

Organization: Greater Portland Health

Organization Location: 100 Brickhill Avenue, 3rd Floor, South Portland, ME 04106

Work Location: Hybrid

About the Organization: Greater Portland Health's mission is to provide high quality patient-centered healthcare that is accessible, affordable, and culturally sensitive. We currently serve over 16,000 active patients. Our services include medical, behavioral health, oral health, substance use treatment, chronic and infectious disease management, optometry, and psychiatric services. We provide oral health services in all Portland, South Portland, and Westbrook Schools.

Internship Title: Quality Intern

Number of Positions Available: 1

Internship Description: The Quality Intern will collaborate with quality team members to create graphs, forms, enter clinical data in the electronic medical record and i2i system; aid in data collection for special studies; and participate in project development and implementation. Quality Intern will assist increasing patient connections to services for: preventative cancer screenings, chronic diseases, and mental health, medical, oral health services provided at Greater Portland Health. Collaborate with the team to connect patients to social drivers of health resources internally and in the community.

Quality Intern essential job functions:

- Review patient data for care gaps.
- Gather quality data such as labs, procedure reports and preventative screenings that are not automated from external sources.
- Consult with medical records team to access quality data from patient previous medical records.
- Prepare regular quality reports for care teams, quality committee and board.
- Review automated quality reports for accuracy.
- Conduct data quality checks to ensure reportable data matches patient medical record.
- Review and update i2i mapping on a regular basis.
- Run and update i2i provider panels as needed.
- Assist in development of i2i tools to support clinical team patient management.
- Provide administrative support for quality program and initiatives.
- Support other quality related tasks and initiatives as requested.
- Interact harmoniously and effectively with others, focusing upon the attainment of organizational goals and objectives through a commitment to teamwork.
- Collaborate with patients individually to assess unique barriers to each patient and assist

them in navigating our support from primary care, financial assistance counselors, other CHWs and partnering social service organizations. Conduct intake assessments to identify appropriate resources for patients' non-clinical needs.

- Identify patients through population health management tools and through outreach with social service organizations.
- Analyze and track patient history and results, assist in scheduling regular screenings, follow up with patients as needed.
- Support care team members in administrative tasks which improve patient access to care and enable patients to follow through on their care plan.
- Perform other duties as assigned.

Knowledge, Skills, Abilities and Qualifications:

- Enrolled in a degree program.
- Strong customer service skills required.
- Experience with electronic medical records, Microsoft Word and Excel preferred.
- Knowledge of applicable office procedures and terminology.
- Knowledge of basic arithmetic to make calculations, balance and reconcile figures and make changes accurately.
- Skilled in operating a computer, fax machine and other office equipment.
- Ability to read, understand and follow oral and written instruction.
- Ability to sort and file materials correctly by alphabetic or numeric systems.
- Ability to speak clearly and concisely.
- Ability to establish and maintain effective working relationships with patients, employees, and the public.

Rate of Pay: \$19 per hour

Time Commitment: 32 – 40

Other logistics to consider:

- Support and show gratitude to all coworkers.
- Agree to ask for help when needed and ask questions to learn; be willing to grow in your role and position at GPH.
- Be part of the solution.
- Believe and participate in change and be willing to engage in the improvement process.
- Model effective teamwork and collaborative communication.
- Provide respectful feedback (in a private setting) when encountering conflicts; ask for help from supervisor as needed.
- Understand and value that everyone's role is important and contributes to the whole organization.

- Be willing to learn, cross train, and share knowledge.
- Model positivity.
- Understand body language matters.
- Forgive and learn through failure.
- Agree to be flexible and adapt to organizational changes.
- Be mindful of challenges and burdens other colleagues may be facing and be kind.
- Honor and appreciate all forms of diversity.

Please note: Internships **do not provide housing. Housing is the student's responsibility upon acceptance of an internship offer, unless otherwise stated in the above description.*