

PITTSBURGH HEALTH CORPS
Member Service Description
Patient Recruitment Liaison

I. Site Info

Site Name and Location:

Primary Care Health Services, Inc.
7227 Hamilton Ave
Pittsburgh, PA 15208

Organization Description and Mission:

As a Federally Qualified Health Center (FQHC), Primary Care Health Services (PCHS) provides primary medical care, obstetric care, pediatric care, dental care, podiatry care, and behavioral health services in multiple locations in and around the city of Pittsburgh, PA. PCHS offers healthcare and complementary services focusing on lifestyle, family, and special needs to provide a full range of wellness treatment for its patients.

It is the mission of Primary Care Health Services, Inc. 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 are delivered in a cost-effective manner without compromising the quality of care, and meets our user 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.

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

Assist consumers throughout the service area who currently are not accessing health care by reaching out to communities using inventive outreach strategies. Communicate with Medicaid recipients reminding them of the services PCHS offers and providing encouragement to see their PCP at least annually for routine checkups. Organize community focus groups and outreach activities designed to obtain input from community residents, churches, and businesses that will assist PCHS in removing barriers to care and recruit new patients.

Site Supervisor Name/Title/Phone/Fax/Email:

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II. Service Description

Position Title: Patient Recruitment Liaison

Service Activities/Responsibilities:

- Monitor Medicaid HMO rosters at monthly intervals and encourage PCHS patients to access routine and preventive health care.
- Organize and facilitate monthly consumer focus groups designed to obtain input from community residents, churches, and businesses that will assist PCHS in removing barriers to care and recruit new patients.
- Develop outreach activities designed educate community residents, churches, and businesses about PCHS services.
- 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 through PMAPS, and other consumer supportive and/or enabling activities.

Service Goals: (be sure to include numbers, amounts and timelines)

Patient Recruitment Liaison will assist PCHS outreach staff and social service staff with consumer related activities on a weekly basis as directed by supervisor.

Patient Recruitment Liaison will provide monthly focus groups and monthly outreach activities in PCHS service areas.

Outcome Measures: (be sure to qualify what measurable impact the member will have through service at Partner Site)

Patient Recruitment Liaison will interact with a variety of PCHS staff members to meet the consumers' needs. Patient Recruitment Liaison will document the number of consumers he/she assists in registering for services at the PCHS health centers, educates about health care issues, helps with transportation, and links with other necessary services such as Medicaid and Pharmacy services, or sliding fee program.

Outcome measures will be revised to reflect 2010 PHC Performance Measures.

III. Performance Measures: The PHC AmeriCorps program is based on National Health Corps Performance Measures. Each PHC member should provide services that fall in at least one of the NHC Performance Measures 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) X YES NO

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

Throughout the PCHS service area the member will help to identify patients who may be eligible for State Medicaid, Adult Basic, CHIP, PCHS sliding fee program, and Pharmaceutical Manufacturers' Assistance Programs (PMAP). The member will provide consumers with information as to how and where patients can apply for Public Welfare and Medicaid, and will help the patient complete the preliminary paperwork as needed.

2. Individual & Group Health Education Instruction

Does your service position include any of the following:

Teaching health education classes, workshops, one on one sessions, leading clubs or organized activities on public health topics including home/public safety, violence prevention, smoking cessation, nutrition and exercise, asthma, diabetes, hypertension, HIV/AIDS, hepatitis and other public health topics that meet local community needs. (please check one) YES NO

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

3. Health Screening, Testing & Immunization

Does your service position include the member organizing, coordinating, promoting and/or participating in health screenings, testing and immunization campaigns for HIV/STDs and other communicable diseases, BMI, blood pressure and other issues that respond to local needs? (please check one) YES NO

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

The member will support PCHS Social Service and health outreach activities designed to educate, coordinate and/or refer patients to PCHS health services. They will also participate in outreach activities throughout PCHS health service area and within the surrounding communities.

4. Health Information & Outreach Material Distribution

Does your service position include the member distributing health education and outreach materials to individuals in underserved populations? (please check one) YES NO

If "yes", please provide site specifics and explain the details regarding the information that will be distributed and how it relates to the services provided by the site as a whole:

The member will be familiar with the health education materials at PCHS clinics and distribute appropriate information as needed as part of monthly focus groups and monthly outreach activities.

5. Promotion of Health Professions

Does your service description include giving the member the opportunity to be trained on health professions, health care settings, health care education opportunities, the healthcare needs of the underserved, health disparities, cultural competency, and various health related topics such as tobacco, asthma, hypertension, nutrition and HIV/AIDS? (please check one) YES NO

If “yes”, please provide site specifics and explain the details regarding how the member will be trained, gain experience in the health related topics mentioned:

The Patient Recruitment Liaison will participate in PCHS staff development activities as directed by supervisor. The Patient Recruitment Liaison will be oriented in detail regarding the services available throughout the PCHS network.

IV. Logistical Information

Expected Schedule for Providing Service at Site:

Approximately 40 hours per week (1700 hours/member service year)

Orientation Plan:

- The Patient Recruitment Liaison will receive a detailed orientation to the PCHS mission, role in the community, services, policies and procedures and
- Member’s role and responsibilities will be reviewed
- Supervisor will establish regularly scheduled meeting times with member and staff
- Member will spend two weeks traveling to the various PCHS sites and receive training from satellite staff.
- Member will attend collaborative meetings with other community providers to learn missions of other community agencies.

Service Location(s) if different from site address:

Alma Illery Medical Center
7227 Hamilton Avenue
Pittsburgh, PA 15208

Braddock Family Health Center
404 Braddock Avenue
Braddock, PA 15104

Duquesne Family Health Center
2 Duquesne Plaza
Duquesne PA 15110

East End Community Health Center
117 North Negley Avenue
Pittsburgh PA 15206

Hazelwood Family Health Center
4918 Second Avenue
Pittsburgh, PA 15207

Hill House Health Center

1835 Centre Avenue
Pittsburgh, PA 15219

McKeesport Family Health Center
627 Lysle Boulevard
McKeesport, PA 15132

Rankin Family Health Center
300 Rankin Boulevard
Pittsburgh, PA 15104

Steel Valley Family Health Center
208 East 8th Avenue
Pittsburgh PA 15120

West End Health Center
415 Neptune Street
Pittsburgh PA 15220

West End Dental Center
441 S.Main Street
Pittsburgh PA 15220

Westinghouse High School
1101 North Murtland
Pittsburgh PA 15208

Wilkinsburg Family Health Center
807 Wallace Avenue
Hosanna House Suite 203
Wilkinsburg PA 15221

Additional Info (parking, transportation, ID, etc.):

- Transportation required

Position Requirements/Qualifications:

- Bachelors Degree
- Dependable and punctual
- Good communication skills essential (both oral and written)
- Accuracy in documentation
- Ability to work with the a variety of consumers and health care professionals and to interact with clients experiencing a wide range of physical, mental health, and substance abuse needs
- Proficiency in Microsoft Word, Excel, Publisher, and Adobe Acrobat Professional preferred