

PITTSBURGH HEALTH CORPS - Alma Illery Medical Center
Member Service Description

I. Site Information

Site Name and Location:

(Alma Illery Medical Center)
Primary Care Health Services, Inc.
7227 Hamilton Avenue, Pittsburgh, Pa 15208

Organization Description and Mission:

PCHS is a federally qualified health center whose mission is to offer and provide comprehensive primary and preventative health care services to medically underserved and indigent populations residing in Allegheny County. Services shall be provided without regard to an individual's ability to pay. We are also committed to developing health delivery sites in health professional and medically underserved areas; ensuring that services are accessible and meet the needs of the populations served and meets our users populations' satisfaction. Our mission extends to ensuring that continued care is rendered to an individual by the same physician/provider and that patients assume some responsibility for their care through ongoing health education and prevention.

Health centers are local, non-profit, community-owned health care providers serving low-income and medically underserved communities. For 40 years, health centers have provided high-quality, affordable primary care and preventive services to the nation's most vulnerable populations – people who even if insured would nonetheless remain isolated from traditional forms of medical care because of where they live, who they are, the language they speak, and their higher levels of complex health care needs. Health centers improve access to care for millions of Americans regardless of their insurance status or ability to pay. They offer services that many other providers do not, such as transportation, translation, and culturally sensitive health care that can overcome common barriers.

Critical Community Need(s) to be addressed through member service:

Primary Care Health Services, Inc. as a federally qualified health center, FQHC, serves approximately 25,000 families annually. FQHC's are charged with meeting the health needs of "medically underserved areas" or "medically underserved populations". The Ameri Corp Member will assist consumers throughout the service area who currently are not accessing health care by reaching out to communities using inventive outreach strategies. Attention will be given to reconnecting Medicaid members to a PCP for, at minimum, annual check-ups. The Ameri Corp member will organize community focus groups and outreach activities designed to obtain insight from community residents, churches, and businesses that will assist PCHS in removing barriers to care and recruit new patients. Currently, there are no other PCHS staff providing service in this manner.

II. Service Description

Overall Service Goals: (What is the member expected to achieve?)

- Patient Recruitment Liaison will:
 - Impact the health of underserved community members by raising their awareness about the need for and availability of primary care and preventive medicine.
 - Increase utilization of PCHS health centers by recruiting new patients and encouraging overdue patients to return for well care at PCHS health centers.

- o Document the number of consumers he/she informs about PCHS health center services, assists in registering for services at PCHS health centers, educates about health care issues and links with other necessary services such as Medicaid and pharmacy services, or sliding fee program.

Service Activities/Responsibilities: (Describe a member's service week)

Typical daily duties include:

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
	9:00 Contacting patients: Monitor	9:00 Participate: Staff meetings	9:00 Participate: Outside trainings	9:00 Participate: Community events	9:00 Assist patient with enabling services	
	LUNCH	Contacting patients: Monitor	Contacting patients: Monitor	Setting up focus groups: Organize & Develop	Planning for outreach, networking & contacting: Organize & Develop	Attend community events – occasionally: Participate
	Follow-up with patients including mailings, phone calls: Update	LUNCH	LUNCH	Contacting patients: Monitor	LUNCH	
	Monitor: Contacting new patients 5:00	Follow-up with patients including mailings, phone calls: Update 5:00	Follow-up with patients including mailings, phone calls: Update 5:00	LUNCH	Contacting patients: Monitor	
				Follow-up with patients including mailings, phone calls: Update 5:00	Follow-up with patients including mailings, phone calls: Update 5:00	

- Monitor Medicaid HMO rosters at monthly intervals and encourage PCHS patients to access routine and preventive health care (Well child care, immunizations, screenings, PCP visits, physicals, dental appointments)
 - o Requires telephone calls and mailings to patients, scheduling appointments for patients and following up to ensure that services were accessed.
- Organize and facilitate monthly consumer focus groups designed to obtain input from community residents, churches, and businesses (agencies/organizations) that will assist PCHS in removing barriers to care and recruit new patients
- Develop "outreach activities" designed to educate community residents, churches, and businesses about PCHS services
 - o Educate patients and community members about the importance of primary and preventive medicine, increase health literacy, and encourage wise health care consumer behaviors.
 - o 1 per month
- Participate in relevant staff meetings with PCHS staff and PCHS satellites as directed by supervisor in order to remain up to date with PCHS policies, programs, and specific health center services.
- Assist clients with scheduling appointments, completing sliding fee applications, accessing medications, and other consumer supportive and/or enabling activities.

- Update and distribute PCHS outreach materials as needed.

Outcome Measures: *What are the outcomes you expect to achieve by having a member other than the Pittsburgh Health Corps Performance Measures?*

- Contact 1500 new or underutilizing patients (375 quarterly) by telephone or mail to encourage use of PCHS health centers.
- Conduct 11 focus groups (one per month) to collect feedback from 100 community members.
- Conduct 11 "outreach activities" (one per month) to reach 200 community members.
- Promote positive public relations throughout PCHS service areas and form community partnerships with 20 agencies/organizations.

III. Performance Measures: The PHC AmeriCorps program is based on National Health Corps Performance Measures. Site specific performance measures:

1. Access to Care

If "yes", please provide site specifics and explain the details regarding how the member will provide service with these programs:

Aligned Common Performance Measure/Access to care

- a. Member will assist community members and patients in accessing prescription medications, health insurance, dental health services, specialty care, and any other health center services accessed through the sliding fee program.
- b. Member will contact patients (children, adults, and seniors) who are due for dental appointments and PCP visits to schedule visits at a PCHS health center.
- c. Member will follow-up with patients in order to track outcomes.

2. Individual & Group Health Education Instruction

If "yes", please provide site specifics and explain the details regarding how the member will provide health education:

Health education

- a. Member will conduct 11 focus groups (one per month) to collect feedback from 100 community members on the topics of health literacy, the importance of primary care and preventative medicine.
- b. Education will take place one-on-one or in group settings either at a PCHS health center or at a local agency.

3. Health Screening, Testing & Immunization

If "yes", please provide site specifics and explain the details regarding how the member will provide service relating to health screenings, testing, and immunization:

Health Screening and Testing

- Member will contact patients 1500 new or underutilizing patients (375 quarterly) by telephone or mail to encourage use of PCHS health centers.
 - a. (Children, adults, and seniors) who are due for health screenings and/or immunizations to encourage utilization of health center services.
 - b. Member will schedule appointments for these patients at one of our health centers.
 - c. Member will follow-up with patients in order to track outcomes.

Professional Development and Promotion of Public Health and Health-Related Careers:

Some planned meetings for the fall 2011 are:

- Member will be encouraged to attend local conferences/trainings that are being offered to PCHS staff on: *health care settings, health care needs of underserved, health disparities, cultural competency, and various health related topics such as tobacco, asthma, hypertension, nutrition, and HIV/AIDS*
- Monthly department meetings will provide the member with an opportunity to participate on a multi disciplinary team with occasional guest speakers. We meet the 2nd Tuesday of each month at Alma Illery Medical Center.
- Eastside Community Collaborative monthly networking meeting. This group meets the 2nd Thursday of each month at the Homewood YMCA.
- Dollar Energy Fund Annual software training. This training is typically done as a webinar in the fall 2011
- Healthy START Annual Cultural Symposium, May 2012
- Site Mentor is responsible for providing overview presentations to outside agencies about PCHS as a federally qualified health center. The Member will be included in these presentations including Duquesne School of Nursing & Community College of Allegheny County
- University of Pittsburgh, School of Social Work Center on Race and Social Problems has a speaker series the member will be encouraged to attend along with Site Mentor. Presentations take place on Pitt's campus at Cathedral of Learning.

Buchanan Ingersoll & Rooney PC Fall 2010 Speaker Series Schedule:

- Friday, September 17
 - Alejandro de la Fuente, UCIS Research Professor, History and Latin American Studies, University of Pittsburgh, "*Debates on Race and History in Contemporary Cuba*"
- Wednesday, October 27
 - Sumie Okazaki, Associate Professor of Counseling Psychology, New York University, "*Race, Racism, and Mental Health in Asian American Communities*"
- Tuesday November 9
 - Philip M. Gleason, Senior Fellow, Mathematica, "*Race, Class, and Student Achievement in KIPP Middle Schools*"
- Wednesday, December 8
 - Tony Norman, Columnist, Pittsburgh Post Gazette, "*Columnizing in a Post-Racial World*"

IV. Logistical Information

Expected Schedule for Providing Service at Site: Approximately 40 hours per week (1700 hours/member service year) The Member will report regularly to Alma Illery Medical Center but will occasionally be asked to travel to one of our satellite locations.

Orientation Plan: (Include your Holiday Schedule)

- All PCHS will be oriented to the Pittsburgh Health Corps, the member and his/her role, and prohibited activities.

- The Patient Recruitment Liaison will receive a detailed orientation to the PCHS mission, role in the community, services, policies and procedure
- Member's roles and responsibility will be reviewed
- Supervisor & member will establish a regularly scheduled meeting times
- Member will spend the first 2 weeks of orientation shadowing medical staff at each of the units/departments at Alma Illery Medical Center to gain a better understanding of patient flow
- Member will attend various community meetings with other providers to learn missions of other community agencies and how they impact neighborhood
- The following are holidays recognized by PCHS: New Year's Day, Martin Luther King Day, Memorial day, Independence Day, Labor Day, Thanksgiving Day, the day after Thanksgiving, Christmas Day, the day after or before Christmas

Service Location(s) if different from site address:

Alma Illery Medical Center
7227 Hamilton Avenue
Pittsburgh, PA 15208-1814
(412) 244-4700

Braddock Health center
404 Braddock Ave
Braddock, PA 15104-1804
(412) 351-6300

Duquesne Family Health Center
2 Duquesne plaza
Duquesne, PA 15110-1015
(412) 466-6300

East End Community Health Center
1117 N. Negley Ave
Pittsburgh, PA 15206-1515
(412) 404-4000

Hazelwood Health Center
4918 2nd Ave
Pittsburgh, PA 15207-1623
(412) 22-9520

Manchester & West End Dental
441 South Main
Pittsburgh, PA 15212
(412) 922-5636

McKeesport Family Health Center
Includes dental services
627 Lysle Boulevard,
McKeesport, PA 15132
(412) 664-4112

Rankin Family Health Center
300 Rankin Boulevard

Rankin, PA 15104
(412) 351-4555

Steel Valley Family Health Center
1800 West Street
Pittsburgh, PA 15120
(412) 461-3863

West End Health Center
514 Neptune Street
Pittsburgh, PA 15220
(412) 921-7200

Wilksburg Family Health Center
807 Wallace Avenue
Pittsburgh, PA 15221-2312
(412) 247-5216

Additional Info (parking, transportation, ID) How does the member need to travel to perform service duties?

Please check one *Bus* *Car* *None*

Member Qualifications:

- Bachelors degree
- Dependable and punctual
- Good written & oral communication
- Ability to work with a variety of consumers and health care professionals and to interact with clients experiencing a wide range of social, physical, mental and substance abuse needs
- A self starter
- Proficiency in Microsoft word