

Position Description

PD#: EU192778

Replaces PD#: [EU114624](#)

Sequence#: 1299758

POPULATION HEALTH ASSISTANT

GS-0303-05

Servicing CPAC: FORT LEWIS, WA

Agency: ARMY

Installation: EUMCW0Q1AA8A
US ARMY MEDICAL COMMAND
MADIGAN ARMY MEDICAL CENTER
DEPT OF FAMILY MEDICINE
FAMILY MEDICINE CLINIC

MACOM: MEDCOM

Command Code: MC
US ARMY MEDICAL
COMMAND

FORT LEWIS WA 98433 8A

Region: WEST

Citation 1: OPM PCS MISC CLERK & ASST SERIES, GS-303, NOV 79

Citation 2: OPM GLG / CLERICAL & ASST WORK, JUN 89

PD Library PD: NO

COREDOC PD: NO

Classified By: COL JULIE MARTIN (LH)

Classified Date: 01/12/2005

FLSA: NON-EXEMPT

Drug Test Required: NO

DCIPS PD: NO

Career Program: 00

Financial Disclosure Required: NO

Acquisition Position:
NO

Functional Code: 00

Requires Access to Firearms: NO

Interdisciplinary: NO

Competitive Area:
MC

Position Sensitivity: 1

Target Grade/FPL: 05

Competitive Level:
0089

Emergency Essential: No
[N: Position Not Designated Emergency-
Essential Or Key]

Career Ladder PD: NO

Bus Code: 6051

Personnel Reliability Position:

**Information
Assurance:**

PD Status: VERIFIED

Duties:

SUPERVISORY CONTROLS: Works under general supervision of the Clinic AO, who assigns work in terms of objectives, priorities, and deadlines and is available to provide guidance and assistance when needed. Receives guidance on major changes in program policy from the supervisor. Incumbent independently plans and performs recurring work, bringing to the

attention of the supervisor only those issues that may have potential problems. Judgment is used in locating and selecting the appropriate guidelines for application and adapting them according to the circumstances of the specific case. Work is reviewed on the management of the program, reports generated, and patient and co-worker feedback received.

MAJOR DUTIES. Serves as Administrative Assistant for Population Health Management issues for the Department of Family Practice. Supports the processes established for improving the health of beneficiaries and providing assistance in the education process, risk management and quality assurance. Clerical assistance and support for MAMC Population Health nurses with any needs; furthermore, assists with assessments and proactive delivery of preventive services for Population Based Disease Management Programs. Performs chart/record audits to ensure compliance with disease management guidelines. Uses Excel databases/spreadsheets to create, modify, and merge reports in order to monitor the changes in the healthcare program.

1. As a component of women's health in Family Medicine, this Population Health Assistant coordinates all colposcopy procedures for the colposcopy clinic. Independently receives patients as referred or as walk-ins to assist the clinician as a point of contact and relays requirements to patient for colposcopy procedures. Relays clinician procedural instructions and clarifies clinician recommendations to patients, as needed. Applies knowledge of American Society for Colposcopy and Cervical Pathology (ASCCP). Population Health Assistant must understand the ASCCP guidelines to assist the clinicians in following these guidelines. This position is responsible for making the patients more aware of their conditions and the steps they can take to help prevent future complications. The Population Health Assistant must understand the basic colposcopy procedure and be able to describe this to the patient.

Provides direct assistance to credentialed providers involving responsibilities for continuing processes based on direct application of established policies, practices, criteria and algorithms. Is point of contact for the patient and recognizes severity and informs the provider of each patient referred, based on clinician-approved guidelines. Per provider authorization contacts the patient and if future follow up is needed, informs the patient. Emphasizes the importance of colposcopy to patients referred for this procedure. Maintains electronic database to track all patients with abnormal pap smears to ensure they comply with recommended follow-up visits and incorporates aspects of quality assurance into work duties as per guidelines. Alerts clinician when their patients fail to comply with recommended follow-up visits. Database maintenance includes developing additional databases/spreadsheets in order to generate reports that provide clinicians with the information that is needed to manage colposcopy patients. Ensures accuracy and efficiency of necessary paperwork. Directs patients for proper scheduling of their colposcopy procedure through the Tricare Central Appointments System.

Utilizes database for all abnormal Pap smear results in the Department of Family Practice. Compiles, summarizes, modifies and merges data to create customized reports based on the information requested by the staff in the Family Practice Clinic or the Command Group. Ensures patients Pap results (normal and abnormal) are received within deadline requirements. Tracks follow-up of all patients with abnormal Pap smears and ensures that providers follow ASCCP guidelines; tracks patient compliance with recommended procedures and follow-ups, in accordance with ASCCP guidelines. Utilizes Excel database for recommended follow-ups, preventive measures, tracking and trending and notification purposes. (40%)

2. Administratively assists in clinical guidance procedures for Family Medicine diabetic management through DOD directed guidelines. Uses Order-Entry function of CHCS to orders labs indicated by the DoD/VA diabetes clinical practice guideline, with the results to go to the patient's PCM. Provides patient instructions regarding recommended follow up care.

Coordinates patient referrals with PCM, Nurse Educator and Clinical Pharmacist. Compiles and summarizes data. Provides consistent quality assurance for the delivery of health outcomes services in the Department. Maintains convenience files and provides the department risk management data, trends and statistical reports. Liaison with PHMC Coordinator for MAMC. Meets with key team leaders frequently to discuss and monitor access to standards. Utilizes various computer software programs to create, modify and maintain database files. Proficient with use of the following automated systems: ICDB Portal, Microsoft Word, Excel, Access, Powerpoint, Outlook mail; CHCS/Managed Care Program (MCP), PAP databases, DEERS. (40%)

3. When necessary, position is responsible for looking at patient charts (30,000 active and nonactive records) for Family Practice patients in order to identify patients that have had illnesses that should be followed up on, check classes the patient has attended and/or to establish them in the database for accurate counts of types and stages of illness/disease management. This is done independently from the supervisor and other doctors and nurses. Position has to have knowledge sufficient to understand the records to ensure the patient isn't called concerning the wrong illness, put into the database incorrectly, assigned inappropriate classes or provided with the wrong information concerning their illness. Performs a variety of administrative support duties; lab and Radiology order entries and reviews, order and maintain an up-to-date library for clinician/patients on preventive health issues. Also provides individual briefing packets for newly assigned clinicians and staff to provide them with ready reference on current health prevention practice guidelines. Responsible for the update of clinic forms, and composing correspondence. Additional duties include enrollments and disenrollments, the review of data reports and status/address changes, the mailing of all Pap result cards, and follow up instructions for the Department. (20%)

Performs other duties as assigned.

Evaluation:

LOCATION: MAMC, Department of Family Practice, Family Practice Clinic

REFERENCES: a. OPM PCS GLG for Clerical & Assistance Work, Jun 89
b. OPM PCS for Miscellaneous Clerk & Assistant Series, GS-0303, Jan 79

DETERMINATION OF TITLE AND SERIES: Position performs various types of duties such as coordinating classes, scheduling procedures and providing specific/basic health information for patients; filing records; utilizing databases and running reports; etc. There is no series that is appropriate for the duties of this position therefore, the GS-303 series is used. The GS-303 series requires knowledge of the procedures and techniques involved in carrying-out the work of an organization and involves application of procedures and practices within the framework of established guidelines. Position also performs office automation tasks not requiring 40 wpm. The GS-303 series does not specify a title. The most appropriate title for this position is Population Health Assistant.

DETERMINATION OF GRADE: The GLG for Clerical & Assistance Work is used for classification purposes. This guide is done in a narrative format with two evaluation factors 1) Nature of Assignment & 2) Level of Responsibility.

1. Nature of Assignment: Subject position provides assistance in the education process, risk management and quality assurance, tracking and trending for population health management. Various types of duties are performed in accomplishing these tasks such as providing basic information to the patients on their illness (pamphlets, further appointments within the clinic or other departments, relay clinician procedural instructions, etc.), maintain, and produce reports for the clinic, maintain an up-to-date library for patient reference, file,

update forms, make recommendations on the program, etc. Patients seen in clinic range in age from very young to very old with various physical and mental health issues (current and on-going or newly found) and language and educational barriers may be present. The patients and family members may be very distraught which complicates the educational process. This matches the GS-05 level where the work consists of performing a full range of standard and non-standard clerical assignments and resolving a variety of nonrecurring problems. The employee must have an extensive knowledge of the rules and regulations regarding the program (which include American Society for Colposcopy and Cervical Pathology, clinician guidelines, Tricare Central Appointment regulations, American Diabetes Association and MAMC and Family Practice guidelines, regulations and directives, clinical preventive services and SOP's) and the clinic operations to resolve problems or make recommendations within area of expertise.

2. Level of Responsibility: The Supervisory Controls in the job description are a good match at the GS-05 level.

FINAL DETERMINATION: Population Health Assistant, GS-0303-05