

NORTH FLORIDA HEALTH CORPS

Member Service Description

I. Site Information

Site Name and Location:

JaxHATS (Jacksonville Health and Transition Services)

580 W. 8th St T-60

Jacksonville, FL 32209

Organization Description and Mission:

JaxHATS Program and Services

JaxHATS began in December 2005 as a pilot project with funding from Children's Medical Services. The program serves youth and young adults in Duval, Nassau, Baker, Clay and St. Johns counties. The goal is to assure that all youth with special health care needs who are no longer appropriate for pediatric-based care are not lost when they begin the transition to the adult health care system. The program provides primary care using a Medical Home model and serves youth and young adults, ages 16- 26 with chronic medical or developmental problems living in Northeast Florida. A multi-disciplinary team includes Dr. David Wood, Associate Professor of Pediatrics, Division of Community Pediatrics, University of Florida; Dr. Linda Edwards, Associate Professor of Medicine, Chief, Division of Internal Medicine, University of Florida, a nurse care coordinator, a program manager/transition specialist and an administrative assistant. Our program is located at University of Florida & Shands Jacksonville Health Science Center and presently serves over 250 youth, operating three clinics per week.

JaxHATS Vision

To promote independence for youth and young adults with special health care needs through the delivery of quality health care services a seamless system of care.

JaxHATS Mission

To ensure that youth and young adults ages 16 to 26 years of age are able to transition to and access the adult health care system, receive education on resources that can improve their quality of life, and be provided appropriate vocational rehabilitation training and education so as to meet their career goals.

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

- Promote access to comprehensive health care to underserved populations.
- Enhance the readiness of consumers in the JaxHATS program to transition to adult health care services. Specifically assess their abilities in the area of disease understanding and self management, independent interaction with the

health care system and understanding of and access to adequate financing for health care services.

- Assess individual barriers of persons in the JaxHATS presented by chronic health problems to educational and vocational transition readiness.
- Provide supports to remove health-related barriers and promote engagement in transition planning to meet their educational and vocational goals.

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

Audrey Green
Community Liaison

II. Service Description

Service Activities/Responsibilities:

Member will attend clinic 3 times weekly. The following are member tasks:

Meet individually with patients and caregivers (500 patients and caregivers)

Assist in completion of a comprehensive assessment of patient/family needs including medical, health, developmental, financial, educational, psychosocial needs from which a plan of care may best be established.

Ensure that patients receive follow-up appointments for primary and specialty care

Administer Satisfaction Surveys (200 patients)

Administer Transition Readiness Assessments (100 new patients)

Administer Follow-Up Transition Readiness Assessments (100 returning patients)

Provide health education to youth ages 16- 26 to promote optimal transition from pediatric to adult health care.

Promote health literacy and independent disease self-management by providing transition readiness information, distributing handouts, assisting patients in getting electronic, web-based information (200 patients)

Co-teach/educate individually and in group setting for patients with Diabetes on diet, blood sugar levels, etc. (30 patients)

Assist patients in accessing various websites related to smoking cessation, nutrition and exercise, transition readiness, violence prevention to enhance patient knowledge in needed areas. (200 patients)

Member will attend weekly staff meetings with the following outcomes:

Discussing patient-related concerns

Relaying information from Transition Readiness Tool to team members to assist in Clinical Assessment and Treatment Planning Process

Member will provide face-to-face and telephone contact and consultation daily (500 patients and caregivers):

Assist patients in online applications for Medicaid

Accompany patients who reside in Duval County to the Shands Evaluation Program to provide support in the completion of documentation needed to apply for that health care assistance program.

Assist in completing applications for Indigent Drug Programs with pharmaceutical companies so that patients can receive necessary medications. (25 patients)

Contact community service organizations on behalf of patients to make referrals for needed educational, vocational, community living and other services to promote optimal health and quality of life for patients, (200 patients)

Member will learn to conduct literature reviews on transition-related topics (12-50 per year)

Overall Service Goals:

First quarter goals:

By end of first quarter member will complete new employee orientation, including all mandatory trainings; complete orientation to JaxHATS Program, visiting 3-5 community organizations to learn about area services; attend 24 clinics, providing transition education to 120 patients; complete transition readiness screenings for 10-20 patients; complete 1 literature review; assist 6 patients in securing health insurance/Medicaid; participate in at least 4 staff meetings.

Second quarter goals:

By end of second quarter member will refer 3 patients to complete Shands Financial Evaluation in order to access healthcare services; complete at least 5 pharmaceutical companies Indigent Drug Programs and provide needed information to staff and patients; assist 6 patients in accessing job training through Division of Vocational Rehabilitation or the Independent Living Resource Center; provide information on an array of community services needed and link patients to resources; administer 20- 30 Satisfaction Surveys.

In addition, goals established during first quarter will be continued.

Third quarter goals:

By end of third quarter the member will review 6 Transition Readiness Assessments and Treatment Plans and track patient progress in attaining treatment goals; develop an internet-based transition resource guide for patients and caregivers.

In addition, goals established during first and second quarters will be continued.

Fourth quarter goals:

By end of fourth quarter the member will make a minimum of 8- 10 case presentations related to transition and make appropriate recommendations during weekly staff meetings; attend 3-4 Transition related workshops or conferences to disseminate information about JaxHATS.

In addition, goals established during first, second and third quarters will be continued.

Outcome Measures:

First quarter:

45% increase in patient knowledge of disease self-management and health literacy.
80% overall satisfaction rate by all patients.
10% of patients successfully transitioned to adult medicine.
80% of patients receive health insurance information.
90% of patients needing vocational services are successfully referred

Second quarter:

45% increase in patient knowledge of disease self-management and health literacy.
80% overall satisfaction rate by all patients.
10% of patients successfully transitioned to adult medicine.
80% of patients receive health insurance information.
90% of patients needing vocational services are successfully referred.

Third quarter:

45% increase in patient knowledge of disease self-management and health literacy.
80% overall satisfaction rate by all patients.
10% of patients successfully transitioned to adult medicine.
80% of patients receive health insurance information.
90% of patients needing vocational services are successfully referred.

Fourth quarter:

45% increase in patient knowledge of disease self-management and health literacy.
80% overall satisfaction rate by all patients.
10% of patients successfully transitioned to adult medicine.
80% of patients receive health insurance information.
90% of patients needing vocational services are successfully referred.

Briefly describe the project/s with which the members will serve:

The member will be exposed to all facets of the transition program with the intent that he or she would become a fully participating team member of JaxHATS under the mentorship of the Site Host.

More specifically, the member will be responsible for creating and maintaining care notebooks which are distributed to all patients. The care notebooks need to be updated regularly with pertinent health information. The member will be responsible for creating and updating a disabilities resource guide in addition to a directory of community agency resources. This guide has resourceful information for our patients and families. The member will create and update tracking forms that are related to patients' diagnoses, needs, appointment, etc.

- a. Describe the skills the Corps members will learn as a result of the stated service.**

Skills the Corps member will learn as a result of the stated service are: the ability to network with community agencies; Microsoft office skills; member will learn to use different computer programs within hospital setting, including Electronic Medical Record program; member will learn how to work independently and as an integral team member.

b. List any additional service responsibilities:

Member will complete patient tracking forms; assist patients with health care transition in addition to connecting them with other important community agencies; member will educate patients about various health concerns. These responsibilities are in addition to the duties listed in service description.

The NFHC AmeriCorps program is based on National Health Corps Performance Measures. Each NFHC 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:

The member will assist patients in online applications for Medicaid and will refer patients who reside in Duval County to the Shands Evaluation Program and provide support in the completion of documentation needed to apply for that health care assistance program. The member may also work with patients and indigent drug plans of pharmaceutical companies to help patients to receive necessary medications.

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)
X YES NO*

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

The member will be given frequent opportunities to co-teach one-on-one diabetes education; safe sex/birth control education; and transition readiness assessment. In addition, the member will assist patients in accessing various websites related to smoking cessation, nutrition and exercise, transition readiness, violence prevention.

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) X 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 participate in ongoing effort to immunize adolescent patients of JaxHATS.

In addition, the member will spearhead the annual effort to identify at-risk patients in need of influenza vaccination due to their serious health condition, and will inform and schedule appointments as needed for them.

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) X 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 distribute outreach materials, such as articles, brochures and pamphlets about JaxHATS and the need for transition services for youth with special health care needs to consumers, schools, area physicians, and community organizations.

The member will gather health information and create a disability resource guide and directory and will distribute it to patients and caregivers.

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) X 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 member will have an opportunity to learn from all JaxHATS staff members and will be exposed to a variety of allied health professions.

The member will gather health information, in print and electronic format and will distribute it to patients and caregivers under the guidance of the program manager. The member will be given frequent opportunities to participate in one-on-one diabetes education; safe sex/birth control education; and transition readiness assessment. In addition, the member will assist patients in accessing various websites related to smoking cessation, nutrition and exercise, transition readiness, violence prevention.

The member will assist patients in online applications for Medicaid and will refer patients who reside in Duval County to the Shands Evaluation Program to provide support in the completion of documentation needed to apply for that health care assistance program, Agency for Persons with Disabilities (APD) and Children’s Medical Services (CMS). The member may also work with patients and indigent drug plans of pharmaceutical companies to help patients to receive necessary medications.

III. Logistical Information

Expected Schedule for Providing Service Hours to Site:

8 am to 5 pm Monday- Friday.

Note: Flexibility in hours possible as the office is open from 7 am – 7 pm.

There is a possibility of weekend or evening hours; this may happen once each quarter.

Service Location(s) if different from site address:

Service location is the same as site address.