

Program for Health Care for Underserved Populations

Health Advocate

I. Site Information

Site Name and Location:

Program for Health Care to Underserved Populations (PHCUP)
Main Clinic Site: Birmingham Clinic
44S 9th Street (South Side)
Pittsburgh, PA

Organization Description and Mission:

The Program for Health Care to Underserved Populations is committed to improving the lives of individuals needing health care but lacking appropriate access to health services. We seek to do this through innovative partnering with communities-in-need, catalyzing a spirit of service and volunteerism within the health profession, and articulating the individual, health system, and societal benefits of these unique models of care and service.

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

Coordinate appropriate, culturally competent and needed health care as well as social service referrals to the region's uninsured and medically indigent, regardless of their ability to pay.

Support health professional students at all levels of training to be exposed to, participate in, and learn from providing care to disadvantaged and distressed communities of patients.

Assist our Program and community partners, government agencies, and key stakeholders, in the accumulation and analysis of data that promotes a better understanding of community needs, barriers to and gaps in service delivery, and outcomes from innovative models of care.

Develop programs in partnership with health professional students, volunteer providers and collaborating agencies that address holistic and social needs of our patients to ultimately improve their access to health services.

Site Supervisor(s) assigned to support member:

Joyce Holl, Program Administrator – supervisory and administrative role
412-692-4759 phone
412-692-4325 Fax
hollj@upmc.edu

Mary Herbert, Clinical Director – Main training and supervisory role with members
412-692-4901 Phone
412-692-4325 Fax
herbertmi@upmc.edu

II. Service Description (Remember, a member cannot duplicate services provided by a current employee or that an employee has provided within the past 6 months)

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

AmeriCorps members will serve the PHCUP in a variety of ways, both on-site at our Birmingham Free Clinic in the South Side of Pittsburgh, and in our Administrative Offices in Oakland at UPMC Montefiore Hospital. The primary responsibilities of our members are to assist in coordinating our Birmingham Free Clinic flow and operations, which includes orienting health professional students and clinicians who are new to the clinic; being a resource for our clinicians and students while serving at the clinic; helping to maintain clinic medical and administrative inventory; to serve as case managers and advocates to our patients by helping them access both medical and social services either through our clinic or other agencies, as well through facilitation of Pharmaceutical Manufacturer's Assistance Programs which provide free medication access to our uninsured patients. By assisting in on-site clinic coordination, our members will have direct patient contact for nearly 2,000 encounters/visits during their service year; facilitate over 100 PMAP applications (new and renewal) to secure over \$100,000 in free medication for our patients; and will be a resource for 200-300 health professional students who participate at the Birmingham Clinic annually.

At our Program office, daily activities include: answering phone calls related to our Birmingham Clinic services, directing patients to other resources and services in the community and communicating with other agencies to facilitate case management for patients. In addition, members help to coordinate administrative aspects of the clinic by generating new patient charts and associated paperwork, health education materials and updating and expanding our patient-centered resource guides.

Members may also collaborate closely with medical student coordinators from the Health Outreach and Education Project (HOEP) and Students and Latinos United Against Disparities (SALUD) which coordinate medical skills training sessions and the schedule of volunteer students to our clinic.

Overall Service Goals: (be sure to include numbers, amounts, and time lines)

Over the course of the Members' service term (typically 10 to 11 months) with our Program, they will engage at 50-75% of all patients (unduplicated encounters: roughly 500-750 patients) in some fashion: distribution of health education and/or health care service materials; facilitating on-site or distributing off-site referral resources for health-related screenings such as TB testing, HIV/STD testing and influenza vaccines. Members will also facilitate roughly 400-500 new or renewal applications for

Pharmaceutical Manufacturer's Assistance programs; orient roughly 200-300 individual health professional students to the clinic and assist our clinicians in completing 80-100 eligibility applications/forms for State Medicaid.

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

Typically our members will serve uninsured patients from Pittsburgh and surrounding communities through direct patient contact at our Birmingham Clinic. This translates into over 2,000 patient encounters per year. In some way, our Members have contact with nearly all of these encounters. Members will be instrumental in facilitating Pharmaceutical Manufacturer's Assistance Programs to obtain free medications for uninsured patients and typically complete up to 100 applications (new and renewal) annually. Members will also identify patients needing (and provide information for) health education materials, social service resources, information as to how to apply for State Health Insurance Programs and referral to health services not available to the Birmingham Clinic; in some instances, Members will be instrumental in arranging appointments for patients. Finally, members will work directly with health professional student volunteers at the clinic, and provide on site orientation and training to these students when they come to the clinic.

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) YES NO

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

While at our Birmingham Clinic, Members help to identify patients who may be eligible for State Medicaid, Adult Basic and Pharmaceutical Manufacturers' Assistance Programs (PMAP). Prior to patients leaving the clinic, Members will sit down with these patients and go over information as to how and where patients can apply for the insurance programs, and/or will help the patient complete the preliminary paperwork and evaluation for the PMAP programs. Back at the Administrative office, the Members will complete and submit PMAP applications and transfer the patient's free medications to the clinic if they are accepted.

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** (we are hoping to expand out to these projects in the 2009/2010 year)

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:

Members will help the PHCUP develop educational materials for the clinic to educate patients on the value of, and eligibility for, immunizations and other health screenings, including where and how to obtain free and confidential HIV/STD, TB and influenza vaccine testing (including those items offered on site at the Birmingham Clinic); directing our volunteer health professional students in discussing what a patient’s BMI and/or blood pressure reading means; and helping students with general screenings for blood sugar for both high risk and diabetic patients. The number of these screenings as well as information given out about the screenings will be documented on the patient encounter form at clinic and can be counted among the Member’s performance measures.

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:

As our patients are seen at the clinic, both volunteer health professional students, staff, volunteer clinicians and our Members will identify patients who would benefit from health education materials such as HIV/STDs, blood pressure, diabetes, GERD, healthy eating habits, exercise, etc. This may take the form of the patient asking specifically for this information or the clinicians and students coming to our Members for help in compiling this information as part of the patient’s exam and/or intake. Our Members will become familiar with all of the health education materials we have available to give to patients, and when distributed, document this information on the patient’s encounter form to be recorded in the Member’s performance measures.

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:

Our members are trained by, and work under, volunteer professionals from the disciplines of Medicine, Pharmacy and Public Health. Working with this multidisciplinary team of providers gives our Members the opportunity to see all sides of the health care system and how it impacts community health and the needs of the uninsured and underserved. Because the care at our Birmingham is delivered in a holistic manner, our members learn the value of both preventive care (tobacco cessation, health lifestyle promotion and regular health screenings) and care for chronic conditions such as diabetes and hypertension. Working directly with our SALUD student group and their volunteer interpreters who serve our Spanish-speaking patients also educates our members about the urgent need for culturally competent medical care and the challenges that our non-English speaking patients face in seeking out and receiving quality health care from providers that they can trust.

IV. Logistical Information

Expected Schedule for Providing Service at Site:

Members’ time will be split between our Administrative Offices at Montefiore Hospital in Oakland and our Birmingham Free Clinic in the South Side. Members are expected to give 35-40 hours of service per week. The general schedule is as follows (includes 1 hour lunch or dinner break Monday through Friday):

Mondays 2:30pm-9:30pm

Tuesdays 9:00am-4:00pm

Wednesdays 9:00am-4:00pm

Thursdays 10:00am-4:00pm

Fridays 10:00am-5:00pm

Saturdays 9:00am-2:00pm

Orientation Plan:

Members receive detailed orientation to the PHCUP, its mission, role in the greater Pittsburgh community and the institutions within which it is located, as well as how the PHCUP fits with its key collaborative agencies from Ms. Holl, Program Administrator and Ms. Herbert, Clinical Director. Members work directly (one-on-one) with the Clinical Director for orientation to the Birmingham Clinic, its services, policies, procedures and members’ roles and responsibilities there. Members receive a detailed guidebook and orientation binder for reference.

Service Location(s) if different from site address:

Members’ service locations are the PHCUP Administrative Offices at Montefiore Hospital in Oakland (S349 Montefiore Hospital; 200 Lothrop Street, Pittsburgh, PA

15213) and the Birmingham Free Clinic in the South Side (44 S. 9th Street, Pittsburgh, PA 15203).

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

It is preferable if members have a car or have access to a vehicle, as our clinic times include evening and weekend hours. Parking is not guaranteed near our administrative offices in Oakland, but is always available at our Birmingham Clinic in the South Side.

Member Qualifications:

College graduate with a special and passionate interest in health care, public health and service to a very diverse and underserved/uninsured patient population. Spanish language proficiency is helpful and somewhat preferred, but not required. Members should be open to participating - in some capacity - in all aspects of health and social service care and referrals and case management activities. Skilled in Microsoft Office software (primarily Word, Publisher and basic Excel functions). Must be comfortable with calling patients and agencies and have professional phone manners. Be able to work independently, multi-task, be a self-starter and also work well as part of a team. Flexible schedule to accommodate weekend and evening clinic times.