

TYSON SUMMER COMMUNITY INTERNSHIP PROGRAM
COMMUNITY CLINIC

Position Title: Population Health and Quality Intern

Organization: Community Clinic

Department: Quality

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

Supervisor Name: Gillian Woods, Quality Mgr.

Supervisor Contact: gillian.woods@communityclinicnwa.org, 479-751-7417 x6160

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. Community Clinic's mission is delivering exceptional, accessible, and comprehensive care through patient-focused service to our communities. 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: By the end of 2024, Community Clinic will build a cohesive team that strengthens our communities to reach more patients and connect them to more services.

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 2022.
- 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 that is unlawful, imprudent, and 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. Applicants can expect to work between the hours of 8 a.m. and 5 p.m. Monday – Friday from June 8 to July 29, 2022.
 - 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 \$4,200 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 two professional development opportunities to the employee. Community Clinic will provide on-site orientation and on-going 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 Population Health and Quality Intern is to support population health quality improvement projects. Specifically, the intern will assist with review of population health data to identify patients in need of preventive and chronic care, based on best practice guidelines. The project deliverables include enhancing point-of-care services with a focus on addressing barriers to healthcare accessibility, improving patient understanding of and engagement with recommended services thus improving patient health outcomes, and increasing revenue related to population health program outcomes.

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 80% of his or her time in the Administration building and 20% of his or her time working at clinic sites with clinical teams. The intern will be expected to work collaboratively with the Quality Manager, Case Management team, and clinic teams. Further, the intern will be expected to proactively contact patients about health services based on preventive and chronic health standards of care. The intern will educate patients about the recommendations and will assist patients with coordination of care.

Community Impact

The Population Health and Quality Intern plays an instrumental role in improving access to quality clinical care and patient health outcomes by engaging in quality improvement and assurance projects. Further, the Intern will have a direct impact on patient health outcomes by facilitating conversations about and access to needed health services. A recent study shows that lower income patients with chronic conditions are less likely to connect with and complete best practice preventive and chronic care, considering the many social determinants of health barriers they face. These patients are shown to benefit most from one-on-one outreach, which is an integral part of the internship. The intern who accepts this position will reinforce Community Clinic's strengths in caring for patients and address any challenges in patient care. This will positively impact our patients who are significantly affected by conditions such as diabetes and hypertension, those who need assistance navigating the healthcare system to ensure preventive care, and those faced with social determinant of health barriers to healthcare.

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 Population Health and Quality Intern with an opportunity to gain experience in utilizing their effective verbal and interpersonal skills to impact the health and well-being 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. Additionally, the student will engage with payers and an Accountable Care Organization team with which Community Clinic engages for value-based reimbursement programs. 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 Population Health and Quality Intern will synthesize his or her verbal and analytical skills to interact with Community Clinic's patients to address healthcare needs 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. Specifically, this position will involve comprehensive training about value-based healthcare programs that serve to move from quantity to quality of care. The student will learn about best practices in preventive wellness and chronic disease management, and will assist with identifying and outreaching to patients who could benefit from these best practices. This will involve being a member of the quality and clinical care teams, which offers the student the opportunity to learn about the inner workings of an interdisciplinary healthcare team.

Personal Growth Development

The recipient of the Population Health and Quality Internship will have an opportunity to make a difference in the lives of our patients and community. The intern will assist by ensuring that the healthcare is of the highest quality and by empowering patients with the skills they need to access and understand medical information, while being engaged in their preventive and chronic care management. 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.