



Engagement and Prevention Specialist Job Description

The role of the Engagement and Prevention Specialist (EPS) is to ensure the engagement of patients in their care. The EPS works closely with the Primary Care Provider and the care team to ensure gaps in care are closed and patients are receiving appropriate care for their medical conditions. The EPS will assist patients and care teams in achieving timely access to needed care, comprehension and continuity of care, and the enhancement of patient well-being.

Accountabilities Include:

Performs Essential Job Duties

- Ensure that all patients are tracked, and data entered into systems for follow-up and reporting.
- Regularly review registry information for assigned panel of patients and arrange for care needed to proactively coordinate healthcare needs.
- Coordinate with the medical staff to ensure that case management services are provided to patients with complex medical and/or psychosocial problems.
- Work with the medical staff to develop, implement and carry out programs in chronic disease management for patients, with such problems as diabetes, asthma, congestive heart failure, hypertension and depression, based on chronic disease management model.
- Participate in team decisions regarding data requirements for pro-actively managing the team's panel.
- Utilize ED reports and CareEverywhere to re-engage patients after ED/Hospital visit, ensuring proper coordination of care
- Ensures all patients are assigned to the appropriate panel through quarterly review of unassigned list and provider panel
- Some health care teams may have more specialty assignments (OB, Hep C, Suboxone), the EPS will work with their healthcare team to ensure that that all specialty engagement is completed per protocol.
- Provide both support and back up for other engagement and prevention staff
- Assist in coordination of care with pharmacies, insurance companies and other providers in the community. Ensure that information goes when and where it is needed.
- Ability to evaluate patient and family circumstances and assist the patient in accessing the resources most advantageous to the patient's family circumstances
- Assist with the development and implementation of strategies to reach target populations.
- Provide assistance to these groups to access ongoing medical care
- Ability to collaborate with housing, education, and other social service partners to educate and engage patients in their medical care.
- Provide an effective communication link between patient and medical staff, including relaying messages from providers, gathering information from patients for providers, etc.
- Effectively communicates using all available tools, to engage patients with care. This includes, but is not limited to phone, mail and MyChart.
- Handle non-appointment related calls from patients. Resolve the reason for the call or route to the appropriate party.
- Other duties as assigned.

Customer Service: Develops and maintains professional, support-oriented working relationships with patients, team members, and community partners. Demonstrates continuous improvement in achieving “developing” and “fully competent” levels of La Clinica’s Behavioral Standards.

Qualifications:

Must be able to interact with a variety of individuals at various levels under stressful circumstances while exercising sound judgement, tact, and diplomacy; work productively both independently and in a team setting; communicate with clarity, both verbally and in writing to groups and individuals.

Education and/or Experience:

Required:

- Minimum: High School Diploma or GED
- Bi-lingual Spanish/English
- One-year experience in related healthcare setting or equivalent combination of education and experience Excellent interpersonal communication and problem-solving skills.
- Commitment to working with patients and staff from a wide range of age, ethnic, economic, cultural and social background.
- Able to type a minimum of 40 WPM
- Able to use basic computer software applications including word processing and spreadsheets
- Skills to intervene and promote reconciliation, compromise and positive outcomes in difficult interactions
- Skilled at using electronic health records as applicable to area of work (EPIC)

Preferred:

- 2-year college degree (AA in applicable field), Community Health Worker Certification or Certified Medical Assistant
- Skilled at using electronic health records as applicable to area of work (EPIC preferred)
- Experience with reporting management systems such as Tableau
- Qualified or Certified Healthcare interpreter in Spanish
- Knowledge of medical terminology or a desire to learn

Language Skills:

Must have the ability to communicate with clarity, both verbally and in writing; read, analyze, and interpret complex documents, regulations, policies, and procedure manuals; and create professional business documents.

Mathematical Skills:

Must have the ability to add, subtract, multiply, use percentages, fractions, decimals, interpret numeric graphs and apply basic algebra, geometry and statistics.

Reasoning Ability:

Must have the ability to:

- Understand confidential document security from a legal perspective
- Effectively deal with a variety of abstract and concrete variables

Physical Demands:

The physical demands described here are representative of those that must be met by an Engagement and Prevention Specialist to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable those with disabilities to perform the essential functions.

While performing the duties, the Engagement and Prevention Specialist is required to:

- Walk 20%

- Sitting 60%
- Standing 20%
- Use hands to finger, handle, or feel; and talk or hear
- Frequently is required to stand, reach with hands and arms, and taste or smell
- Occasionally required to stoop, kneel, crouch, or crawl
- Must occasionally lift, and/or move light material (<10 lbs.)
- Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus

Work Environment:

The work environment characteristics described here are representative of those an Engagement and Prevention Specialist encounters while performing the essential functions of the job. Reasonable accommodations may be made to enable those with disabilities to perform the essential functions.

- Noise level in the work environment is usually quiet
- Located in a comfortable indoor area

Hazards:

- OSHA Category 3: Tasks that involve no exposure to blood, body fluids, tissues, or other potentially infectious materials and Category 1 tasks are not a requirement.

Other:

- Must have accessible phone service and maintain reliable transportation.

Employee Signature: _____

Date: _____

Job Title:	Engagement and Prevention Specialist		
Location:	As assigned	Department:	Medical
Reports To:	Team Lead as assigned	Dotted Line:	
FLSA Status:	Non Exempt		
Directly Supervises:	No direct supervision	Indirectly Supervises:	
Prepared By:	Alexandra Salazar & Jillian Robinette, Site Directors	Prepared Date:	10/18/2017
Revised By:	Emma Mejia, HR Specialist	Revised Date:	03/26/2018
Approved By:	Bryce Waters, Director of Human Resources	Approved Date:	10/18/2017