

NORTH FLORIDA HEALTH CORPS

Member Service Description

I. Site Information

Site Name and Location:

*Beaches Family Health Center
1522 Penman Road
Jacksonville Beach, FL 32250*

Organization Description and Mission:

The Beaches Family Health Center is a Duval County Health Department facility offering a large variety of services to the Jacksonville Beaches and surrounding areas. The clinic provides comprehensive medical care and immunizations for infants and children. Women's Health services are offered for pregnancy, annual pap smears, birth control and STD testing. We serve patients primarily covered by the Medicaid program but we also serve many uninsured patients who do not qualify for a program or those that are undocumented residents. We serve a large population of Spanish speaking families.

The Beaches Family Health Center Vision: To provide a healthier future and greater access to healthcare for the families of the greater Jacksonville Beaches area.

The Beaches Family Health Center Mission: To promote, protect and improve the health of all families in the greater Jacksonville Beaches area.

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

- *Promote easy access to comprehensive medical care to the underserved populations*
- *Promote patient/parent education of common chronic illnesses*
- *Promote patient/parent education of common medication errors*
- *Increase patient compliance in correctly and completely filling out necessary forms/applications*
- *Provide education to families about necessity of routine health care, immunizations, and follow-up visits*
- *Provide above services to a multilingual population without bias/prejudice*
- *Specifically, achieve these by methods and duties described below in Service*

Activities/Responsibilities section

Site Mentor assigned to support member:

Rachel Schare, MD; Patricia Josephson, MD; and Laura Beverly, MD

II. Service Description

Service Goals:

**Member will attend clinic 4-5 days per week*

Activities/Responsibilities

**Meet with patients and parents individually, or telephone contact (500 patients)*

**Provide Easy Breathing Surveys to patients (200 patients)*

** Co-teach/educate individually asthma management (75 patients)*

**Provide Easy Breathing Follow-Up Assessments and Asthma Action Plans (50 returning patients)*

**Promote health literacy with creation of culturally sensitive, low literacy educational brochures on relevant topics for seasonal illnesses, over the counter preparations, illness prevention and safety*

**Assist patients in accurately completing necessary forms/applications for financial and medical needs*

**Assist patients in locating and contacting educational programs to promote adult literacy, smoking cessation, and obesity treatment and prevention*

**Maternal Depression Screening for all mothers of newborns seen at 2 weeks and 2 months (5 per week)*

**Perform PEDS Screening for 50 two-year-old patients in for well care.*

**Assist CMS nurse enroll and begin implementation of a medical home for patients for the Medical Home Implementation Project.*

**Provide Spanish translation for the above services for select patients*

**Member will attend monthly staff meetings to discuss goals and outcomes of program and to relay information from Easy Breathing program and other projects*

Service Goals:

First quarter goals: *By the end of the first quarter the member will complete new employee orientation and disaster training, including all mandatory trainings; complete the orientation to the beaches Family Health Center; administer 50 Easy Breathing surveys and assist with appropriate asthma education; complete 5-10 PEDS screenings; complete 40 Maternal Depression screenings; complete enrollment of patients in Medical Home Project with the CMS nurse/team; participate in 3 staff meetings; complete at least 100 individual or telephone contacts with patients and their families regarding form/application completion, Hispanic resource referrals and general follow up*

Second quarter goals: *By the end of the second quarter the member will have aided in the progression of the Medical Home Project and it's goals; help to establish an area in the office for assisting families complete applications via computer; the member will also continue with administering surveys and screenings as described in the first quarter*

Third quarter goals: *By the end of the third quarter the member will complete a group educational program with the Easy Breathing Program and/or the Medical Home Project for*

patients and their families. In addition, member will continue goals established in the first and second quarters.

Fourth quarter goals: By the end of the fourth quarter the member will have completed all of their required Easy Breathing Follow-Up Assessments and The Medical Home Project and will work with the team to determine need for changes in the programs and educational barriers encountered with families/patients. In addition, member will continue goals established in first, second and third quarters.

Outcome Measures:

First quarter:

25% increase in recognizing and diagnosing correctly patients with asthma symptoms through Easy Breathing Surveys

25% increase in asthma education and provision of asthma action plans

25% of patients will receive information regarding common Hispanic Resources

15% increase in Spanish-speaking patients accurately completing necessary forms and obtaining healthcare coverage

20% of Medical Home Project will be complete

75% of the patients' mothers will be screened for depression at the 2 week /2 month well visits

Second quarter:

30% increase in recognizing and diagnosing correctly patients with asthma symptoms through easy Breathing Surveys

30% increase in asthma education and provision of asthma action plans

25% increase in Spanish-speaking patients accurately completely necessary forms and obtaining healthcare coverage

40% of Medical Home Project will be complete

75% of the patients' mothers will be screened for depression at the 2 week /2 month well visits

Third quarter:

10% of patients with asthma will attend group disease management education

30% increase in recognizing and diagnosing correctly patients with asthma symptoms through easy Breathing Surveys.

30% increase in asthma education and provision of asthma action plans

25% increase in Spanish-speaking patients accurately completely necessary forms and obtaining healthcare coverage

60% of Medical Home Project will be complete

40% of the asthma patients will have received their first dose of the Influenza vaccine

75% of the patients' mothers will be screened for depression at the 2 week /2 month well visits

Fourth quarter:

30% of asthma patients will have a Follow-Up Assessment completed and updated Asthma action plan

30% increase in recognizing and diagnosing correctly patients with asthma symptoms through easy Breathing Surveys

*50% increase in asthma education and provision of asthma action plans
25% increase in Spanish-speaking patients accurately completing necessary forms and obtaining healthcare coverage
80% of Medical Home Project will be complete
65% of the asthma patients will have received their first dose of the Influenza vaccine
75% of the patients' mothers will be screened for depression at the 2 week /2 month well visits*

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

The member will be a fully participating member of The Beaches Family Health Center and gain the skills necessary for working with an underprivileged, diverse community. The member will gain confidence through independent work and responsibilities. The member will expand their education through creating literature for seasonal illness education and medication errors. The two projects, Easy Breathing Program and Medical Home Project, will provide the member the skills of working with other agencies, organizing data, assisting with patient education and formulating recommendations to improve the projects.

- b. List any additional service responsibilities:

III. Logistical Information

Expected Schedule for Providing Service Hours to Site: Our clinic is open from 7:45 am until 5:00 pm. Our member will have some flexibility in time but will be available for the hours required by the NFHC.

Service Location(s) if different from site address: Our member will be required to only be at The Beaches Family Health Center except for the Duval County Health Department trainings and for all meetings required by our individual programs as described above. The member will also attend our Hispanic Advisory Council meetings.