



MPCA AmeriCorps Program
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USING MPCA AMERICORPS MEMBERS TO GET THINGS DONE

The MPCA AmeriCorps program exists to help address critical healthcare needs in communities across Michigan. Potential candidates are selected by each site, and approved by the MPCA AmeriCorps Program Director, to serve as Patient Self-Management Specialists and/or Community Outreach Specialists. The goal is to improve capacity in your organization by using members to address the following areas:

- Patient Contacts
- Patient Outreach
- Community Outreach
- Community Service
- Volunteer Recruitment & Retention

BEST PRACTICES

The sites that are using MPCA AmeriCorps members most effectively during their year of service (1700 Hours FT/900 Hours PT) have used members to:

- Assist in the daily operation of volunteer programs, volunteer recruitment and volunteer management
- Conduct patient home visits to hard-to-reach patients in urgent need of services
- Connect patients to the services that they need
- Assist with patient prescription assistance programs (AmeriCorps members at one site have saved patients a combined annual cost savings of approximately \$1.7 million per year)
- Provide outreach and assistance to uninsured and underinsured patients
- Assist with Community Education Programs, Health Fairs, and Community Events
- Provide assistance for Quality Improvement reporting in order to track the progress of Prescription Assistance Plans and Medical Care Discount programs
- Represent the organization they serve at a variety of community forums

USING AMERICORPS MEMBERS BEST PRACTICE MATRIX

Areas of Service	Patient Contacts	Patient Outreach	Community Outreach	Community Service	Volunteer Recruitment & Retention
<i>Type of Service</i>					
<i>Contacts</i>	In Person, Via Phone/Mail	Patient Follow-up	Community Collaborations		
<i>Assistance/Assessments</i>	Application Assistance: Medicare; CHIP; Medicaid; PAP; Pharmaceutical Distribution; Transportation Coordination; General Supervised Patient Assessment; Interpretation; Patient Data Entry for Patients Personally Contacted	Patient Monitoring/Screening; Chronic Management Issues: Diabetes; Heart Health; Pain Management; Nutritional Management	Community Surveys		Number of: Volunteers Recruited; Volunteers Maintained; Volunteer Hours Served
<i>Outreach/Referrals</i>	Optometry/Ophthalmology; Community Mental Health; Medicaid/CHIP Eligibility; Health Department; Dental/Hygienist; Specialty Care; WIC	Outreach Attempts: No-show Reduction; Migrant Farmworker; MCIR;		Disaster Preparedness; Legacy Projects; Collaborative Projects (Community/AmeriCorps)	
<i>Health Information</i>					
<i>Educational Presentations</i>			Diabetes Education; Nutritional Education; Other Health Education		Volunteer Presentations/Training; AmeriCorps Presentations/Training

The above matrix provides examples of the *Types of Service* AmeriCorps members should be providing in the above **Areas of Service**