member service hours.
- The member will not be conducting AmeriCorps prohibited activities.

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 <i>(if any)</i> .

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<p>1. Life Domain consultation 15%</p> <p>(15% of Time) Assisting patients with connections to community resources in the life domains: (1) housing (2) legal (3) food (4) utilities or (5) health care services.</p>	<ul style="list-style-type: none"> • Identifying health care barriers • Connect patients to services • Make referrals for basic needs • Develop and compile educational materials. 	<p>Expectation to have 3-4 patient contacts per day</p>	<p>Performance Measure #4 Social Service Navigation</p> <p>Performance measure # 3 Deliver information about health Insurance, Health Care access, and health Benefits programs.</p>
<p>2. Patient referral to government Programs 10%</p> <p>(10 % of Time) Evaluate and initiate appropriate referrals for assistance through County, State, and Federal programs.</p>	<ul style="list-style-type: none"> • Phone outreach to patients regarding referrals and follow up. • Assist patients in completing necessary forms. 	<p>Expectation to have 1-2 patient contacts per day</p>	<p>Performance measure #4 social Service Navigation</p> <p>Performance measure #3 Deliver information about Health Insurance, Health care access , and health Benefits programs.</p>
<p>3. Health Insurance and Assistance education- 5%</p>			

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<p>(5 % of Time) Working with patients to complete necessary forms</p>	<ul style="list-style-type: none"> Assist patients in completing necessary forms. 	<p>Expectation to have 1 patient contact per day</p>	<p>Performance Measure # 3 Deliver information about health Insurance</p>
<p>4. Free Medication Program Education- 10%</p> <p>(10 % of Time) Assist patients in completing application for Free Medication Programs.</p>	<ul style="list-style-type: none"> Assess patient medication needs and assists with setting up free med program. 	<p>Expectation to have 1 patient contact per week</p>	<p>Performance measure #6 Prescription Medication Assistance program</p>
<p>5. Patient Navigation and follow up – 50%</p> <p>(50% of Time) Healthcare navigation assistance for health center patients to ensure that connection with the correct provider and follow up.</p>	<ul style="list-style-type: none"> Outreach and partnering with community agencies to provide resources Education of patients related to medical conditions reasoning for further testing. Problem solving skills-identify barriers Providing emotional support to patients Communicating with PCPs regarding outstanding care. 	<p>Attempt to reach 25 patients per day in the afternoon.</p> <p>Monthly 60-80 patients</p> <p>1 class per week and approximately 5 patient contacts.</p>	<p>Performance measure #1Health Education #3 Deliver information about health insurance, health care access, and health benefits programs. # 7 Health care services #10 Preventative Health care services #11 Primary Health Care services</p>
<p>6. Creating and Maintaining Data Base- 10%</p>	<ul style="list-style-type: none"> Developing a Database of patients 		

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<p>(10% if Time) Creating and maintaining patient databases, resource listings with contact information</p>	<ul style="list-style-type: none"> • Include testing and resources in data base <p>Provide updated information and follow up with mentors- Monthly</p>		<p>Performance Measure # 11 Primary Health Care Services.</p>
SITE ORIENTATION AND TRAINING			
<ul style="list-style-type: none"> • Tour of the facility and education on the mission of the health center. Provide education on workflow, policies and processes of office. Attend team based meeting and introductions provided. Meet key faculty and staff. Attend formal orientation program from the UPMC system and UPMC ST Margaret hospital. Complete all mandatory education models and complete models for electronic medical record. (Epic Care). • The NHC member will be involved in a variety of projects including preventive care, refugee navigating cultural barriers, ob tracking and outreach which require further problem solving, use of web sites , resources, and collaborating with other agencies. 			
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 the second week (or second ½) of a pay period receives a full stipend). Members who end their service early will <u>not be eligible</u> for the remaining amount of their living allowance, either in “lump sum” or incremental payments. A member may not receive a living allowance if they are suspended by the program. 			

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

MINIMUM NHC MEMBER QUALIFICATIONS

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

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

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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

- 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.

EVALUATION AND REPORTING

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

- a. Whether the member has satisfactorily completed service assignments, tasks or projects;
- b. Whether the participant has met any other performance criteria which has been clearly communicated both orally and in writing at the beginning of the term of service;
- c. The member's ability to establish and maintain positive interpersonal relationships and whether they participated in NHC activities;

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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
- Katherine Kline, MSN, RN, Nurse Manager
Klineks@upmc.edu
412 784-7678

SIGNATURES

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

Host Site Supervisor Full Name (Print): Katherine S. Kline, MSN, RN

Host Site Supervisor Signature:

Date:

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):

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NHC Operating Site Director Signature:

Date: