

# VISTA Assignment Description (VAD)

**Title:** 20 Program & Engagement VISTA (ReGenesis)

**Sponsoring Organization:** United Way of the Piedmont

**Project Name:** VISTAs in the Piedmont

**Project Number:** 20VSSSC001

**Project Period:** 03/29/2020 - 03/27/2021

**Site Name (if applicable):** ReGenesis Health Care

## Focus Area(s)

**Primary:** Capacity Building

**Secondary:** Healthy Futures

## VISTA Assignment Objectives and Member Activities

**Goal of the Project:** The VISTA will expand the capacity of ReGenesis Health Care (RHC) to provide accessible, affordable, high quality, and culturally sensitive healthcare to low income residents of Spartanburg, Cherokee, and Union Counties. The VISTA will work to develop a community health worker program, conduct data analysis to identify areas of growth and challenge, and conduct community outreach to close health disparity gaps.

### Objective of the Assignment (*Period of Performance: 08/17/2020 – 08/16/2021*)

Build upon the work of the Year 1 VISTA to develop a Community Health Worker program that will assist ReGenesis Health Care with the expansion of our Population Health Management program.

**Member Activity:** Work with Outreach and Population Health to better understand existing programs and services. Complete training on RHC structure and integration, the Healthcare Effectiveness Data Information Set (HEDIS), and Uniform Data Set (UDS). Conduct outreach to existing partners to increase the effectiveness of existing partnerships. Build upon existing work with Nursing and Population Health teams to continuously identify program needs, gaps, and opportunities for patient's access to care. Research other successful community health programs to identify transferable practices, specifically AccessHealth Spartanburg. Expand on the framework created for the program. Develop community outreach materials to close gaps in 5-10 health metrics. Complete Train the Trainer courses in community health. Develop a resource guide for future VISTA(s) and staff.

### Objective of the Assignment (*Period of Performance: 08/17/2020 – 08/16/2021*)

Track overall practice trends through data analysis to help organization prepare for future needs and spot areas for improvement or expansion.

**Member Activity:** Create and/or revise structured site-specific reports under the guidance of the Quality and Risk Manager. Develop tools and processes to create organizational data reports. Develop tools and processes to track clinical, financial, and practice management data. Analyze and spot trends statistical data. Prepare reports outlining findings, trends, and/or gaps as appropriate.

**Objective of the Assignment (Period of Performance: 08/17/2020 – 08/16/2021)**

Increase the efficiency of the annual Patient Centered Medical Home re-accreditation process.

**Member Activity:** Complete training with Quality and Risk Manager to assess data, reports, and metrics for re-accreditation for Patient Centered Medical Home. Analyze and improve data collection systems and processes, looking for bottlenecks. Gather and analyze data. Assess workflows for efficiency and measurement of patient satisfaction. Prepare reports to present findings and recommendations. Update and improve the re-accreditation manual to assist with future certification processes.

**Objective of the Assignment (Period of Performance: 08/17/2020 – 08/16/2021)**

Create effective best practices around data compliance with 19 UDS data measures, due annually.

**Member Activity:** Complete training in research and analysis of statistical data associated with current RHC goals in accordance with the Quality Improvement plan. Demonstrate skills learned from completing training on Electronic Medical Record (EMR) regulatory requirements. Under the guidance of the Quality and Risk Manager, to conduct data audits on all 19 UDS data measures. Create reports detailing which measures are not in alignment and provide recommendations for remedying the situation. Assess EMR system to ensure that data is being captured effectively and meets regulatory requirements. Assess processes and systems for problem areas and best practices. If gaps are identified, prepare reports detailing gap and providing recommendations for improvement. If recommendations are approved, implement changes under the guidance of the Quality and Risk Manager. Work with Quality and Risk Manager to provide training to relevant staff / volunteers on data collection changes to ensure sustainability.

**Objective of the Assignment (Period of Performance: 07/20/2020- 07/19/2021)**

Complete VISTA Community Project

**Member Activity:** VISTA will spend 10% of his/her service participating in a supplemental project designed to foster collaboration and problem-solving for (a) community-wide issue(s). The VISTA team will gather one half-day each week to share different perspectives and experiences gained through their work on-site and work together on (a) project(s). Participate in professional development offered by United Way of the Piedmont as appropriate for role.