

**PITTSBURGH HEALTH CORPS**  
**Member Service Description**

***I. Site Information***

Site Name and Location:

East Liberty Family Health Care Center  
Lincoln-Lemington Office

Organization Description and Mission:

The East Liberty Family Health Care Center is a nonprofit organization dedicated to the mission of "showing God's love, known in Jesus Christ, by providing quality, whole-person health care to all, especially the poor." The Center was founded in 1982 in a three-room basement office of Eastminster Presbyterian Church, and in nearly 30 years has grown into a full-service Federally-Qualified Health Center with three locations and 88 staff members. The Center is distinctively faith-based, offering prayer at every visit, but never discriminating on the basis of religion or engaging in proselytization of its patients.

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

The Center has approximately 8,500 patients and 39,000 visits annually. About 45% of patients are uninsured or underinsured. Our service area is the East End of Pittsburgh, in which large neighborhoods are federally designated as Health Professional Shortage Areas (HPSAs) and Medically Underserved Areas (MUAs). There are significant economic, demographic and cultural barriers to health care resulting in serious disparities in health outcomes. We are requesting one Pittsburgh Health Corps member to serve the patients of East Liberty Family Health Care Center as a Health Education and Outreach Specialist to improve the quality and quantity of health information offered to patients and access to health information and care through outreach presentations at nearby churches and community groups. This is a unique position, not duplicated by a paid staff member.

Site Mentor assigned to support member: Name/Title/Phone/Fax/Email:

Eileen M. Boyle, MD

***II. Service Description***

Service Activities/Responsibilities: (be sure to include numbers, amounts, and time lines)

The Health Education & Outreach Specialist will seek to put into practice the Mission of the Center. In keeping with the mission, the Health Education & Outreach Specialist will practice respect, integrity, and honesty always recognizing his/her need to improve his/her dependence upon JESUS who is central and his/her interdependence with others within the community of believers in the Body of Christ. The primary call shall be to the poor. Quality of patient care shall be a main priority. The Health Education & Outreach Specialist will consider the whole-person (physical, social, and spiritual) in addressing treatment, offering prayer and utilizing prayerful judgment as an integral part of care/services at the Center. The Health Education & Outreach Specialist offers service in collaboration with the Chronic Care Coordinator to provide a variety of individual and group patient education activities and support services for the Center's work with chronic diseases such as diabetes and depression. The Health Education & Outreach Specialist also works with staff of the Development and Communications / PR Department to offer outreach in the form of health education and informational presentations about Center services to community groups and churches in the geographic service area (East Liberty, Garfield, Larimer, Lincoln-Lemington-Belmar).

**Chronic Disease – Patient Health Education & Self-Management – 2 ½ days / 20 hours per week (50%)**

1. Member will participate with all staff in implementing the Patient-Centered Medical Home initiatives and comprehensive (whole person) patient-focused delivery model at the East Liberty Family Health Care Center.
2. Member will interact and work as a member of a team with physicians, nursing staff, and front desk staff to care for the patients with chronic diseases.
3. Member will participate in training sessions to learn how to access patient records in the electronic health record database.
4. Member will work with the Chronic Disease Coordinator to review monthly diabetes registry summary reports and identify patients not up to date on aspects of their diabetic care.
5. Member will contact diabetic patients to schedule follow-up visits at the Center as well as with specialists as needed.
6. Member will teach and facilitate self management goal-setting with patients and follow-up with patients on their progress and barriers to success.

**Community Health Outreach – 2 days, evenings or weekends / 14 hours per week (35%)**

1. Member will schedule and speak at health education presentations about chronic disease prevention and management.
2. Member will inform community groups, especially churches, schools, service clubs, AARP chapters, and other nonprofit groups and organizations about the Center's whole-person, patient-centered health care model, and various clinical services / locations / hours.
3. Member will develop and maintain patient access to interagency health supportive services by participating in community initiatives and collaborative activities with other community agencies (e.g. Healthy Black Families Project, Christie Eye Group, etc).
4. Member will explore community resources and potential partnerships with other organizations to provide affordable (lower cost), quality podiatry and ophthalmologic care for diabetic patients.
5. Member will work with the Development / Communications Department to set up and maintain patient health education displays, literature, classes, at the Center's clinical locations.

**Health Professional Time & Miscellaneous – One-Half Day / 14 Hours/Week (35%)**

1. Member will attend orientation and training to learn organizational and clinical policies and procedures.
2. Member will attend ongoing general staff and department meetings as needed.
3. Member will participate in staff in-services and conferences related to Chronic Disease and the Care Model as well as use of the patient electronic medical records and encounter forms.
4. Member will show initiative to learn by independently seeking knowledge of diabetes education, and develop the ability to teach diabetes education classes (with a standardized diabetic curriculum) as well as self-management support groups and one-on-one patient education.
5. Member will keep patient information in the strictest of confidence in accordance with HIPAA.
6. Member will demonstrate excellence in customer service.
7. Member will carry out related duties as requested by the onsite supervisor / mentor.

Overall Service Goals:

1<sup>st</sup> Quarter Goals:

- Member will meet with 6 community groups with 30 participants to provide health education and information for chronic disease prevention and management, including promoting access to ELFHCC services.
- Member will meet with 60 new and ongoing patients to set and follow-through with a self-management goal for their chronic disease.

*2<sup>nd</sup> Quarter Goals:*

- Member will meet with 8 community groups with 40 participants to provide health education and information for chronic disease prevention and management, including promoting access to ELFHCC services.
- Member will meet with 60 new and ongoing patient with at least a total of 30 individuals s to set and follow-through with a self-management goal for their chronic disease.

*3<sup>rd</sup> Quarter Goals:*

- Member will meet with 10 community groups with 50 participants to provide health education and information for chronic disease prevention and management, including promoting access to ELFHCC services.
- Member will meet with 60 new and ongoing patients to set and follow-through with a self-management goal for their chronic disease.

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*4<sup>th</sup> Quarter Goals:*

- Member will meet with 12 community groups with 60 participants to provide health education and information for chronic disease prevention and management, including promoting access to ELFHCC services.
- Member will meet with 60 new and ongoing patients to set and follow-through with a self-management goal for their chronic disease.

**III. Performance Measures:** The PHC AmeriCorps program is based on National Health Corps Performance Measures. The site specific performance measures are below:

**1. Access to Care**

*Does your service position include assessing eligibility for, completing paperwork for, and enrolling community members in adult/child health insurance and/or patient medication assistance programs?(Please check one)  YES  NO*

**2. Individual & Group Health Education Instruction**

The member will work in concert with a nurse-physician team two days per week to offer one-on-one self-management support, motivational interviewing and other information to 240 new and ongoing patients per year concerning how patients can carry out a self-management goal to control their chronic disease, thereby improving the rate of self-management goal attainment at the Center from 10% to 20%. The health educator will regularly follow-up between visits by phone to support patients in carrying out their goals. During the other half of the week, the member will schedule and carry out 36 group health education and outreach presentations to at least 180 people in the community throughout the year.

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

The member will receive training and orientation that new employees receive about HIPAA, agency and clinical policies and procedures, etc. The member will meet with each medical, dental and outreach program team to assess needs for onsite and community health education. The member will introduce staff of each team to Americorps and the capabilities that the member brings to the Center. The member will call and visit nonprofit organizations that work with the uninsured / underserved people to discuss and set up group health education sessions. In addition, the member will attend training in how to conduct motivational

interviewing in health care through the Pittsburgh Regional Health Initiative and from the Chronic Disease Coordinator, who holds a MSN degree.

#### **IV. Logistical Information**

##### **Expected Schedule for Providing Service at Site:**

Monday to Tuesday 9:00 am – 5:00 pm. Wednesday one-half day. Saturdays and Sundays as needed for church group outreach, with member's schedule adjusted the following week.

##### **Orientation Plan:**

The member will receive training and orientation that new employees receives about HIPAA, agency and clinical policies and procedures, etc. In addition, the member will attend training in how to conduct motivational interviewing in health care through the Pittsburgh Regional Health Initiative and from the Chronic Disease Coordinator, who holds a MSN degree.

**Week 1** – Member will meet staff and receive orientation to policies and procedures, shadow the Chronic Disease Coordinator and meet with the Development team to compile a list of churches and groups to approach for health outreach.

**Week 2** – Member will learn about staff teams and visit various clinical locations and programs in order to learn about the Center's services, share information about the member's health education and outreach capabilities, and assess needs for the same.

**Service Location(s) if different from site address:** Same Service Location and Site Address

**Additional Info (parking, transportation, ID) How does the member need to travel to perform service duties? Please check one**       **Bus**      **or**       **Car**       **None**

##### **Member Qualifications:**

1. The following skills are required:
  - Basic computer skills including the use of word processing, spreadsheet, powerpoint, database and e-mail software.
  - Excellent written communication skills including preparation of written educational materials.
  - Excellent public speaking skills.
  - Excellent time management skills.
2. The following abilities are required:
  - Ability to connect with individuals and groups to present programs in the area of chronic disease management.
  - Ability to motivate individuals and work collaboratively with other professionals.
  - Ability to be flexible and to work as part of a team in a spirit of cooperation.

##### **Education/Experience Requirement:**

1. Associates or Bachelors degree in a health related area.
2. Experience relating to the public through making formal group presentations.
3. Interest in primary care and/or community health education with underserved adults.
4. Interest in learning about and practicing a faith-based approach to whole-person care.
5. Knowledge and/or experience of the target community through working or living in the East End of Pittsburgh is desired.