

# ***NORTH FLORIDA HEALTH CORPS***

## ***Member Service Description***

### ***I. Site Information***

#### ***Site Name and Location:***

**Baker County Health Department  
480 West Lowder Street  
Macclenny, Florida 32063**

#### ***Organization Description and Mission:***

**The mission of the Department of Health is to promote and protect the health and safety of all Floridians. Our goals are attained by preventing and controlling the spread of acute, chronic and infectious disease; providing basic family health care and dental services to persons unable to access care from the private sector...The department also provides early intervention and medical services to children with special health care needs. The Baker County Health Department offers traditional public services as well as community wellness and outreach programs.**

#### ***Site Mentor assigned to support member:***

**Kim Terry, Senior Health Educator**

### **II. Service Description**

#### ***Service Goals***

##### ***First quarter goals:***

- **The member will become familiarized with the comprehensive services provided by the Baker County Health Department through departmental orientations, trainings by the site mentor, and reading and reviewing applicable informational materials. This will include becoming familiar with chronic disease prevalence in rural areas including the main chronic disease concerns in Baker County.**
- **The member will meet with the site mentor to discuss and learn more about patient/worker etiquette regarding client interactions, proper phone and business procedures.**
- **The member will become familiarized with the Health Education Program and the array of projects, activities, and grants that are managed by this department. This will include the member shadowing and observing the site mentor and Health Education staff members on projects that are**

currently in place in order to obtain a clear understanding of the services that are provided to the community.

- The member will work with the site mentor and Health Education staff to learn how to facilitate group sessions, educational classes and one-on-one sessions to deliver information regarding public health topics. They will learn best practice techniques and tips to assist them with creating presentations and delivering information regarding public health topics. This will include training the member on motivational interviewing to utilize when conducting services.
- The member will be provided informational materials and trainings to become familiar with the negative effects and consequences of tobacco use and to gain a basic understanding of tobacco cessation in order to be able to begin facilitating tobacco education classes.
- The member will attend the Diabetes Self-Management Classes that are instructed by Certified Diabetes Educators to obtain a basic understanding of diabetes education and care. This will assist them in completing the activities and tasks that they are assigned as part of the Diabetes Self-Management project.
- The member will shadow clinic staff or another appropriate appointed staff member to become familiar and prepare them for conducting basic health screening.
- If the member moves through the orientation and training phases quickly, it is possible that they may proceed to some of the second quarter projects during this quarter.

*Second quarter goals:*

- The member will increase tobacco awareness to youth who receive citations for the underage possession or use of tobacco products by facilitating tobacco education classes.
- The member will also help to increase health awareness by conducting Health Screenings.
- The member will develop a system such as a spreadsheet to record the results of the Health Screenings which they will utilize in the fourth quarter to evaluate the program.
- The member will follow up with Diabetes patients who have completed the 4 week Diabetes Self-Management Class at the Baker County Health Department. The member will compile and track the patient's personal care plan, compliance of the patient's self care and provide support and linkages to community services in order to assess the impact of the Diabetes Self-Management Program.
- The member will also help to increase car safety seat knowledge to families at community events.
- The site member will meet with member on a regular basis for supervisory services in order to answer questions and to provide feedback and support.

- The site mentor will shadow member's work and offer suggestions and support to facilitate learning and optimize the quality of the services that are being provided.

*Third quarter goals:*

- The member will continue to increase tobacco awareness to youth who receive citations for the underage possession or use of tobacco products by facilitating tobacco education classes.
- The member will continue to follow up with diabetes patients who have completed the 4 week Diabetes Self-Management Class at the Baker County Health Department. The member will compile and track the patient's person care plan, compliance of the patient's self care and provide support and linkages to community services in order to assess the impact of the Diabetes Self-Management Program.
- The member will conduct health screenings as part of the follow up process for patients who completed the Diabetes Self-Management Class.
- The member will increase the number of Health Screenings conducted this quarter in order to reach more individuals within the County.
- The member will conduct Health Education Awareness and Prevention Presentations throughout the community during this quarter.
- The member will plan and participate in community events such as health fairs, activity days, or other events. The member will increase car seat safety knowledge to families at community events.
- The site member will meet with member on a regular basis for supervisory services in order to answer questions and to provide feedback and support.
- The site mentor will shadow member's work and offer suggestions and support to facilitate learning and optimize the quality of the services that are being provided.

*Fourth quarter goals:*

- The member will continue to increase tobacco awareness to youth who receive citations for the underage possession or use of tobacco products by facilitating tobacco education classes.
- The member will continue to follow up with diabetes patients who have completed the 4 week Diabetes Self-Management Class at the Baker County Health Department. The member will compile and track the patient's person care plan, compliance of the patient's self care and provide support and linkages to community services in order to assess the impact of the Diabetes Self-Management Program.
- The member will conduct health screenings as part of the follow up process for patients who completed the Diabetes Self-Management Class.
- The member will increase the number of Health Screenings conducted in order to reach more individuals within the County.

- The member will conduct Health Education Awareness and Prevention Presentations throughout the community during this quarter.
- The member will plan and participate in community events such as health fairs, activity days, or other events. The member will increase car seat safety knowledge to families at community events.
- The member will evaluate assigned projects activities and tasks. They will quantify results of the projects and identify successes and weaknesses of the projects. The member will identify any goals or outcomes that were not attained and determine what could have been done differently. The member will provide these results to the site mentor.

*Outcome Measures:*

*First quarter:*

- The member will shadow/observe at least 2 different Health Education projects.
- The member will attend a minimum of at least 1 complete Diabetes Self-Management Class (Classes consist of a total of 4 sessions that meet once a week for 4 weeks. The member would be required to attend a total of 4 sessions in order to have attended 1 complete class).
- The member will follow up with a minimum of 5 clients who have completed the Diabetes Self-Management Classes and record their findings on an established spreadsheet.
- The member will also facilitate at least 1 session of the 4 week Tobacco Education Class.
- The member will conduct at least 1 Health Screening this quarter. The Health Screening may be at either a Diabetes Self-Management class, follow up class, community activity or event, or during services provided by other programs or projects.
- The member will record the results of the Health Screenings on a spreadsheet that they will develop in order to be able to use during the fourth quarter to create a report on their findings of the health of the community.
- The member will develop at least 1 presentation on a health topic determined by the site mentor. The presentation will be presented during the second quarter.

*Second quarter:*

- The member will follow up with a minimum of 10 clients who have completed the Diabetes Self-Management Classes and record their findings on an established spreadsheet.

- The member will facilitate at least 1 complete (all 4 sessions) Tobacco Education Class.
- The member will conduct a minimum of 3 health screening events this quarter. The Health Screening may be at either a Diabetes Self-Management class, follow up class, community activity or event, or during services provided by other programs or projects.
- The member will record the results of the Health Screenings on the spreadsheet that they developed in order to be able to use during the fourth quarter to create a report on their findings of the health of the community.
- The member will develop at least 1 presentation on a health topic determined by the site mentor (This will be different from the topic and presentation from the first quarter) . The member will provide the presentation that was created during the first quarter at an organization or agency determined by the site mentor (this may be a local school, daycare, to participants of other programs in the Health Department, etc.)
- The member will assist in the planning and preparation of a minimum of 2 car seat events to be held either at the Baker County Health Department or other designated area.

*Third quarter:*

- The member will follow up with a minimum of 10 clients who have completed the Diabetes Self-Management Classes and record their findings on an established spreadsheet.
- The member will facilitate at least 2 complete (all 4 sessions) Tobacco Education Classes.
- The member will conduct a minimum of 5 health screening events this quarter. The Health Screening may be at either a Diabetes Self-Management class, follow up class, community activity or event, or during services provided by other programs or projects.
- The member will record the results of the Health Screenings on the spreadsheet that they developed in order to be able to use during the fourth quarter to create a report on their findings of the health of the community.
- The member will research health outcomes for Baker County and develop at least 1 presentation on an additional health topic determined to best fit the needs of the community.
- The member will conduct a minimum of 2 Health Awareness and Prevention presentations from the topics they were assigned in the first and second quarter at an organization or agency (this may be a local school, daycare, to participants of other programs in the Health Department, etc.)
- The member will assist in the planning and preparation of a minimum of 2 car seat events to be held either at the Baker County Health Department or other designated area.

- The member will participate in the planning and preparation of a minimum of 1 community event such as a health fair, awareness day or other event.

*Fourth quarter:*

- The member will follow up with a minimum of 10 clients who have completed the Diabetes Self-Management Classes and record their findings on an established spreadsheet.
- The member will facilitate at least 2 complete (all 4 sessions) Tobacco Education Classes.
- The member will conduct a minimum of 5 health screening events this quarter. The Health Screening may be at either a Diabetes Self-Management class, follow up class, community activity or event, or during services provided by other programs or projects.
- The member will record the results of the Health Screenings on the spreadsheet that they developed to create a report on their findings of the health of the community.
- The member will research health outcomes for Baker County and develop at least 1 presentation on an additional health topic determined to best fit the needs of the community.
- The member will conduct a minimum of 2 Health Awareness and Prevention presentations using any of the health topic presentations that they created at an organization or agency (this may be a local school, daycare, to participants of other programs in the Health Department, etc.)
- The member will assist in the planning and preparation of a minimum of 2 car seat events to be held either at the Baker County Health Department or other designated area.
- The member will participate in the planning and preparation of a minimum of 1 community event such as a health fair, awareness day or other event.
- The member will write a minimum of 2 reports regarding the outcomes of their assigned projects. One of the reports should be on the member's findings of the health of the community as determined from the health screenings and the other report can be on any of the member's assigned projects. This report should be an evaluation of the overall successes and weaknesses of the project and include the member's suggestions to improve the project.

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

The member will become very knowledgeable about public health service in rural communities. The member will develop good communication and listening skills. S/he will learn how to handle him or herself professionally during face to face contacts with representatives from community organizations as well as health department consumers. The member will learn how to present public health messages and how to educate consumers with self-management skills to improve their health and quality of life. The member will also demonstrate appropriate phone etiquette when speaking with business partners and health

department consumers alike. S/he will understand and model good listening skills and understand the role of body language when relating to others. The member will learn health screening skills. They will also gain an understanding of how to interpret baseline and follow up results to determine successes and weaknesses of a program and how these results can be used in the development and implementation of future projects. The member will become comfortable with working with different populations including clients of different ages, races, and ethnic backgrounds. The member will understand the importance of outreach measures that are directed toward underserved and overburdened populations.

b. List any additional service responsibilities:  
**All member responsibilities identified above.**

### **III. Logistical Information**

*Expected Schedule for Providing Service Hours to Site:*

**General hours will be from 8:40-4:30pm with a one hour lunch break. The member must have flexibility with office hours since some activities do occur in the evenings and on weekends in order to best meet the needs of the community.**

*Service Location(s) if different from site address:*

Same as site