

KEY	
Core	Position is part of the core care team and is consistent across clinic sites.
	Position is part of the care team, depending on the clinic site

Care Team Positions											
Organization	Primary Care Provider	Medical Assistants	RNs	Case Managers	Other Core Positions	Behavioral Health Clinicians	Front Office Staff	Social Workers	Health Coaches	Pharmacists	Other Positions
Chapa-De Indian Health	Core	Core	Core								Diabetes Program (Dietians, Nurse Case Managers and lifestyle coaches). Addictions Services (SUD Nurse Case Managers, Addictions Counselor, MAT pprogram)
CommuniCare Health Centers	Core	Core	Core								Medical Records, Referrals, Teen Clinic Health Educators
Community Medical Centers, Inc.	Core	Core									
Neighborhood HealthCare	Core	Core	Core								
Open Door Community Health Centers	Core	Core	Core		Patient Coordinator, Clerical Specialist						
Salud Para La Gente	Core	Core	Core		Care Coordinators						
San Francisco Health Network	Core	Core	Core								Behavioral Health Assistants
Santa Rosa Community Health	Core	Core	Core								
Serve the People	Core	Core	Core	Core	HealthCare/Patient Navigators						Dentist and Optometrist

Organization	Main differences in professional staff and/or services provided across clinic sites:	Unique roles or responsibilities that other PHLNers would be interested in knowing about:
	Auburn Clinic has 3 Pods with 3 providers, 1 RN, 5 MA/LVNs & 1 Therapist.	
Chapa-De Indian Health	Grass Valley Clinic has 2 Pods with 2 providers, 1 RN, 3 MA/LVNs 1/2 Therapist.	Each clinic had a Tactical MA that maintains flow and get patients onto the schedule.
	Each of our 3 site have multiple services: Primary Care, Prenatal, Case Management, IBH & dental. The Provider to MA ratio varies among sites (1:1.5 versus 1:2). As well as the RN to teamlet (Provider:MA) ratio has variability amongst sites. We have a separate IOPCM case management program that is not integrated into primary care. Our prenatal program utilizes Social Workers but our Primary care does not. We have an in house 340B pharmacy at one of our sites.	We are expanding our health educator role to work more closely with the RNs. This integration with the RNs will allow them to pass on more clerical/educational tasks to the health educator that do not require an RN license. We are planning on expanding the CBA role beyond eligibility work to full scope health navigation.
CommuniCare Health Centers	Providers provide medical care and support; behavioral health LCSWs are available for bh concerns, but are integrated into the care team and the medical home model.	MA Health Coaches Scribes
Community Medical Centers, Inc.		
	These professionals provide the same services across sites. Different sites provide additional specialty services such as podiatry, project dulce, senior peer promotora, retinal, dental, chiropractic, pharmacy, psychiatry, medication assisted treatment for opioid use disorder, etc.	Possibly Sr. Peer Promotora, Outreach & Enrollment, or Complex Care Resource Specialist (CCRS)- although we did speak about this at the last conference. Our CCRS is the equivalent of a care coordinator or case manager that assesses for social determinants of health needs.
Neighborhood HealthCare	Our FP providers offer the same full scope of services. Many of them have an additional area of expertise that is made available across all sites via messaging and/or patient referral. Those services include: diabetes management, nephrology, medication assisted treatment, obstetrics, hepatitis C treatment, osteopathy treatment and so on.	Our Patient Care Coordinators play a vital role in the care team by keeping patient flow going.
Open Door Community Health Center	We try to standardize the work that is happening across the various sites. But for scheduling, for instance, some groups of staff can be more proactive at one site compared with another (e.g. Front Desk staff at one site are great about filling up providers' schedules, whereas providers' MAs take on more of that role for providers at another site).	Knowing who's responsible for outreach vs in-reach, and how these staff communicate to one another
Salud Para La Gente		RNs- independent chronic care visits Pharmacists- panel management
San Francisco Health Network		We have "bravery coaches" in our dental program. These are behavioral health staff who meet with patients who experience anxiety when going to the dentist. Some patients who would refuse to open their mouths now get full dental treatment after regular consultation with our bravery coaches.
Santa Rosa Community Health	Most staff provide the same services across sites. Our care coordination department is working on integration into our sites, as they have been centralized and separate.	
Serve the People	Not Applicable - Only one site	Health Scholars Program