

## NHC Member Position Description 2016-2017

SERVICE POSITION DESCRIPTION
<p><b>Please complete one service position description for EACH member you are requesting, using this template.</b> The service position description is used in the recruitment and matching process. Each service position description must be sent electronically to complete an application.</p>
<p><b>HOST SITE NAME &amp; LOCATION:</b> The Steven and Sandra Sheller 11th Street Family Health Services of Drexel University in partnership with Family Practice and Counseling Network</p>
<p><b>MEMBER POSITION/TITLE:</b> Integrated Services Navigator and Recruiter</p>
<p><b>SITE SUPERVISOR ASSIGNED TO SUPPORT MEMBER:</b>  <i>Please include, name, title, phone number, email address and fax number.</i>            Kathleen Metzker MPH, ERYT            Mind/Body Educator            Integrative Services Director            P- 215-769-2157            fax: 215-769-1117            kmg339@drexel.edu</p>
SITE CONSIDERATIONS
<p><b>Is the site accessible via public transportation (if yes, what line/route)?:</b>    Septa 23 Bus, 15 Trolley, Broad St Subway</p>
<p><b>Does this position require a personal vehicle?</b> no</p>
<p><b>How will your organization reimburse the member for transportation costs?</b> Member will receive mileage reimbursement at \$0.555 rate or a Septa Transpass</p>
<p><b>Organization dress code:</b> business casual</p>
<p><b>Expected service schedule:</b> 8:30-5:00 PM, 30 min lunch, flexibility in scheduling is required for this position to attend evening community meetings, etc</p>
<p><b>ORGANIZATION DESCRIPTION &amp; MISSION:</b></p>

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The Family Practice & Counseling Network (FPCN) is a federally qualified health center that is a program of Resources for Human Development (RHD), a multi-faceted Philadelphia-based nonprofit. Since it opened in 1992, the FPCN has grown and developed in response to need and demand by the communities served, from the original converted apartment space within the Abbotsford public housing development to a network of four health centers – Abbotsford-Falls Family Practice & Counseling in Northwest Philadelphia, 11th Street Family Health Center of Drexel in North Philadelphia, the Health Annex in Southwest Philadelphia, and the East York Health Center in York, PA. The mission of the Stephen and Sandra Sheller 11th Street Family Health Services site is to provide quality, comprehensive health services to the clients it serves, with special attention to vulnerable people and residents of public housing units in the 11th Street Corridor. In addition to its direct services mission, 11th Street provides an exemplary model of nurse-managed, community-based care for the education of health professions students and for faculty practice. 11<sup>th</sup> Street Family Health Services is located in Lower North Philadelphia in a population area of 19,642 predominately African Americans (85%), that the federal government has designed as “medically underserved.” Nurse practitioners and other clinical staff served over 5,992 unduplicated patients last year with Primary Care, Dental and Behavioral Health Services without regard to their ability to pay. In addition to primary and preventive services, the health center provides diagnostic testing and screening, HIV-testing and counseling, family planning, prenatal, obstetric and midwifery services, hearing testing, nutrition and diabetes education and support groups, social work services, podiatry, physical therapy, and fitness training.

In fiscal year 2014, 11<sup>th</sup> Street served 5,992 patients and provided more than 35,435 visits in clinical services. Part of our integrated services include programs and modalities within our Health Education and Outreach department. These include mind-body therapies such as Mindfulness Based Stress Reduction, and yoga; nutrition education and cooking classes, a fitness center, health coaching, physical therapy, creative arts therapies, urban farming and access to low cost, fresh fruits and vegetables. The fitness center has over 340 active members, with approximately 300 visits each month and our yoga, meditation, mind body stress reduction and Reiki services provided services to 504 patients and more than 1168 encounters. Our weekly cooking classes provided nutrition and cooking education to more than 60 patients and more than 190 encounters. Through our Farms to Families program we sold over 500 produce boxes to patients and staff. Over 80% of the center’s patients had incomes under 200% of poverty. Of all the patients served, 81% identified as Black or African American, 7% identified as White, 7% identified as Hispanic or Latino, and 5% identified as Asian/ American Indian/ Other; 25% of our patients were uninsured and an additional 53% were dependent on Medical Assistance.

11<sup>th</sup> Street has been building a team-based collaborative culture in which people will value and actively engage in their own health

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and well-being. We use an integrated treatment approach to healthcare that is capable of promoting health, while also preventing and treating disease. Our integrated primary care practice and comprehensive wellness programs have been specifically designed to serve both of these traditionally separated health objectives. By combining integrated modalities with conventional medical and dental primary care, our practice reframes not only how we encourage patients to think about their own health, but also how we, as practitioners, think about how we provide the best care and wellness services to our patients. As the center continues to strengthen its roots in the community and identify community and patient needs, we will continue to seek new ways to serve our patients.

### **MEMBER ROLE:**

Describe the specific program(s), project(s), or initiative(s) that the member will serve with? What will the member's specific role be with this program/project/initiative? How will the member's primary activities align with the NHC's performance measures?

The AmeriCorps member will be vital to bridging the gap between our patient's' current awareness of services, understanding of services, benefits and participation. Our center offers a diverse list of programs that patients can be referred to by current providers or choose a la carte based on their own interests and health concerns. Although these services are offered within one building, many patients are not aware of the vast array of programs available, how to get involved or who to contact. The core of the member's responsibilities are to engage, orient and register new and existing patients and community members to the myriad of integrated services, thereby supporting patient recruitment and retention and ultimately enhancing the quality of patient care.

In the 2015-2016 service year, we began the first phase of this new role, in which the AmeriCorps member was responsible for the creation and implementation of a New Patient Intake Form and Integrative Services Welcome Packet. Moving forward into this new phase of the member role, the member will use both of these resources to enhance support and collaboration with all departments. The intake form will be used to help the member make appropriate referrals based on each patient's expressed interest as well as helping to support integrated services with program registration when appropriate. The member will utilize the Welcome Packet to orient new patients to our services as well as connecting existing patients' interested in expanding their care and access to Integrative services.

Member responsibilities include but are not limited to making reminder calls, organizing and promoting information sessions about specific programs, providing individual consults as needed to better inform on proper referrals and utilization of programs. Other duties to enhance patient recruitment and retention could include administering patient satisfaction surveys and making follow up phone calls to all new patients seen within a week.

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Additionally there will be an emphasis on patient recruitment and outreach. This will be supported by the member through coordination and affiliation with community partners and outreach initiatives. The community partnerships created will give us the ability to reach more patients and continue to build a healthy community.

PROGRAM OR PROJECT NAME (INCLUDE % TIME OVER TERM MEMBER WILL SPEND WITH THIS PROGRAM)	MEMBER ACTIVITIES (List the key activities the member will be responsible for, for each program/project listed)	MEMBER OUTPUTS (How many classes, workshops, clients, patients etc. will the member conduct/serve under each activity)	NHC PERFORMANCE MEASURE(S) THIS ACTIVITY FALLS UNDER (if any).
Integrative Services Orientation and Navigation (40%)	<p>Engage and help to navigate existing and newly recruited patients through the array of services accessible to help support and improve the health of themselves and their families. The member will:</p> <ul style="list-style-type: none"> <li>Facilitate new patient orientation by engaging with patients in waiting areas and conducting a daily review of the primary care schedule to identify all new patient visits.</li> <li>Conduct daily check-ins and collection of intake forms from primary care, behavioral health and dental departments.</li> <li>Provide and review welcome packets to new and existing patients interested in learning more about the array of integrative services.</li> <li>Provide face to face as well as phone</li> </ul>	<ul style="list-style-type: none"> <li>Using the intake form, the member will meet with 20 patients per week to assist in the information about and referral to integrated services; email, phone, and face to face interactions apply.</li> <li>The member will use the Welcome packet to meet with 20 patients per week to assist in the information and referral of integrated services; email, phone, and face to face interactions apply.</li> <li>The member will enroll 100 new and existing patients in integrative services programming to expand their use of integrated services at the</li> </ul>	<ul style="list-style-type: none"> <li>Deliver Information about Health Insurance, Health Care Access, and Health Benefits Programs</li> <li>Health Care Service Enrollment and Scheduling</li> </ul>

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	consults with patients who have questions regarding how to access various the department and programs.	center.	
Integrative Services Patient Recruitment and Navigation- inreach (40%)	<p>Engage and help to recruit existing and newly recruited patients through the array of services accessible to help support and improve the health of themselves and their families:</p> <ul style="list-style-type: none"> <li>• The member will coordinate information sessions for programs</li> <li>• The member will register patients for integrated services programs</li> <li>• The member make follow up phones calls to new and existing patients who have participated in programming, to solicit feedback, as well as provide information about new classes, staying committed, completing the program, etc</li> </ul>	<ul style="list-style-type: none"> <li>• The member will refer at least 50 new primary care patients to Integrative Services programming</li> <li>• The member will enroll 100 new and existing patients in additional programming to expand their use of integrated services at the center.</li> <li>• The member will make 10 follow up calls to a new patients seen to provide information and feedback on patient satisfaction weekly</li> </ul>	<ul style="list-style-type: none"> <li>• Deliver Information about Health Insurance, Health Care Access, and Health Benefits Programs</li> <li>• Health Care Service Enrollment and Scheduling</li> <li>• Preventative Health Care Service Use</li> </ul>

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Integrative Services Community Recruitment and Navigation- outreach (20%)	<p>The member will attend a local Community Advisory Board meeting with the goals of promotion and sharing information with the community about upcoming Integrative Services programming and events.</p> <ul style="list-style-type: none"> <li>• The member will attend an ongoing meeting with community partners</li> <li>• The member will monitor and update the program's social media to inform community members about current and upcoming events and program updates</li> <li>• The member will participate in health center promotional efforts by creating materials, distributing flyers in the community, and dispensing other marketing items.</li> </ul>	<ul style="list-style-type: none"> <li>• The member will conduct at least 1 community outreach activity per week.</li> <li>• By the end of the member's term, at least 5 new partnerships with local, community organizations will be made for continued recruitment of new patients for integrative services programming.</li> <li>• The member will engage at least 250 community members and provide information on access to integrative services programming and how these services can help to improve their health</li> <li>• The member will add at least 200 community members to identified social media communications platforms</li> </ul>	<ul style="list-style-type: none"> <li>• Deliver Information about Health Insurance, Health Care Access, and Health Benefits Programs</li> <li>• Capacity Building</li> </ul>
<b>Please complete this section to describe the type of individual best suited to fulfill the service description and who will serve most effectively within your organization</b>			
<p><b>Please describe the traits that will help a member succeed in this position (e.g. outgoing, analytical, patient, good with children).</b></p> <p>The member needs to be very comfortable and have experience in engaging a diverse population in an urban setting and being culturally sensitive to the needs of our patients. In order to engage people on a one-on-one basis, they need strong interpersonal skills and good communication techniques. The member must be outgoing, a "people-person," and be willing to attend community meetings independently and network. The member must be proactive, self-directed and motivated to complete their responsibilities, be willing to explore new ideas, attack challenges with determination and enthusiasm and not drop ideas or projects if barriers are presented. Being well-organized yet flexible is a key characteristic. The member needs to be empathetic and patient with our challenging patients, and not afraid to ask for assistance if</p>			

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needed.
<p><b>Please list the skills and/or experience that will help a member succeed in this position (e.g. customer service, language skills).</b></p> <p>We would anticipate that the Member would be a college graduate, but this is not a requirement. The member would need to have strong language skills to be able to effectively communicate health information, resources and services to members of varying levels of education, comprehension and reading ability. Experience functioning effectively in a diverse community with a wide variety of individuals is a must. Experience working with community organizations is an asset. Excellent computer skills are a requirement. If the member is bilingual that would be an asset but not an expectation.</p>
<p><b>What types of training will you provide to the member to support them in successfully completing their service activities?</b></p> <p>The Member will shadow key members of the center and participate in the integrated services to have a first-hand experience in order to share with potential patients and community members. They will also receive training in our Electronic Health Record as well as the history of the Center and its community. The member will having training and resources on engagement techniques, motivational interviewing skills and other communication skills that are required for connecting with individuals as well as community groups. The member will also receive extensive training in the Sanctuary Model of trauma informed care, a model of care in which every staff member at the Center is trained in.</p>