



Job Code: 9304
Grade: 12
HCWR: N

Job Title

Community Health Worker, Emergency Department

Department

Emergency Department

Job Summary

Under supervision, the Community Health Worker (CHW) supports the provision of care coordination services by screening patients in the emergency department. These services are offered to serve as a bridge between the patient, medical services, and/or community-based organization throughout the County of Cook. The CHW helps the patients navigate the health care delivery system, advocates on their behalf and works to reduce barriers that interfere with the patients ability to successfully interface with their medical home provider. This is a grant funded position.

Typical Duties

- Completes patient screenings by asking questions and documenting the response in designated software and/or EMR system.
- Provides education to patients on ways to actively engage in their own health and to increase the benefits of health system interaction, i.e., call before medications run out, call medical home prior to going to the Emergency Department (ED) for non-life threatening issues, being prepared for provider visits.
- Performs supportive tasks for patients such as scheduling appointments, referrals to community-based resources (i.e., social services such as housing assistance, vocational rehabilitation, mental health specialty care, substance abuse treatment, etc.) and directions on how to access services and care, follows up with the patient to close gaps in care.
- Works , link patients to appropriate programs and Community Based Organizations.
- Supports efforts to locate patients. This may include calling Medical Homes, pharmacies, driving by last known address to place outreach materials, conduct online search using white pages, contacting healthcare providers for updated demographic information, etc.
- Utilizes screenings to determine escalation to licensed clinical staff as determined by developed protocols and workflows for continuity of care.
- Interfaces with payers to validate authorization for required services.
- Completes all education activities/training, as required.
- Provides lay education to members on self-management for chronic conditions consistent with CHW role and identified diagnoses including education on access to relevant CBOs.
- Documents patient information, assessments, interventions, encounters and any other all activities in the designated software system.
- Retrieves documentation from outside care organization such as history and physical, discharge summaries, and medication list to support effective transitions of care
- Protects Protected Health Information (PHI) and complies with Cook County Health Privacy Policy.
- Performs other duties as assigned.

Minimum Qualifications

- High School Diploma or GED
- One (1) year of experience performing health risk screenings, providing health education or



Minimum Qualifications

supporting linkages to community-based resources for a health care organization or community based social service agency

- Previous experience with software and computers, i.e. word processing, appointment scheduling, Microsoft Office

Preferred Qualifications

- Bachelor's degree from an accredited college or university
- Graduate of a Community Health Worker (CHW) Program
- Experience with or ability to learn assessment tools and interventions for hypertension, diabetes and mild to moderate depression.
- Experience and knowledge of Chicago's West Side communities (resident of a West Side)

Knowledge, Skills, Abilities and Other Characteristics

- Excellent verbal and written communication skills necessary to communicate with all levels of staff and a patient population composed of diverse cultures and age groups
- Ability to track meetings, appointments and emails in Microsoft Outlook
- Ability to effectively prioritize work
- Ability to meet deadlines

Physical and Environmental Demands

This position is functioning within a healthcare environment. The incumbent is responsible for adherence to all hospital and department specific safety requirements. This includes but is not limited to the following policies and procedures: complying with Personal Protective Equipment requirements, hand washing and sanitizing practices, complying with department specific engineering and work practice controls and any other work area safety precautions as specified by hospital wide policy and departmental procedures.

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of the personnel so classified.

For purposes of the American with Disabilities Act, "Typical Duties" are essential job functions.