

TYSON SUMMER COMMUNITY INTERNSHIP PROGRAM COMMUNITY CLINIC

Position Title: Dental Patient Engagement Intern

Organization: Community Clinic

Department: Patient Services

Address: 614 East Emma Ave., Suite 300 | Springdale, AR 72764

Supervisor Name: Nadine Carfagno, Dental Administrator

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About the employer

Community Clinic is a patient-centered Community Health Center which provides quality, affordable health care, integrated behavioral health, dental services, and more to our neighbors in Northwest Arkansas. The majority of Community Clinic's patients are at or below the Federal Poverty Level (FPL) and may not otherwise have access to health care. We provide services using a Patient-Centered Medical Home (PCMH) model, which includes the use of health information technology, care coordination, an emphasis on preventive care, disease management and patient education to best coordinate care for our patients. Because over half of our patients do not speak English as their first language, we are committed to providing services in a culturally sensitive, linguistically appropriate environment. Community Clinic recognizes that every employee plays a critical role in furthering our vision: Healthy people. Healthy community.

Terms of employment

A. Background Checks

- a. All prospective employees must pass a routine background check processed by Community Clinic through a third party.

B. Eligibility

- a. Applicants must be a currently enrolled undergraduate student who will be returning to college as a full-time (minimum of 12 credit hours) sophomore, junior, or senior in the fall of 2020.
- b. Applicants are required to submit written enrollment verification from college or university confirming enrollment status to United Way of Northwest Arkansas.
- c. Applicants who use tobacco products will not be considered for employment.

C. Expectations

- a. Adheres to applicable regulatory guidelines and laws, including but not limited to HIPAA/HITECH, HRSA and OSHA.
- b. Ensures that Community Clinic will not cause or allow any organizational practice, activity, decision or circumstance which is unlawful, imprudent, negligent, contrary to mission, vision or policies or in violation of commonly accepted nonprofit or professional ethics.
- c. With respect to the treatment of users, our Clinic's staff may not cause or allow conditions, procedures, or decisions that are unfair, unsafe, undignified, discriminatory or preferential, or fail to provide appropriate confidentiality.
- d. Ensures that Community Clinic protects its IRS tax-exempt status (501(c)(3) at all times.

D. Work Schedule and Conditions

- a. This is a full time (minimum 35 hours per week), temporary position. A set schedule will be determined by the supervisor and intern. Applicants can expect to work between the hours of 8am and 5pm Monday – Friday from June 8 to July 31, 2020. Applicants may work some evenings/weekends for special events, but those dates will be predetermined and hours worked shall not exceed 40 on any given week.
- b. This position requires sitting, standing, looking at a computer screen, and some travel in Washington and Benton counties.

E. Benefits

- a. Salary – The individual shall receive a \$3,200 salary distributed in two equal amounts for the duration of the 8-week internship.
- b. Professional Development – The United Way of Northwest Arkansas will provide an in-person orientation and three professional development opportunities to the employee. Community Clinic will provide on-site orientation and ongoing professional development coaching through the intern’s supervisor. The intern will have daily interaction with an experienced administrator for their project.
- c. Portfolio Development – This position requires oversight hands-on primary research that will be utilized to make policy changes to improve patients’ experiences. The intern who fills this position will have experience collecting and reporting on high-volume findings from quantitative and qualitative data.

F. Evaluations

- a. The intern will receive a performance evaluation at the end of their employment from their direct supervisor. This evaluation includes a self-evaluation and program evaluation and will conclude with an exit interview whereupon both parties can discuss what worked well and how to improve the program in the future.
- b. The intern will also receive and complete a mid-program evaluation. This will ensure that both parties’ expectations are being met and provide a communication opportunity mid-program to assess if any alteration/redirection is necessary for the success of the internship.
- c. Instructive supervision by an experienced member of the organization will provide feedback, guidance, and evaluation throughout the duration of the internship.

Position Purpose

The purpose of the Dental Patient Engagement Intern is to increase patient engagement, to ensure patients are connected with appropriate resources to address social determinants of health, and to guide dental patients in accessing medical care to improve overall health. This position will have three key roles: 1) Assist patients in enrolling in the patient portal, an electronic resource through which patients can request appointments, send and receive messages from their provider, and obtain records. This resource will be newly available in our dental clinic in January 2020; 2) administer a standardized questionnaire to assess barriers posed by the social determinants of health; 3) conduct targeted patient experience assessments and connect patients with medical or dental staff for any follow up questions or concerns.

Community Clinic has served the dental needs of the Northwest Arkansas community since 1996 by providing affordable, quality preventive and restorative dental services. Community Clinic served 8,033 patients in our dental program in 2018. Our patient population is a diverse group socioeconomically and culturally: 91% of patients report household incomes below 200% of the federal poverty line and 75% of

our dental patients are best served in a language other than English. Optimal oral health is critical to overall health and improved outcomes, and the Dental Patient Engagement Intern will play an important role in engaging, educating, and connecting our dental patients with the social services and medical access they need to improve their health status.

Qualifications and experience

The ideal candidate for this position is someone who:

1. Is enrolled in a health-related field of study, e.g., pre-dental, pre-medicine, public health, nursing, etc.
2. Possesses a willingness to learn and understand the needs of Community Clinic's patient population.
3. Works in a highly collaborative style, and is able to assist in the development and implementation of communication strategies.
4. Is able to work with sensitive and confidential information.
5. Has strong technical/computer skills.
6. Is a high energy, self-starter who is able to work independently and strategically.
7. Is able to synthesize complicated issues into simple, digestible, understandable language.
8. Writes clear, concise communications and disseminates through the best channels.
9. Writes and speaks fluently in English and Spanish or in English and Marshallese.

The ideal candidate for this position has experience in:

1. Professional customer service
2. Creatively and tactfully solving problems.
3. Presenting information both verbally and in writing to different audiences.
4. Project management: ability to work and function independently and within a team.
5. Interpersonal communication: ability to work effectively with people of all backgrounds.
6. Microsoft Office software (Excel, Word, PowerPoint)
7. Using practice management systems and/or electronic medical records.

Duties/Daily Activities

The intern who holds this position will spend approximately half of his or her time in the call center and half of his or her time working with patients in the waiting room. The intern will be expected to proactively approach patients in Community Clinic's dental waiting room to introduce the patient portal and offer assistance with enrollment. The intern will educate patients on features that could promote health literacy and self-sufficiency, such as how to make medication refill requests, appointment requests, and send questions to providers.

The Dental Patient Engagement Intern will also be expected to administer the PRAPARE (Protocol for Responding to and Assessing Patient's Assets, Risks, and Experiences) assessment tool to collect the data needed to better understand and act on patient's social determinants of health. The intern will enter the results of the assessment in the patients' electronic medical record. The Dental Patient Engagement Intern will work closely with Community Clinic's patient outreach and advocacy staff to connect patients with appropriate community resources to address any social determinants posing a barrier to health care.

The half time spent making calls to patients will be to gather important feedback on patients' experiences during their clinic visit. The Intern will assess patient satisfaction with clinic services and will ask open-ended questions through which patients can more fully describe their clinic experiences, barriers encountered when accessing healthcare, and understand of diagnosis and treatment options. The Dental Patient Engagement Intern will assist patients in navigating Community Clinic's services to ensure that patients' oral health, physical health, and behavioral health needs are met.

Community Impact

The Dental Patient Engagement Intern plays an instrumental role in improving the health of our community by providing instruction on access to the patient portal, collecting data on social determinants of health, and connecting with patients to gain insights on clinic experiences. The data collected by the intern who accepts this position will be used to reinforce our strengths and address any challenges in patient care in the most expedient manner. Connecting with patients to ensure that they have a positive experience at Community Clinic, from scheduling through post-visit experience, is an important part of maintaining a continuum of care that will positively impact the clinical outcomes of our patients who are affected by conditions such as poor oral health, diabetes, hypertension, and cardiovascular disease, among others.

Learning Objectives

This position allows the intern to become familiar with the internal workings of the healthcare industry, as well as those of a large and established non-profit organization. Through this internship, the student will learn:

- Effective professional communication to diverse audiences (co-workers, supervisors, patients/clients) through a wide range of mediums (written correspondence, presentations, social media, videos).
- Reporting and problem-solving: using primary research to analyze and address issues.
- The basics of health care system and the many aspects of patient experiences.

Career Development

This internship will provide the Dental Patient Engagement Intern with an opportunity to gain experience in utilizing their effective verbal and interpersonal skills to impact the health and wellbeing of the members of the community in which they live. In order to do this, the intern will be required to not only understand Community Clinic's mission and patient-centered approach to health care, they will be called upon to immerse themselves in the day-to-day operations of a large non-profit organization that provides a wide range of services to a diverse patient community. This immersion includes daily, one-on-one interaction with patients, providers, and staff. The student who accepts this position will gain a better understanding of the exchange of cultural and social information necessary to effectively assist in facilitating patients' access to healthcare, as well as the skills needed to initiate and maintain this important ongoing conversation.

Skill Development

The student who acts as Dental Patient Engagement Intern will synthesize his or her verbal and analytical skills to interact with Community Clinic's patients to determine their experience with recent appointments, and take immediate steps to address any challenges that arise. This will necessarily involve an interest in developing knowledge related to the cultural and social determinants of health in our

community, and the ability to establish contact across departments to initiate appropriate action. The student who holds this position will gain a better understanding of the barriers that exist for our patients in the process of accessing important health care information and services, as well as develop his or her aptitude for tactful problem solving and direct, clear communication to assist in eliminating those barriers.

Personal Growth Development

The recipient of the Dental Patient Engagement Internship will have an opportunity to make a difference in the lives of our patients and community by ensuring that the health care they receive is of the highest quality and by empowering them with the skills they need to access medical information and to have contact with their providers. Long term, our hope is that the intern who accepts this position will return to their academic life with a sense of accomplishment at having provided our patients with an opportunity to provide feedback on their experience, an understanding of the complex healthcare needs of their community, and new insights into their future professional endeavors.