

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 special health care needs living in Northeast Florida. A multi-disciplinary team includes Dr. David Wood, 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, an Advanced Registered Nurse Practitioner, a nurse care coordinator, a community liaison/transition specialist and an administrative assistant. Our program is located at University of Florida & Shands Jacksonville Health Science Center and presently serves over 300 youth, operating several clinics per week. In addition to healthcare transition, Dr. Wood, Dr. Edwards and the JaxHATS program are involved with several studies related to chronic disease management and health care transition.

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 educational resources meet their career goals.

Site Mentor assigned to support member:

Audrey Green
Community Liaison

II. Service Description

Service Goals:

First quarter goals:

By end of first quarter member will complete orientation, including all mandatory trainings; complete orientation to JaxHATS Program, visit 3-5 community organizations to learn about area services; attend at least 24 clinics, complete transition readiness screenings for 15-30 patients; assist 10 young adults in securing health insurance/Medicaid; participate in at least 4 staff transition meetings. Complete or renew at least 5 patient medication assistance program applications with pharmaceutical companies. Develop or adapt existing nutrition and/or safer sex curricula to be used to educate one-on-one or in groups.

Second quarter goals:

By end of second quarter member will refer 10-20 young adults to Shands Financial Evaluation City Contract office; complete or renew at least 5 additional patient medication assistance program applications; assist 15 young adults in accessing educational programs or job training through various community resources; administer 20- 30 Satisfaction Surveys. Offer preventive health education to 10-20 patients. In addition, goals established during first quarter will be continued.

Third quarter goals:

By end of the third quarter, member will assist 5-10 patients with Florida KidCare, Medicaid or CMS Safety Net applications. Make sure the electronic transition resource guide for patients and caregivers is up to date. In addition, goals established during first and second quarters will be continued.

Fourth quarter goals:

By end of the fourth quarter, member will attend 3-4 Transition related workshops or conferences to disseminate information about JaxHATS and transition. Member will be independently coordinating the care of approximately 70-100 new patients. Upon exiting the program, member will transfer all appropriate transition care information related to case load to JaxHATS staff. In addition, goals established during first, second and third quarters will be continued.

Outcome Measures:

First quarter:

75% increase in patient knowledge of disease and self-management
100% of patients or new client referrals receive health insurance information
90% of patients needing vocational, rehabilitative, educational or independent living services are successfully referred
100% of patients will receive education about seasonal flu shot
80% of patients will have access to low or no cost medications through insurance coverage or medication assistance programs

Second quarter:

75% increase in patient knowledge of disease and self-management
100% of patients or new client referrals receive health insurance information
90% of patients needing vocational, rehabilitative, educational or independent living services are successfully referred
75% of patients needing nutrition guidance are offered appropriate education
80% of patients will have access to low or no cost medications through insurance coverage or medication assistance programs

Third quarter:

75% increase in patient knowledge of disease and self-management
100% of patients or new client referrals receive health insurance information.
90% of patients needing vocational, rehabilitative, educational or independent living services are successfully referred
75% of patients needing safer sex education are offered appropriate education
80% of patients will have access to low or no cost medications through insurance coverage or medication assistance programs

Fourth quarter:

75% increase in patient knowledge of disease and self-management
100% of patients or new client referrals receive health insurance information.
90% of patients needing vocational, rehabilitative, educational or independent living services are successfully referred
80% of patients will have access to low or no cost medications through insurance coverage or medication assistance programs

- 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 serve as an integral team member.

b. List any additional service responsibilities:

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 host site.

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 community and health information. The care notebooks are essential for continuity of care and to help all clients with a smooth transition into the adult health care world. The member will be responsible for creating and updating the resource guide. Information on this guide will be distributed to transitioning patients as needed. This guide has resourceful information for our patients and families. The member will update tracking forms that are related to patients' diagnoses, needs, appointment, etc. These forms will help track important health care transition education needs that patients have received or need.

III. Logistical Information

Expected Schedule for Providing Service Hours to Site:

8 am to 5 pm Monday- Friday.

Note: Flexibility in service 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 same as site address.