

TITLE: Community Worker- Primary Care

PURPOSE: To define the daily expectations for this employee category.

POSITION STATEMENT: Under the general supervision of the Assistant Nurse Manager (ANM) and Complex Care Nurse, the Community Worker performs a combination of tasks involving outreach, liaison with the community, making appointments, keeping records, arranging transportation, language interpretation, and other community work for patients with complex conditions.

AGE SPECIFIC: The ages of patients served in the clinics may range in age from birth to greater than ninety-nine years. Age specific information pertaining to the assigned unit(s) is provided during the orientation period and updated as necessary.

CONTENT:

I. RESPONSIBILITIES under the direction/guidance of the Complex Care RN:

A. Data Collection

1. Obtains data for:
 - a. Walk-in patients
 - b. Telephone patients
 - c. Scheduled patients
2. Obtains other pertinent patient data from patients, family, significant other, other health care providers, and electronic health record (EHR) as necessary

B. Interventions

1. Transports (drives) patients, specimens, documents, and medications
2. Participates in emergency procedures:
 - a. Basic life support (BLS)
 - b. Automated external defibrillator (AED)
3. Follows up on missed appointment procedure
4. Unit specific procedural items:
 - a. Provides information on community resources
 - b. Outreach: conducts group instruction
 - c. Act as a community liaison and provides information at community fairs
 - d. Supports patient access of services with internal and external (community) resources
 - e. Acts as a liaison in communicating questions or concerns to the family, caregiver, and/or team.
 - f. Supports patients in the implementation of a plan of care to reduce risks, and to enhance their health.
 - g. Provides instruction on substance abuse, mental illness, and wellness topics.
 - h. Meets the patient "where he/she is" (physically and psychosocially).
 - i. Reinforces teaching regarding common health conditions, and compliance with medications.
 - j. Makes patient appointments.
 - k. Promotes favorable interaction with the patient and all team members.
 - l. Documents in the EHR, in a timely and accurate manner.
5. Acts as an interpreter for patients, family, and/or caregivers.
6. Performs related duties as required.

II. EDUCATION

A. Patient/Family/Significant Others

1. Assists in maintaining adequate levels of appropriate patient education.
2. Identifies needed educational material and/or literature.

- B. Staff
 - 1. Acts as a resource for the patient, his/her support system, staff, and other Community Workers.
- C. Self-Growth and Development
 - 1. Participates in continuing education programs that contain content on ambulatory care, clinical issues, quality improvement, moral, ethical, and legal issues.
 - 2. Participates in the Orientation Program
 - 3. Attends training sessions related to the role of Community Worker.

III. PRACTICE MANAGEMENT

- A. Orientation
 - 1. Participates as a preceptor to new employees as assigned.
 - 2. Ensures Orientation Checklists and any competency validation tools are completed within the specified orientation period, as assigned
 - 3. Communicates in a timely manner with the Complex Care RN and/or ANM of Complex Care Coordination.
- B. Communications/Meetings
 - 1. Attends unit staff meetings (Refer to ASPL 22, Staff Meetings, ACHS Clinics and Departments).
 - 2. Attends other meetings as requested.
 - 3. Relays pertinent information to the patient and/or team in a timely manner.

IV. QUALITY IMPROVEMENT/STANDARDS

- A. Policies/Procedures
 - 1. Complies with current applicable standards
 - 2. Participates on task force/quality teams as needed and/or requested by the Complex Care RN and/or ANM Complex Care Coordination.
 - 3. Maintains competency for:
 - a. Confidentiality requirements
 - b. Maintains current California driver's license
 - d. Possesses a County driver's permit
 - e. Telephone techniques/etiquette
 - 4. Must be internally validated for the following:
 - a. Fire Safety
 - b. Back Safety
 - c. Earthquake Safety
 - d. Hazards Communication
- B. Knows the location and utilizes (as needed) the following references and resources:
 - 1. ACHS Standards Manual
 - 2. SCVMC and SCVHHS Policies and Procedures
 - 3. SCVHHS Infection Prevention Policies
 - 4. Emergency Management Manual
 - 5. Hazard Communication Manual
 - 6. Abuse References/Recognition Information
 - 7. Occupational Injury and Illness Prevention Program Manual
 - 8. Aunt Bertha: Connecting People and Programs (community resource tool)
- C. Quality Improvement Activities
 - 1. Actively participates in monitoring/data collection, as appropriate.
 - 2. Assists in conducting/providing investigative information for problem resolution processes.
 - 3. Communicates identified problems/concerns that may require monitoring and/or team evaluation.

4. Participates in implementing action plans.

V. SAFETY and RISK MANAGEMENT

- A. Initiates an occurrence report (as necessary) and submits electronically on the same day the event occurs.
- B. Complies with OSHA, The Joint Commission (TJC), State, and Federal regulatory requirements
- C. Complies with universal precautions requirements (as applicable)
- D. Equipment/Maintenance/Service: Reports all plant maintenance problems/issues to appropriate staff.

VI. BEHAVIORS

- A. Ability to work with diverse, multi-cultural clientele
- B. Punctuality and good attendance record
- C. Good communication skills: able to communicate clearly and effectively with patients, staff, and other team members
- D. Communicates effectively and politely on the telephone
- E. Communicates with individuals who speak limited English, proficiently, or through an interpreter
- F. Refers patient's questions/requests to Complex Care RN, as appropriate
- G. Professional attitude/accepts direction/team player
- H. Professional and appropriate personal appearance
- I. Flexibility and willingness to learn
- J. Works cooperatively and collaboratively to deliver comprehensive services
- K. Understands and follow written and oral instructions
- L. Observes confidentiality

VII. PHYSICAL CAPACITY

- A. Manual dexterity for performing and/or assisting with a variety of duties such as, but not limited to:
 1. Assisting with resuscitation in emergency situations.
 2. Assisting with patient transfer to/from car
- B. Ability to:
 1. Work in inclement weather conditions
 2. Stand/sit for short/long periods of time
 2. Perform a variety of body movements constantly throughout the shift:
 - a. Reaching/pulling/pushing

- c. Twisting/bending
- 3. Manual dexterity
- 4. Visual and auditory acuity

REFERENCES: Community Worker, Santa Clara County Job Specification.

Foundations for Community Health Workers, 2nd Edition; Berthold, Tim, Editor; Jossey-Bass and Pfeiffer, 2016.

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APPROVED: 1/19
REVIEW:
REVISION: