

RGR  
3/15/11

R. 17490

**COOPERATIVE AGREEMENT**

**AN AGREEMENT** by and between Jackson County, Missouri, a Constitutional Home Rule County, hereinafter referred to as "the County" and the Kansas City Free Health Clinic, 3515 Broadway, Kansas City, MO 64111, hereinafter referred to as "Clinic."

WHEREAS, the County recognizes its statutory obligations to the indigent under Sections 205.210 et seq., and 205.580, RSMo; and

WHEREAS, the County recognizes the difficulty of accessing health care and dental services for certain indigent citizens of Jackson County; and,

WHEREAS, Clinic can provide for such needs; and,

NOW THEREFORE, the County and the Clinic agree, in consideration of the following mutual promises and valuable consideration, as follows:

1. **Services.** The Clinic shall provide health care and dental services without charge to indigent residents of Jackson County, as is more fully set out in the proposal attached hereto as Exhibit A. As used in this Agreement, the term "indigent person" means a person who is eligible for free care or care at a reduced rate on the basis of income at Truman Medical Center - Lakewood and West.

2. **Terms of Payment.** The County agrees to pay to Clinic the amount of \$128,963.00 in quarterly installments of \$32,240.75 each, with the first payment for the first quarter to be made upon execution of this Agreement. The remaining payments shall be made upon the County's receipt of the reports as set forth in paragraph 3 hereof.

3. **Reports.** Within 30 days after the conclusion of each calendar quarter under

**FILED**  
MAR 10 2011  
MARY JO SPINO  
COUNTY CLERK

this Agreement, Agency shall submit a quarterly report, including cancelled checks and/or a copy of the face of the check and corresponding bank statements, invoices, and any other documents requested by the Director of Finance and Purchasing, to establish that the funds provided pursuant to this Agreement were used for the purposes set forth herein. The last quarter's report shall include an annual report which shall summarize all of Agency's activities pursuant to this Agreement. Agency's failure to submit this annual report shall disqualify Agency from future funding by the County.

4. **Submission of Documents.** No payment shall be made under this contract unless the contracting agency shall have submitted to the County's Director of Finance and Purchasing (1) a written proposal setting out in detail the intended use of the County's funding, including the target population to be served; (2) the agency's IRS Form 990, from the previous fiscal or calendar year; (3) a statement of the agency's total budget for its most recent fiscal year; and, (4) a detailed explanation of actual expenditures of County funds (pertains to final payments and payments on contracts for future years.) If an agency has previously received County funding, to be eligible for future payments, an agency must submit either an audited financial statement for the agency's most recent fiscal or calendar year, by March 31 of the following year, or a certified public accountant's program audit of County funds, by January 31 of the following year. Any document described herein which was submitted to the Director of Finance and Purchasing as a part of an application for funding need not be resubmitted to qualify for payment. No payment shall be made if the contract agency is out of compliance on any other County contract.

5. **Equal Opportunity.** The Clinic agrees and assures that no person eligible for

services shall on the ground of race, color, religion, national origin, sex, handicap, veteran status, or age be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination for any service funded by this Agreement. Furthermore, the Clinic agrees and assures that it will provide equal employment opportunities to applicants and employees and will not discriminate against them on the basis of race, color, religion, national origin, sex, handicap, veteran status, or age.

6. **Audit.** The County further reserves the right to examine and audit, during reasonable office hours, the books, and records of the Clinic pertaining to the finances and operations of the Clinic.

7. **Appropriation of funds.** Clinic and the County recognize that the County intends to satisfy its financial obligation to Clinic hereunder out of funds annually appropriated for that purpose by the County. County promises and covenants to make its best efforts to appropriate funds in accordance with this Agreement. In the event no funds or insufficient funds are appropriated and budgeted, or are otherwise unavailable by any means whatsoever for payment due hereunder, County shall immediately notify Clinic of this occurrence and this Agreement shall terminate on the last day for which appropriations were received, without penalty or expense to the County of any kind whatsoever, except as to the portions of the payment amounts herein agreed upon for which funds shall have been appropriated and budgeted or are otherwise available, or at any time after the last date that County has paid for the Services, if earlier.

County further agrees:

a. That any funds authorized or appropriated for services rendered under this

Agreement shall be applied to the payments hereunder until all such funds are exhausted.

b. That County will use its best efforts to obtain authorization and appropriation of such funds including, without limitation, the inclusion in its annual budget, a request for adequate funds to meet its obligation under this Agreement in full.

8. **Default.** If the Clinic shall default in the performance or observation of any term or condition of this Agreement, the County shall give the Clinic written notice setting forth the default and the correction to be made. Thereafter, if said default shall continue and not be corrected within 10 days of the receipt of the notice by the Clinic, the County may, at its election, terminate the Agreement and withhold any payments not yet made to the Clinic. Said election shall not in any way limit the County's rights to seek legal redress.

9. **Confidentiality.** The Clinic agrees to maintain strict confidentiality of all patient information or records that are developed pursuant to this Agreement. The contents of such records shall be disclosed only in accordance with the Clinic's established policy and procedure, in accordance with Missouri State law, and Jackson County, Missouri written policy.

10. **Conflict of Interest.** The Clinic warrants that no officer or employee of the County, whether elected or appointed, shall in any manner whatsoever be interested in or receive any benefit from the profits or emoluments of this Agreement.

11. **Term.** This Agreement shall be effective January 1, 2011, and shall terminate on December 31, 2011. This Agreement may be terminated prior to that date by either party upon written notice, delivered thirty days prior to the effective date of

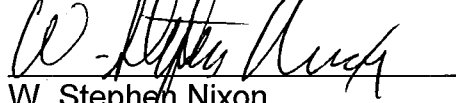
termination. If this Agreement is terminated by either party, the County shall pay only for those services actually performed by the Clinic as verified by the County's audit.

12. **Liability and Indemnification**. No party to this Agreement shall assume any liability for the acts of any other party to this Agreement, its officers, employees or agents and Clinic shall indemnify, defend and hold the County harmless from any and all claims, liabilities, damages, costs (including reasonable attorney's fees directly related thereto) including but not limited to violation of civil rights and/or bodily injury to or death of any person and for damage to or destruction of property if and to the extent caused by the negligence, willful misconduct or omissions of Clinic during the performance of this Agreement.


13. **Incorporation**. This Agreement incorporates the entire understanding and agreement of the parties.

IN WITNESS WHEREOF, the County and the Clinic have executed this Agreement this 10 day of March, 2011.

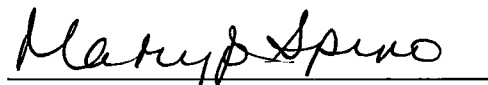
APPROVED AS TO FORM:

  
W. Stephen Nixon  
County Counselor

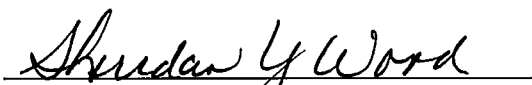
JACKSON COUNTY, MISSOURI

By   
Michael D. Sanders  
County Executive

ATTEST:

  
Mary Jo Spino  
Clerk of the County Legislature

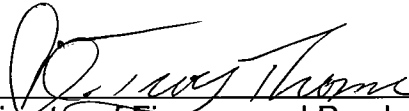
KANSAS CITY FREE HEALTH CLINIC

By   
Executive Director  
430967292  
Federal I.D. or S.S. #

**REVENUE CERTIFICATE**

I hereby certify that there is a balance otherwise unencumbered to the credit of the appropriation to which this agreement is chargeable, and a cash balance otherwise unencumbered in the treasury from which payment is to be made, each sufficient to meet the obligation of \$128,963.00 which is hereby authorized.

March 8, 2011  
Date

  
Director of Finance and Purchasing  
Account Number 002-7605-56789

76052011001



**Kansas Free Health Clinic  
General Medical/Dental Program**

**EXHIBIT**  
A

**OUTSIDE AGENCY FUNDING REQUEST FORM  
2011 BUDGET**

415 E 12th Street, 2nd Floor  
Kansas City, MO 64106

Email: [auditor@jacksongov.org](mailto:auditor@jacksongov.org)

RECEIVED  
SEP 16 2010  
JACKSON COUNTY  
AUDITOR'S OFFICE  
KANSAS CITY, MISSOURI

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<b>Section A: Organization or Agency Information</b>	
Name:	Kansas City Free Health Clinic
Address:	3515 Broadway, Kansas City, MO 64111
Phone No:	816-753-5144
Fax:	816-753-0804
Website Address:	<a href="http://www.kcfree.org">www.kcfree.org</a>
Federal Tax ID No:	43-0967292
Fiscal Year Cycle:	4-1-10 to 3-31-11
Executive Director:	Sheridan Y. Wood
Name and Title of Principal Contact Person:	Sheridan Y. Wood
Phone No:	816-777-2763
Email Address:	<a href="mailto:swood@kcfree.org">swood@kcfree.org</a>
Submittal of this request has been authorized by:	Sheridan Y. Wood <i>Sheridan Y. Wood</i>
Date:	<i>September 15, 2010</i>

## Section B: Agency's 2010 and 2011 Revenue Information

<b>Agency's 2011 Projected Revenue Information</b>			
Funding Entity	Agency's 2011 Total Projected Revenue Source You Will Request 2011 Funding From	Projected Amount	% of Total Revenue
Federal	Department of Health & Human Services	\$ 4,698,258	58
Jackson County	Legislature and Mental Health Levy	\$ 320,063	4
City	Kansas City Health Levy	\$ 475,338	6
Foundations/ Corporations	Restricted program funding/TBD	\$ 1,622,776	20
United Way	Program Allocations	\$ 355,000	4
Fundraisers	Corporate Sponsorships & Individual Attendees	\$ 216,500	3
Charity/Donations	Clinic Unrestricted Donations	\$ 358,950	4
Other	Misc Income (i.e. Interest/Medical Records Fees)	\$ 24,500	0
<b>2011 Total Projected Revenue</b>		<b>\$ 8,071,385</b>	

<b>Agency's 2010 Revenue Information</b>				
Funding Entity	Agency's 2010 Total Revenue Source You Received Funding From	Amount	% of Total Revenue	
Federal	Department of Health & Human Services	\$ 4,956,150	60	
Jackson County	Legislature and Mental Health Levy	\$ 351,500	4	
City	Kansas City Health Levy	\$ 508,600	6	
Foundations/ Corporations	Restricted program funding/TBD	\$ 1,354,321	16	
United Way	Program Allocations	\$ 155,000	2	
Fundraisers	Corporate Sponsorships & Individual Attendees	\$ 359,809	4	
Charity/Donations	Clinic Unrestricted Donations	\$ 539,882	7	
Other	Misc Income (i.e. Interest/Medical Records Fees)	\$ 51,845	1	
<b>2010 Total Revenue</b>		<b>\$ 8,277,107</b>		
<b>If your agency received funding from Jackson County in 2010, please identify the funding source, amount and program name below.</b>				
Jackson County Funding Source	Yes	No	Amount	Program Name
COMBAT	<input type="checkbox"/>	<input checked="" type="checkbox"/>	\$ -	
Mental Health Levy	<input checked="" type="checkbox"/>	<input type="checkbox"/>	\$ 191,100	Behavioral Health
Board of Services for Developmentally Disabled	<input type="checkbox"/>	<input checked="" type="checkbox"/>	\$ -	
Domestic Violence Board	<input type="checkbox"/>	<input checked="" type="checkbox"/>	\$ -	
Housing Resources Commission	<input type="checkbox"/>	<input checked="" type="checkbox"/>	\$ -	
Outside Agency Program	<input type="checkbox"/>	<input checked="" type="checkbox"/>	\$ -	
Jackson County Legislature	<input checked="" type="checkbox"/>	<input type="checkbox"/>	\$ 128,963	General Medicine/Dental
Jackson County Legislature	<input checked="" type="checkbox"/>	<input type="checkbox"/>	\$ 58,825	ASO Collaboration
<b>2010 Total Jackson County Funding</b>			<b>\$ 378,886</b>	
<b>Did your agency receive funding or resources in 2010 from either of the following?</b>				
Mid-America Regional Council	<input checked="" type="checkbox"/>	<input type="checkbox"/>	\$ 147,260	General Medicine
Harvesters	<input type="checkbox"/>	<input checked="" type="checkbox"/>	\$ -	

SEP 16 2010

JACKSON COUNTY  
SUPPORTS OFFICE  
KANSAS CITY, MISSOURI

Section 5



## Section C: 2011 Program Budget

*Complete a separate program budget for each program your agency is applying for funding.*

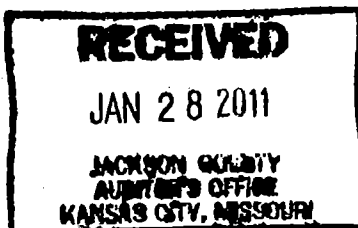
**Agency Name:** Kansas City Free Health Clinic

**Program Name:** General Medicine and Dental Program

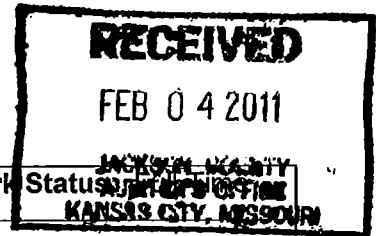
<b>Personal Services</b>			
For each salary request below please attach a job description or duties.			
Position / Title	Total Salary	% of Salary to be funded by Jackson Co.	Amount of Salary to be funded by Jackson County
Core salaries for General Medicine & Dental positions: Physician, Director, Phlebotomist, Nurse Practitioners (2), Registered Nurses (3), Medical Assistants (4), Pharm Tech, Dental Coordinator, Dental Assistants (2), Dentist, Medical Social Worker, Volunteer Coordinator, Front Office staff, and Evaluation staff	\$1,040,676.29	8%	\$ 80,000
Total Salaries			\$ 80,000
Total Benefits (18.5%)			\$ 14,800
Other (occupancy, equipment maintenance, Insurances, etc.)			\$ 12,212
<b>Total Personal Services</b>			<b>\$ 107,012</b>
<b>Contractual Services</b>			
Enserve Biohazard Removal Service/MO-KAN Courier Lab services			\$ 600
<b>Total Contractual Services</b>			<b>\$ 600</b>
<b>Supplies</b>			
Medical/Dental Supplies and Pharmaceuticals			\$ 3,628
Equipment (Instrument and computer replacement)			\$ 1,550
Office/Copying Supplies/Postage/Printing & Publication			\$ 534
<b>Total Supplies</b>			<b>\$ 5,712</b>

Indirect Cost Allocation (13.8%) \$ **15,639**

**Total Program Request \$ 128,963**



**KANSAS CITY FREE HEALTH CLINIC  
JOB DESCRIPTION**



<b>Position:</b> General Medicine Team Lead	<b>Exempt Status:</b> Exempt	<b>Work Status:</b> Full Time
<b>Job Code:</b> OSHA – 1 High Exposure	<b>Division:</b> General Medicine	
<b>Reports To:</b> Director of General Medicine		<b>Date:</b> 3/20/09

**General Summary:**

The General Medicine Team Lead is responsible for the implementation of the nursing process with patients seen in the General Medicine Clinics. He/she is responsible for the day to day coordination of patient care issues and needs. Oversees the volunteers' activities, provides support and also acts as a resource to the volunteers. Assists with program planning, implementation and quality improvement.

**Minimum Requirements:**

- ◆ Certified Medical Assistant, Pharmacy/Medication Technician or Certified Nurses Aide with valid Missouri license.
- ◆ Three to five years experience in a Clinical setting; preferably two to three years experience in a community health setting
- ◆ Community health experience preferred.
- ◆ Must have good communication and listening skills with ability to relate to diverse groups of people on all levels in a non-judgmental fashion.
- ◆ Ability to adapt to a rapidly changing environment and learn new tasks.
- ◆ Ability to work both independently and as a team member.
- ◆ Ability to plan, prioritize projects handling multiple tasks at one time and meet deadlines.
- ◆ Ability to be on your feet for extended periods of time.
- ◆ Ability to work flexible hours including evenings and weekends.

**After Hire Requirements:**

- ◆ Position must complete New Staff Orientation within 60 days of hire as well as extensive departmental orientation in the clinical areas.
- ◆ A TB test must be completed within 10 days of hire and annually thereafter.
- ◆ Proof of receipt of Hepatitis B Vaccine or receipt of the vaccine upon hire.

**Essential Functions:**

Clinical

- ◆ In conjunction with the Director of General Medicine, coordinate the day to day flow of general medicine patients to ensure their needs are met.
- ◆ Provide direct patient care under the guidance of the Director of General Medicine and in accordance with established protocols.
- ◆ Act as a resource person during clinics to include triaging patients who desire to be seen as a walk-in during scheduled clinics.
- ◆ Provide telephone consultations and respond to incoming phone calls related to general medicine services.
- ◆ Perform venipuncture, process laboratory specimens for transport, and process lab results per established protocols.
- ◆ Provide follow-up and processing of referrals for patients.
- ◆ Assist patients and/or families in accessing social services such as financial assistance, safe housing and abuse prevention services.
- ◆ Provide TB testing and subsequent readings in an appropriate time frame.

- ◆ Assist with staffing of the Dispensary, laboratory and all other areas of the clinic as needed and/or assigned (this includes filling in when other staff are absent).
- ◆ Work with clinical director to create and edit provider templates for clinics.
- ◆ Provide general medicine nursing support for general medicine clinics at both Midtown and Eastside locations.

#### Administrative

- ◆ Maintain an appropriate supply of medical equipment and laboratory supplies.
- ◆ Order medical supplies as needed for all areas of the clinic as directed and reviewed by Director of General Medicine.
- ◆ Dispose of or replace all outdated equipment, pharmaceuticals and lab supplies.
- ◆ Maintain OSHA standards and MSDS Manual as outlined in the "Safety Manual."
- ◆ Ensure appropriate staff coverage for clinics and rapid testing.
- ◆ Coordinate schedule with charge nurse and Medical Office Manager
- ◆ Collect data and provide reports as requested.
- ◆ Recommend and collaborate in the development and implementation of clinical policies and procedures.
- ◆ Participate in the development and implementation of General Medicine grants and programs.
- ◆ Coordinate all general medicine volunteer assignments and oversee their activities ensuring that they are adhering to the policies and procedures of the clinic.
- ◆ Coordinate and schedule referrals as needed to outside clinics and doctor's offices.
- ◆ Assist the Director of General Medicine with administrative duties such as check requests, staff scheduling and data for grants as needed.
- ◆ Advise and consult with the Director of General Medicine regarding patient flow, referrals and other areas to formulate process improvement for the Clinic.
- ◆ Represent General Medicine on Cultural Competency Committee
- ◆ First Responder to initial complaints from vendors, volunteers, providers and staff.
- ◆ Complete all evaluations and recommend a course of action with students and volunteers.
- ◆ Trains and teaches students mentors and reports back to schools.
- ◆ Creates a weekly general medicine staff schedule based on Clinic need.
- ◆ Review and notify patients through the established process for DNKA's.

#### Education

- ◆ Provide appropriate and on-going patient education.
- ◆ Conducts education training sessions to students and volunteer as needed based on job function.
- ◆ Provide orientation to new staff, volunteers and students.
- ◆ Assist in the development, acquisition, and evaluation of patient education materials.
- ◆ Assist with other duties as requested.

#### **Physical Demands/Working Conditions:**

- ◆ This position may be exposed to virus, disease and infection from patients in working environment;
- ◆ While performing the duties of this job, the employee is regularly required to identify, communicate and exchange information;
- ◆ The employee regularly is required to move about the building;
- ◆ May be expected to travel to community meetings, client homes or other agencies;
- ◆ May experience traumatic situations including psychiatric traumatized and deceased patients;
- ◆ Employee may regularly have to lift up to fifty pounds.

My signature indicates that I understand that the above information is intended to describe the essential functions of the position and it is not intended to be an exhaustive list of all responsibilities, duties and skills required to perform the work. I also understand that the Kansas City Free Health Clinic is an Equal Opportunity Employer and an "at will" employer and that employment may be ended by either party with or without notice.

Employee Printed Name

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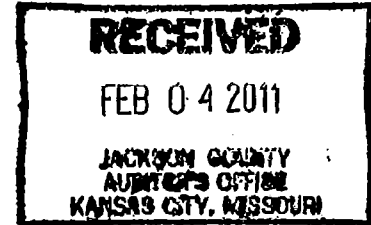
Employee Signature and Date

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Supervisor Signature and Date

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**KANSAS CITY FREE HEALTH CLINIC  
JOB DESCRIPTION**



<b>Position:</b> General Medicine Clinical Director		<b>Exempt Status:</b> EXEMPT	<b>Work Status:</b> Full-Time
Job Code: OSHA – 1 High Exposure	Division: General Medicine		
Reports To: Executive Director and provides clinical direction for policy development to the Board of Directors.		Date: 12/2004	

**Job Summary:**

The General Medicine Clinical Director provides primary medical care to General Medicine patients; provides oversight for dispensary services: ensures the quality and appropriateness of medical care provided by staff and volunteer health care providers; provides training to clinical staff at the Clinic; provides clinical oversight for residents, medical students and nurse practitioner students; and serves as the primary investigator for research activities.

**Duties and Responsibilities:**

**Primary:**

1. Provision of primary medical care to General Medicine patients.
2. Assures continuity of General Medicine patient care by review of: referral orders as needed, referral results, and abnormal labs for evaluation and/or implementation of treatment plan.
3. Provision of oversight for dispensary services performed by General Medicine staff and trained volunteers.
4. Assists with oversight for appropriate utilization of patient assistance medication programs.
5. Participates in the Dispensary Therapeutics Committee and assists with development of formulary.
6. Maintains a collaborative working relationship with UMKC Community PharmD faculty.
7. Maintains a Collaborative Practice agreement with staff and volunteer Nurse Practitioners as needed, not to exceed a total of three (3) nurse practitioner FTE positions.
8. Provides input into the design, development, implementation and evaluation of the General Medicine programs, i.e., Chronic Disease Care Clinics, Women's Health, etc.
9. Provides clinical services specific to General Medicine programs and grants, including utilization of appropriate models of care and most recent practice guidelines.

10. Assists with monitoring and oversight of continuous quality assurance/performance improvement and quality of care of all programs in General Medicine.
11. Functions as Principal Investigator for clinical trials or studies conducted by the Clinic.
12. Contributes to the design, development, implementation and evaluation of overall General Medicine clinical services and approves policies and procedures.
13. Collaborates with academic medical institutions regarding medical, pharmaceutical and nursing education of residents, students, and pharmD candidates, etc.
14. Serves as a resource to staff and volunteer health care providers on patient care issues and provides follow up and referral as needed.

**Additional:**

1. Performs automated hematology procedures, as needed.
2. Provides oversight for all CLIA-waived laboratory procedures performed by General Medicine staff.
3. Oversees credentialing of all licensed volunteer health care providers.
4. Serves as a liaison to community resources in areas of health policy, health care delivery and medical practice issues.
5. Serves as a resource to the Board of Directors on health care policy and medical practice issues.
6. Assists with recruitment and retention of Physician volunteers.

**Special Requirements:** Licensed by the Missouri State Board of Healing Arts; Board certified in Internal Medicine or Family Practice. Ability to provide medical care in a culturally sensitive manner. Demonstrated affiliation with professional body/chapter and demonstrated current status with CME requirements. Demonstrated knowledge and expertise in primary medical care. Agreement and commitment with the Mission of the Kansas City Free Health Clinic. Previous Quality Assurance/Performance Improvement experience helpful.

Physical Demands/Working Conditions:

1. Ability to work as a team member.
2. Ability to handle multiple tasks at one time.
3. Ability to relate to a broad and diverse spectrum of our community.
4. Ability to listen to clients in a non-judgmental fashion.
5. Ability to stand on feet for long periods of time.

6. Will be exposed to virus, disease and infection from patients in working environment.
7. Will be required to work extended periods based on clinical need.
8. May experience traumatic situations including psychiatric, dismembered and deceased patients.

*The above information is intended to describe the most important aspects of the job. It is not intended to be construed as an exhaustive list of all responsibilities, duties and skills required in order to perform the work.*

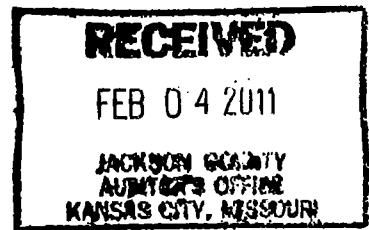
Approved:

\_\_\_\_\_  
Physician

\_\_\_\_\_  
Date

\_\_\_\_\_  
Executive Director

\_\_\_\_\_  
Date



**KANSAS CITY FREE HEALTH CLINIC  
JOB DESCRIPTION**

<b>Position:</b> <b>Director of General Medicine</b>		<b>Exempt Status:</b> EXEMPT	<b>Work Status:</b> Full-Time
Job Code: OSHA – 2 Medium Exposure	Division: General Medicine		
Reports To: Executive Director		Date: 06/1999 11/2005	

Job Summary:

The Director of General Medicine is responsible for development, implementation, maintenance and evaluation of a continuum of general medicine and dental health care services offered by the Kansas City Free Health Clinic. This includes the administration, monitoring and oversight of all grants related to General Medicine. This position collaborates with the other directors and managers to integrate general medicine services with all Clinic programs. The Director of General Medicine is a member of the management team.

Essential Job Functions:

1. Works closely with the General Medical Clinical Director to plan, design, implement, deliver and evaluate all General Medicine Services programs.
2. Assures the quality and appropriateness of all General Medicine Services through supervision of the General Medicine Nurse Practitioners, Clinic Nurses, and support personnel, both paid and volunteer staff.
3. Works with the System Manager to ensure efficient Clinic flow.
4. Oversees General Medicine volunteer coordination and clinic schedule working with the Volunteer Coordinator and Systems Manager.
5. Designs, implements, evaluates, and monitors all grants related to General Medicine to assure compliance with all federal, legislative, program guidance and contractual requirements.
6. Responsible for the development, revision and evaluation of clinical policy and procedures related to General Medicine.
7. Assures coordination and integration of community partners, City/County/State health departments and other service providers through networking, collaboration and formal linkages.
8. Analyzes community needs and available resources to determine utilization of Clinic services within the community and potential community partners.
9. Supervises the development and implementation of Continuous Quality Improvement program and works with the Evaluation Department to ensure appropriate quality management.



10. Works with the Dental Director to ensure the provision of quality dental services.

11. Other duties as assigned.

Employees Supervised:

Direct supervision of General Medicine Nurse Practitioners, General Medicine Clinic Nurses, medical assistants, patient assistants (paid and volunteer).

Required Knowledge and Skills:

Ability to function as a team member. Demonstrated leadership and team building skills. Ability to analyze and synthesize data and information from a variety of sources. Ability to vision and to implement programs/partnerships to achieve visions. Complex problem solving skills. Ability to manage multiple projects. Ability to partner and for collaborative relationships and to serve as an advocate for the Clinic. Excellent verbal and written communication skills.

Physical Demands/Working Conditions:

1. High stress position based on full responsibility of general medicine clinic operation.
2. Handles detailed, complex concepts and problems and makes rapid decisions regarding administrative issues.
3. Plans and implements programs on clinic-wide basis.
4. Establishes strong and appropriate supervisor relationships.
5. Develops smooth and constructive interface relationships with Board, staff and volunteers, as well as outside agencies, funders, organizations and individuals.
6. Plans and meets deadlines.
7. Maintains a flexible work schedule to meet various demands of executive management within the clinic. Hours may be long and irregular.
8. Conveys a professional, positive image and attitude regarding the clinic.
9. Demonstrates commitment to continued professional growth and development.
10. Establishes and maintains understanding of and cooperation with culturally diverse Board, staff, volunteers, and clientele.

Education and Experience:

M.S. in Nursing or related health field; 3-5 years experience in internal/family medicine or community health; 3-5 years progressive management experience, including program planning, evaluation and budget responsibilities; Experience in Federal grant management preferred; Effective organizational, analytical and communication skills.

Physical Demands/Working Conditions:

1. Ability to work as a team member.
2. Ability to handle multiple tasks at one time.
3. Ability to relate to a broad and diverse spectrum of our community.
4. Ability to listen to clients in a non-judgmental fashion.
5. Ability to stand on feet for long periods of time.
6. Will be exposed to virus, disease and infection from patients in working environment.
7. Will be required to work extended periods based on clinical need.
8. May experience traumatic situations including psychiatric, dismembered and deceased patients.

*The above information is intended to describe the most important aspects of the job. It is not intended to be construed as an exhaustive list of all responsibilities, duties and skills required in order to perform the work.*

Approved:

\_\_\_\_\_  
Executive Director

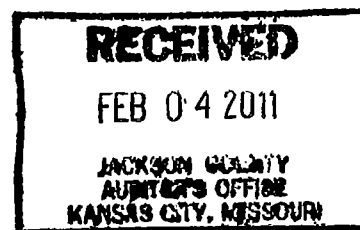
\_\_\_\_\_  
Employee

\_\_\_\_\_  
Date

\_\_\_\_\_  
Date

Rev. 110398

**KANSAS CITY FREE HEALTH CLINIC  
JOB DESCRIPTION**



<b>Position: General Medicine Nurse Practitioner</b>		<b>Exempt Status:</b> Exempt	<b>Work Status:</b> Full-Time
<b>Job Code:</b> OSHA – 1 High Exposure	<b>Division:</b> General Medicine		
<b>Reports To:</b> Director of General Medicine		<b>Date:</b> 11/30/2000	

Job Summary

The General Medicine Services Nurse Practitioner provides diagnosis and treatment of common acute illnesses; prevention and maintenance health care to patients with stable chronic illnesses; and performs interim physical examinations for healthy patients within prescribed guidelines and for selected patient populations.

Duties and Responsibilities

*Clinical*

1. Performs initial intake, history, and exam of new patients including orientation to Clinic services, assessment of mental health and substance abuse issues, psychosocial needs and coping skills; initiates appropriate referrals as needed.
2. Provides routine follow-up care for selected stable chronic illnesses including appropriate disease prevention screenings, vaccinations, laboratory tests; monitors for compliance with present therapy and complications of disease or therapy.
3. Provides diagnosis and treatment of common, acute, self-limited illnesses in the target population.
4. Provides health education about disease process, interpretation of laboratory findings, and current therapeutic measures.
5. Counsels patients regarding health maintenance and disease prevention including but not limited to lifestyle choices, nutrition, stress management, safer sex practices and mental health.
6. Maintains accurate records, medication lists, and documentation of care and follow-up for administrative purposes.
7. Maintains competence in clinical practice.
8. Adheres to the drug formulary developed by the practice.

### *Administrative*

1. Identifies barriers to patient care and delivery of services and assists in formulating corrective action.
2. Collaborates with Director of General Medicine Services and the Medical Director in the evaluation of services, program planning and program development.
3. Assists in the establishment of new services and the related policy and procedures as the need arises.
4. Participates in the development and implementation of Clinic wide Continuous Quality Improvement program.
5. Assists in the implementation and evaluation of OSHA standards including volunteer safety orientation, Hepatitis B screening and vaccination and TB testing.
6. Works collaboratively with health team members, both in and out of Clinic setting, to ensure continuity of care.
7. Serves as a role model for patient interaction and conflict resolution for other staff.
8. Participates in professional development activities related to Advance Nursing Practice legislation, policies and procedures.

### *Research*

1. Reviews current literature to remain current with advances in therapeutic interventions.
2. Incorporates research findings regarding health promotion, disease prevention, and lifestyle choices into practice.
3. Facilitates nursing research activities at the Clinic through incorporation of research findings into practice, coordination of nursing research at the Clinic, and/or conduction of independent nursing research.

### Education

1. Provides appropriate and on-going patient education.
2. Assists in providing staff and volunteer development activities.
3. Assists in the development, acquisition, and evaluation of patient education materials.
4. Acts as preceptor to graduate nursing students.

5. Serves as faculty and/or planning committee member for selected community education programs.

Education and Experience:

MSN in Nursing, with licensure as an Advanced Practice Nurse, Certification as an Adult Nurse Practitioner or Family Nurse Practitioner required; experience in public health, mental health and/or substance abuse preferred; 2 years experience in role of Advanced Practice Nurse preferred.

Physical Demands/Working Conditions:

Intermittent physical activity including walking, standing, sitting, lifting and supporting of patients.

Will be exposed to virus, disease and infection from patients in working environment.

Will be required to work extended periods based on clinical need.

May experience traumatic situations including psychiatric, dismembered and deceased patients.

*The above information is intended to describe the most important aspects of the job. It is not intended to be construed as an exhaustive list of all responsibilities, duties and skills required in order to perform the work.*

The above information is intended to describe the most important aspects of the job. It is not intended to be construed as an exhaustive list of all responsibilities, duties and skills required in order to perform the work.

Approved:

\_\_\_\_\_  
Supervisor

\_\_\_\_\_  
Employee

\_\_\_\_\_  
Date

\_\_\_\_\_  
Date

**Kansas City Free Health Clinic  
Job Description**

<b>Position: General Medicine Discharge Staff Nurse</b>	<b>Exempt Status: EXEMPT</b>	<b>Work Status: Full-Time</b>
<b>Job Code: OSHA - 1 High Exposure</b>	<b>Division: General Medicine</b>	
<b>Reports To: Director of General Medicine</b>		<b>Date: February 2009</b>

***Job Summary***

The General Medicine Discharge Nurse is responsible for the implementation of the nursing process with all General Medicine patients. He/She is responsible to assure that direct patient care and provider support is provided during all General Medicine clinics and that Clinic chronic care protocols and standards of practice are consistently followed by all providers. He/She coordinates telephone triage, internal and external referral processes and acts as a liaison with internal departments and services regarding shared patient issues.

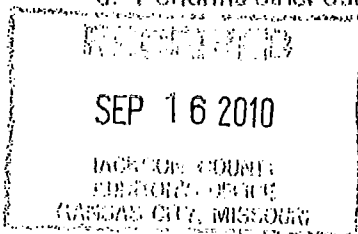
Duties and Responsibilities:

Clinical

1. Provides direct patient care under the guidance of the Director of General Medicine and the General Medicine Clinical Director.
2. Provides oversight to General Medicine volunteer and staff in the implementation of chronic care protocols, standards of care, and Clinic policy and procedures.
3. Provides chronic disease health education to selected patient populations.
4. Assures appropriate and adequate staff and volunteer support for all General Medicine clinics.
5. Assures that telephone triage, internal and external referrals and laboratory follow up for individual patients occur in a timely and effective manner.
6. Assures that appropriate patient education materials are provided with dispensed medications.
7. Assures that dispensary refill line is monitored and refills processed in a timely manner.
8. Collaborates with the General Medicine Clinical Director to assure the safety and effectiveness of dispensary services.
9. Collaborates with all Clinic services to assure that patients access all needed available services.
10. Receives and collects specimens, body materials and fluids from patients.
11. Performs automated hematology procedures, as necessary.
12. Performs other duties as assigned.

Administrative:

1. Collaborates with Director General Medicine and General Medicine Clinical Director in the design, implementation and evaluation of all General Medicine programs.
2. Directs and coordinates General Medicine volunteer orientation, scheduling and evaluation.
3. Participates in the development and implementation of a Quality Management program.
4. Maintains OSHA standards as outlined in the "Safety Manual."
5. Collects data and provides reports as requested.
6. Coordinates the ordering of all supplies, processes invoices and packing slips.
7. Participates in the development of new services and the related policy and procedure.
8. Performs other duties as requested.



Research:

1. Participates in new product evaluation.
2. Reviews current literature and applies new findings where appropriate.

Education:

1. Assures patient education materials relevant to chronic disease prevention and health promotion are current, relevant and readily available.
2. Provides appropriate and on-going patient education.
3. Participates in staff and volunteer development activities.
4. Acts as preceptor for undergraduate nursing students.
5. Serves as faculty and/or planning committee member for selected community education programs.

Employees Supervised:

None

Required Knowledge and Skills:

Ability to work as a team member. Must be able to handle multiple tasks, while meeting deadlines. Excellent verbal and written communication skills. Demonstrated leadership ability. The ability to relate to a broad and diverse spectrum of our community and listen to clients in a non-judgmental fashion is a requirement.

Education & Experience:

Registered Nurse with BS in Nursing preferred. Valid Missouri licensure. Experience with cardiovascular disease, diabetes and health education preferred. Knowledge of adult learning principles a plus. Supervisory experience a plus.

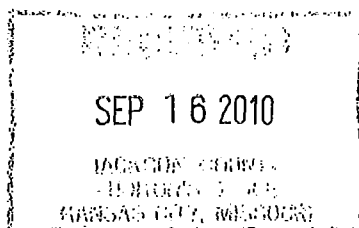
Physical Demands/Working Conditions:

Intermittent physical activity including walking, standing, sitting, lifting and supporting of patients.

Will be exposed to virus, disease and infection from patients in working environment.

Will be required to work extended periods and flexible hours based on clinical need.

May experience traumatic situations including psychiatric, dismembered and deceased patients.



**KANSAS CITY FREE HEALTH CLINIC  
JOB DESCRIPTION**

<b>Position:</b> General Medicine Medical Assistant-FLOAT	<b>Exempt Status:</b> EXEMPT	<b>Work Status:</b> Full-Time
<b>Job Code:</b> OSHA - 1 High Exposure	<b>Division:</b> General Medicine	
<b>Reports To:</b> Director of General Medicine		<b>Date:</b> 1/10/02

Job Summary:

The General Medicine Clinic Assistant is responsible for the implementation of the nursing process with patients seen in the General Medicine Clinics. He/she is responsible for the day to day coordination of patient care issues and needs. Oversees the volunteers' activities, provides support and also acts as a resource to the volunteers. Assists with program planning and implementation and quality improvement.

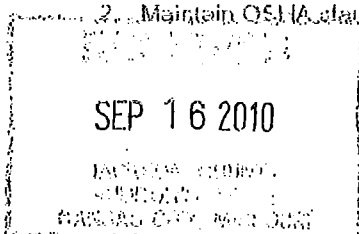
Essential Job Functions:

Clinical:

1. Assist in coordinating day to day flow of the General Medicine Patients and ensure that their needs are met.
2. Provide direct patient care under the guidance of the Director of General Medicine and in accordance with established protocols.
3. Act as a resource person during clinics to include triaging patients who desire to be seen as a walk-in during scheduled clinics.
4. Provide telephone consultations and respond to incoming phone calls related to general medicine services.
5. Perform venipuncture, process laboratory specimens for transport, and process lab Results per established protocols.
6. Provide follow-up and processing of referrals for patients.
7. Assist patients and/or families in accessing social services such as financial assistance, safe housing and abuse prevention services.
8. Provide TB testing and subsequent readings in an appropriate time frame.
9. Assist with staffing of the Dispensary and other areas as assigned
10. Provide general medicine nursing support for general medicine clinics at both Midtown and Eastside locations.

Administrative:

1. Dispose of or replace all outdated equipment, pharmaceuticals and lab supplies.
2. Maintain OSHA standards as outlined in the "Safety Manual"





3. Coordinate schedule with Team Leader and Office Manager.
4. Collect data and provide reports as requested.
5. Participate in the development and implementation of clinical policy and procedure.
6. Participate in the development and implementation of General Medicine grants and programs.
7. Coordinate the volunteer assignments according to the needs of the clinic.

Education:

1. Provide appropriate and on-going patient education.
2. Assist in providing staff and volunteer development activities
3. Provide orientation to new volunteers, students and employees.
4. Assist in the development, acquisition and evaluation of patient education materials.

Assist with other duties as requested.

Required Knowledge and Skills:

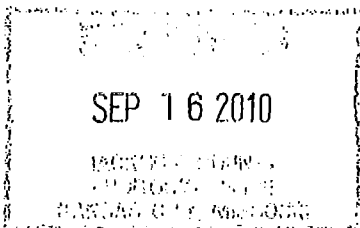
Knowledge of community health. Ability to relate to a diverse spectrum of our community. Basic Computer Skills. Ability to adapt to a rapidly changing environment and learning new tasks as they arise.

Physical Demands/Working Conditions:

1. Ability to work as a team member.
2. Ability to handle multiple tasks at one time.
3. Ability to relate to a broad and diverse spectrum of our community.
4. Ability to listen to clients in a non-judgmental fashion.
5. Ability to stand on feet for long periods of time.
6. Ability to plans and meet deadlines.
7. Ability to work flexible hours. Primary hours are Monday- Thursday 1:00pm to 8:30 pm and Friday 9:00 am to 5:00 pm. Hours are approximate and may vary. ( i.e., if there is no evening clinic, hours will be 9-5, or if clinic runs late in evening).

Position Requirements:

Certified Medical Assistant, Pharmacy/Medication Technician, or Certified Nurses Aide with valid Missouri license. Require three to five years experience in. Prefer two to three years of health care experience has been in a community health setting.



**RECEIVED**

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JACKSON COUNTY  
AUDITOR'S OFFICE  
KANSAS CITY, MISSOURI**KANSAS CITY FREE HEALTH CLINIC  
JOB DESCRIPTION**

<b>Position: Pharmacy Technician</b>	<b>Exempt Status:</b> EXEMPT	<b>Work Status:</b> Full-Time/Temporary
<b>Job Code:</b> OSHA – 1 High Exposure	<b>Division:</b> General Medicine	
<b>Reports To:</b> Director of General Medicine		<b>Date:</b> 07-18-04

**Job Summary:**

The primary responsibility of the Pharmacy Technician will be to staff the dispensary, phone refill services and provide general support of the General Medicine Clinics. This position assists with identifying resources to obtain medications for patients. This position will function as a designated physician agent and will handle refills of current medications and dispensing new medications under the supervision of the Director of General Medicine and volunteer and staff physicians. These dispensary duties will be shared with the dispensary nurse and PharmD students functioning under supervision of a UMKC PharmD faculty member. This position reports to the Director of General Medicine.

**Primary Job Functions:**

1. Accurately fill medication orders from Physician-staffed clinics.
2. Enter dispensed medications into computerized or manual database.
3. Process refill requests during refill clinic times.
4. Obtain Physician or Provider authorization for refill and medication changes as needed.
5. Assist with compassionate care program application forms and compassionate care inventory.
6. Assist with maintaining inventory of stock and sample medications.
7. Regularly process outdate and unused medications for disposal.
8. Assist UMKC School of Pharmacy Faculty with dispensary functions.
9. Assist with orientation of volunteers and students to the dispensary area in cooperation with the Director of General Medicine, General Medicine staff, and UMKC faculty.
10. Maintain a clean and organized dispensary.

**Additional Clinic Duties:**

1. Assist with support for General Medicine clinics including overall patient flow, escort patients to exam rooms, complete basic assessments including vital signs, height and weight, urinalysis, etc.
2. Assist General Medicine staff and volunteers with referrals to social, mental health (including in-house), as well as other client services and community resources.
3. Follow all OSHA safety regulations and Clinic medical policies as designated.
4. Other duties as assigned.

**Physical Demands/Working Conditions:**

1. Ability to work as a team member.
2. Ability to handle multiple tasks at one time.
3. Ability to handle repetitive tasks.
4. Ability to relate to a broad and diverse spectrum of our community.
5. Ability to listen to clients in a non-judgmental fashion.
6. Ability to stand on feet for long periods of time.
7. Ability to plan and meet deadlines.
8. Ability to work irregular hours and flexible scheduling

**Qualifications:**

Experience in a Public Health, Community Health or Hospital Setting as a Pharmacy or Dispensary Technician. State Certification preferred but will consider experience. The ability to communicate in a professional, courteous and culturally sensitive manner necessary. Basic Computer Skills including data entry, word processing and spreadsheet. Telephone skills appropriate for handling complex interaction with patients and professionals are needed.

I hereby acknowledge my understanding that per Missouri state law, patient education relevant to prescription medications is the responsibility of the physician authorizing the medication and that this position will not be able to dispense any medications for physician assistants or nurse practitioners. I further acknowledge my understanding that this position will be guided by policies and procedures related to the dispensary (see Policies and Procedures, Section B-6, and all of Section G).

Approved:

\_\_\_\_\_  
Employee

\_\_\_\_\_  
Date

\_\_\_\_\_  
Supervisor/Manager

\_\_\_\_\_  
Date

**KANSAS CITY FREE HEALTH CLINIC  
JOB DESCRIPTION**

<b>Position:</b> DENTAL COORDINATOR	<b>Exempt Status:</b> EXEMPT	<b>Work Status:</b> Full-Time
<b>Job Code:</b> OSHA – 1 High Exposure	<b>Division:</b> HIV Primary Care & Oral Health	
<b>Reports To:</b> Director of HIV Primary Care and Oral Health		<b>Date:</b> JULY 2009

**Job Summary:**

This position is responsible for the day to day operations of the dental program. This position assures that quality patient care is provided within the scope of practice for the dental program. This position assures that staff, volunteers and students providing services within the dental program receive appropriate orientation, supervision and oversight. In addition, this position is responsible for data management and funder reporting in collaboration with the Department director and evaluation manager.

**Minimum Requirements:**

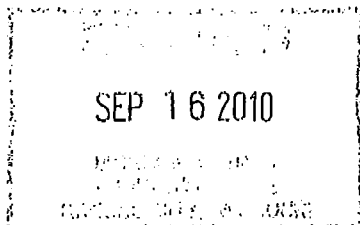
- ♦ Must be a High School graduate or equivalent with training and/or experience in dental assisting.
- ♦ Must be able to provide chairside dental assistance.
- ♦ Must have experience in dental or medical office or program management.
- ♦ Must have supervisory experience.
- ♦ Ability to function as a team member and as a team leader.
- ♦ Experience working with volunteers.
- ♦ Excellent oral and written communication skills
- ♦ Must be able to handle multiple tasks, while meeting deadlines.
- ♦ Must have good interpersonal skills with the ability to relate to a diverse group of people on all levels.

**After Hire Requirements:**

- ♦ Position must complete New Staff Orientation within 60 days of hire as well as extensive departmental orientation in the clinical areas.
- ♦ A TB test must be completed within 10 days of hire and annually thereafter.
- ♦ Additional certifications and education in community health is encouraged.

**Essential Duties and Responsibilities:**

- ♦ Coordinates the development, evaluation and revision of patient flow processes and scheduling to assure efficient and timely delivery of services.
- ♦ Develops program policies and procedures in collaboration with the Director and other staff.
- ♦ Supervises the Dental Assistant.
- ♦ Assures that adequate staffing through volunteers, students and staff is in place to provide appropriate patient care.
- ♦ Assures that all appropriate OSHA and infection control procedures are in place and followed by all staff, students and volunteers.
- ♦ Coordinates dental, dental hygienist and dental assistant student placement and evaluation.
- ♦ Assists in the recruitment, orientation and retention of dental program volunteers.
- ♦ Collaborates with Volunteer Manager in the scheduling of dental program volunteers.
- ♦ Assures that all data collection processes, including documentation of patient care, are occurring accurately and in a timely fashion.
- ♦ Collaborates with the Data Management Specialist and Evaluation Manager on program evaluation activities.



- ◆ Assures that all equipment is in good working order and coordinates repair and routine maintenance of this equipment.
- ◆ Assures that program supplies are available to provide patient care.
- ◆ Collaborates with the Director in the development, implementation and evaluation of continuous quality improvement processes.
- ◆ Collaborates with the Facilities Operations Assistant, the Director and/or the Director of Finance and Operations for building safety, maintenance and repair issues.
- ◆ Performs other duties as assigned by Department Director or senior staff members when required for the smooth operation of the clinic and/or its administrative functions. Performs other duties as assigned.
- ◆ Supports the mission and vision of the Kansas City Free Health Clinic.
- ◆ Operates as a team member of the Kansas City Free Health Clinic; supporting other staff members when needed.

**Physical Demands/Working Conditions:**

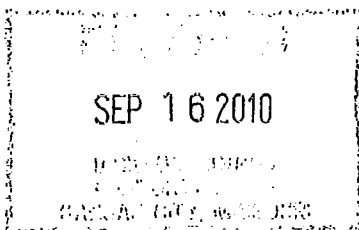
- ◆ This position may have exposure to virus, disease and infection from patients in working environment;
- ◆ While performing the duties of this job, the employee is regularly required to identify, communicate and exchange information;
- ◆ The employee regularly is required to move about the building;
- ◆ May be expected to travel to community meetings, client homes or other agencies;
- ◆ Employee may regularly have to lift up to ten pounds

My signature indicates that I understand that the above information is intended to describe the essential functions of the position and it is not intended to be an exhaustive list of all responsibilities, duties and skills required to perform the work. I also understand that the Kansas City Free Health Clinic is an Equal Opportunity Employer and an "at will" employer and that employment may be ended by either party with or without notice.

Employee Printed Name \_\_\_\_\_

Employee Signature and Date \_\_\_\_\_

Supervisor Signature and Date \_\_\_\_\_



**KANSAS CITY FREE HEALTH CLINIC  
JOB DESCRIPTION**

<b>Title:</b> Dental Assistant	<b>OSHA Rating:</b> 1-High Exposure
<b>Division:</b> Oral Health	<b>Status:</b> Non-Exempt
<b>Number of Employees This Position Supervises:</b> 0	<b>Budget Size:</b> 0
<b>Reports To:</b> Dental Coordinator/ Director of HIV and Oral Health	<b>Date:</b> 01/21/2009

**General Summary:**

This is a chairside dental assistant position with primary responsibility of assisting the dentist in providing direct patient care. This position is responsible for assuring efficient and effective patient flow and maintenance of all necessary equipment and supplies. This position acts as a resource to volunteers and students.

**Essential Functions:**

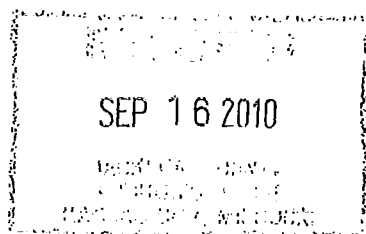
1. Provide direct patient care under the guidance of the scheduled dentist in accordance with established protocols and standards.
2. Maintains safety of environment by following OSHA standards as outlined in the "Safety Manual"
3. Maintains an appropriate supply of dental materials and sterilization supplies
4. Coordinates routine equipment maintenance and reports problems with equipment and supplies to the dental coordinator.
5. Orients volunteer dental assistants and assures that they comply with Clinic policy and procedures.
6. Documents patient care appropriately and in a timely manner.
7. Provides good customer service.
8. Participates as a team member with oral health program staff and the Clinic as a whole.
9. Other duties as assigned.

**Minimum Requirements:**

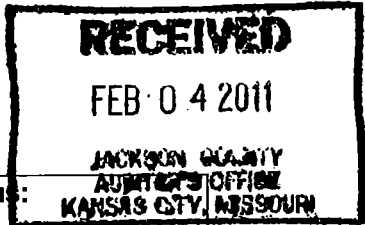
1. High school diploma or GED required.
2. Successful completion of dental assistant training; dental certification preferred.
3. Minimum of one year experience as a dental assistant preferred.
4. Ability to work as a team member and handle multiple tasks at one time.
5. Ability to plan and meet deadlines.
6. Ability to work flexible hours per dentist availability to provide dental clinics.
7. Must have good interpersonal skills with ability to relate to diverse groups of people without judgment.

**Physical Demands/Working Conditions:**

1. This position may be exposed to virus, disease and infection from patients in working environment;
2. The employee is expected to travel by automobile and is exposed to changing weather conditions;
3. May be expected to drive to staff meetings, and any other meetings that concern the dental department.
4. May experience traumatic situations including psychiatric traumatized and deceased patients;
5. Employee will primarily sit or stand for extended periods if time with periods of high activity. Some lifting is required.



**KANSAS CITY FREE HEALTH CLINIC  
JOB DESCRIPTION**



<b>Position:</b> DENTIST	<b>Exempt Status:</b> EXEMPT	<b>Work Status:</b> Full-Time
<b>Job Code:</b> OSHA – 1 High Exposure		<b>Division:</b> HIV Primary Care & Oral Health
<b>Reports To:</b> Director of HIV Primary Care and Oral Health		<b>Date:</b> 10/2010

**Job Summary:**

This position provides direct patient care and performs a range of professional dental tasks within a general dentistry practice that focuses on the diagnosis, prevention and treatment of diseases of the teeth and gums. This position provides clinical supervision of ancillary dental personnel, volunteers and students.

**Minimum Requirements:**

- ◆ Must be a graduate of an accredited School of Dentistry, licensed by the Missouri State Board of Healing Arts.
- ◆ Must have demonstrated knowledge and expertise in public health/community dental care.
- ◆ Ability to function as a team member and as a team leader.
- ◆ Experience working with volunteers.
- ◆ Must be detail oriented while able to focus on the big picture.
- ◆ Must have good interpersonal skills with the ability to relate to a diverse group of people on all levels.
- ◆ Commitment to the mission of the Kansas City Free Health Clinic.

**After Hire Requirements:**

- ◆ Position must complete New Staff Orientation within 60 days of hire as well as extensive departmental orientation in the clinical areas.
- ◆ A TB test must be completed within 10 days of hire and annually thereafter.
- ◆ Position must obtain adjunct faculty appointment with University of Missouri-Kansas City School of Dentistry within 60 days of employment.
- ◆ Additional certifications and education in community health is encouraged.

**Essential Duties and Responsibilities:**

- ◆ Provides general dentistry within the Clinic's scope of practice to patients.
- ◆ Provides clinical supervision to ancillary dental staff, volunteers and students.
- ◆ Assures quality care that adheres to standards of the American Dental Association.
- ◆ Provides referrals and follow up care for specialized dental procedures.
- ◆ Serves as a resource to volunteer dental providers on patient care issues.
- ◆ Collaborates with the Director of HIV Primary Care and Oral Health in the design, implementation and evaluation of the dental program including development of dental policies and procedures.
- ◆ Collaborates with the dental coordinator in the delivery of dental services.
- ◆ Collaborates with academic dental institutions regarding the education of dental, dental hygiene and dental assisting students.

**Physical Demands/Working Conditions:**

- ◆ This position may have exposure to virus, disease and infection from patients in working environment;
- ◆ While performing the duties of this job, the employee is regularly required to identify, communicate and exchange information;
- ◆ The employee regularly is required to move about the building;
- ◆ May be expected to travel to community meetings, client homes or other agencies;
- ◆ Employee may regularly have to lift up to ten pounds.

My signature indicates that I understand that the above information is intended to describe the essential functions of the position and it is not intended to be an exhaustive list of all responsibilities, duties and skills required to perform the work. I also understand that the Kansas City Free Health Clinic is an Equal Opportunity Employer and an "at will" employer and that employment may be ended by either party with or without notice.

Employee Printed Name

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Employee Signature and Date

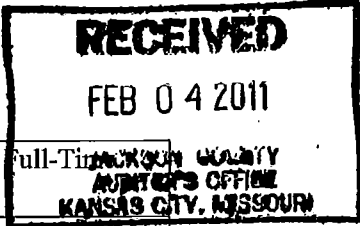
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Supervisor Signature and Date

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**KANSAS CITY FREE HEALTH CLINIC  
JOB DESCRIPTION**



Position: Medical Social Worker	Exempt Status: EXEMPT	Work Status: Full-Time
Job Code: OSHA – 2 Medium Exposure	Division: Community Services	
Reports To: Behavioral Health Manager	Date: 10/01/05, Revised 6/23/08	

**Job Summary:**

This position works collaboratively with clinic staff and volunteers to ensure that patient’ psychosocial needs are addressed. Specifically, this position is responsible for the coordination psychosocial services including assessment, treatment planning, supportive counseling, information and referral and coordination of Patient Assistance Program. This position adheres to the National Association of Social Workers (NASW) professional code of ethics and practice standards.

**Duties and Responsibilities:**

- Assist in the continual development, enhancement, and implementation of social work programming in the clinic.
- Completes strengths based psychosocial assessments utilizing appropriate templates.
- Develops treatment plan in conjunction with medical team and patient and updates regularly.
- Provides emotional support, crisis intervention and brief counseling to patients and their families.
- Completes professional, comprehensive, and accurate documents noting interactions with clients and/or on behalf of patients in a timely manner and in accordance with state, city and agency standards.
- Provides ongoing client referrals to appropriate community resources and services based on client need.
- Maintains regular contact with clients to provide ongoing assessment, support, and treatment plan interventions and to determine satisfaction with services.
- Evaluates the client’s eligibility for government entitlement programs (i.e. Medicaid, Medicare, Social Security etc.) and refers them as appropriate.
- Coordinate all aspects of Patient Assistance Program to ensure patient eligibility and access to medications.
- Participate in community outreach activities and act as a liaison to community agencies serving patients including Veteran’s groups, mental health and other social service agencies.
- Assist in the supervision of social work volunteers under the supervision of the Clinic’s Behavioral Health Manager when appropriate.
- Provides field instruction and/or preceptor activities with students as assigned by Behavioral Health Manager.
- Attends and actively participates in all assigned team meetings as determined by the program manager.

- Participates in quality assurance and outcomes processes/activities to improve client service delivery.
- Provide statistical information on program activities, as requested by supervisor.

Education and Experience:

- Bachelor's degree in social work
- LBSW licensed or licensure eligible in the State of Missouri.
- Case management experience with low-income, uninsured populations preferred.
- Experience in a health care environment preferred.
- Demonstrated negotiation and conflict resolution skills to effectively serve a diverse population.

Physical Demands/Work Conditions:

While performing the duties of this job, the employee is regularly required to talk or hear. The employee regularly is required to stand, walk, sit, use hands or fingers to handle or feel objects, tools, or controls;

The employee frequently lifts and/or moves up to 10 pounds.

The employee is expected to travel by automobile and is exposed to changing weather conditions. Will be expected to drive to community meetings, client homes or other agencies.

May experience traumatic situations including psychiatric and deceased patients.

*The above information is intended to describe the most important aspects of the job. It is not intended to be construed as an exhaustive list of all responsibilities, duties and skills required in order to perform the work. . The Kansas City Free Health Clinic is an Equal Employment Opportunity Employer and hires without regard to race, color, religion, national origin, sex, disability, sexual orientation, HIV status, veteran status or age.*

Approved:

\_\_\_\_\_  
Staff Signature

\_\_\_\_\_  
Supervisor Signature

\_\_\_\_\_  
Date:

\_\_\_\_\_  
Date:

**Kansas City Free Health Clinic  
Job Description**

<b>Position:</b> Volunteer – Staff Liaison/Coordinator		<b>Exempt Status:</b> Exempt	<b>Work Status:</b> Full-Time
<b>Job Code:</b> OSHA – 3 Low Exposure		<b>Division:</b> Development	
<b>Reports To:</b> Director of Development		<b>Date:</b>	

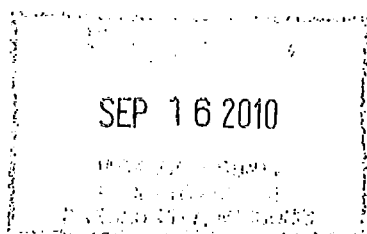
**JOB SUMMARY:** This multi-faceted position is responsible for all aspects of the Clinic's volunteer program as well as serving as the liaison between Clinic Staff and Clinic Volunteers. It is the ultimate goal that this person will be critical in enhancing patient and client services by serving as the liaison between staff and volunteers. This person will continually work to build and maintain positive relationships, interactions, and communications between the two.

**DUTIES AND RESPONSIBILITIES:**

**Volunteer Coordination**

Critical to the daily operations of the Clinic is the involvement of dedicated and skilled volunteers. The ratio of staff to volunteers involved in the delivery of Clinic services is 1:3. It is imperative that the Clinic have in place a highly organized and highly effective program of volunteer recruitment, training, coordination, and continuity. As such the responsibilities for this position are to:

- Provide leadership, information dissemination, and training for Clinic staff concerning volunteer importance, management, training and supervision.
- Provide close monitoring and supervision of all aspects of volunteerism at the Clinic: adherence to policies and procedures, timeliness and attendance, skill level, customer service attitudes, ability to work for and with Clinic staff and other volunteers, etc.
- From observations, monitoring, supervision and interactions with all areas of Clinic and all Clinic staff, be able to anticipate and make recommendations for volunteer numbers and skills needed.
- Develop and implement targeted volunteer recruitment efforts when needed to secure volunteers for all program and areas of the Clinic; recruit and/or help recruit volunteers as needed and when possible to support activities and events hosted by the Clinic as well as activities and events that involve the Clinic
- Schedule volunteers for General Medicine Clinics (including Dental Clinics) at all Clinic locations. Maintain master calendar for all-Clinic usage.
- Manage the volunteer application process including application evaluation and modification, interview, screen, and assess commitment level, training required, program referrals and follow-up with all volunteer applicants on a timely basis regarding their application status.
- Provide leadership for all volunteers, including students and interns, including their orientation to the agency, the facilitation of overall training session, and assistance when needed with program area trainings and updates, including skill labs.
- Maintain up to date and complete volunteer policies and procedures manual.
- Oversee the maintenance of the volunteer database in Raiser's Edge including input of new applicants, updating active and inactive volunteers, tracking volunteer hours
- Oversee the maintenance of the volunteer filing system including tracking of all required license status and the submission of the State Legal Expense Fund Annual Report.
- Develop and implement volunteer recognition/appreciation activities - annual volunteer appreciation event, birthday, get well, congrats cards, and initiate new recognition activities (i.e., letters to medical associations or Dean of Students for student volunteers).
- Publish monthly volunteer newsletter.



**Staff – Volunteer Liaison**

Because the ratio of staff to volunteers is so high at the Clinic and because of the fast-paced environment at the Clinic, 1:3, it is imperative that an established, highly functioning, and clear line of communication exists between the staff and the volunteer. Timely and accurate exchange of information and joint input for planning is critical for seamless functioning. As such, the responsibilities for the position also include

- Daily and/or weekly monitoring of records and reports regarding involving clinics held, room usage, clinics cancelled, appointment scheduled, open appointments, appointment cancellations, patient DNKAs, etc., to be able to report variances, trends, and/or problem areas.
- Attend monthly meetings of all departments to present information regarding volunteer efforts in the department and secure from department staff information regarding clinic scheduling/master calendar maintenance and/or issues, volunteer needs and/or concerns as well as to present information of relevance regarding staff-volunteer relationships, interactions, and communications.
- Work closely with and meet weekly with clinical directors to
  - Review and update the master calendar
  - Report findings from record and report monitoring
  - Help identify problems and help determine correction needed
  - Help identify gaps in current services and need level for new services
  - Help monitor the need level of current services/clinics and determine updates/changes needed
  - Help identify opportunities for improvement in timely turnaround of patient and client visits
- Develop and implement a clear procedure and policy for handling complaints between staff and volunteers

**General**

- Meet regularly with Department Director to make recommendations and relate problems, opportunities and goals related to area of responsibility.
- Report monthly at a Director's Meeting
- Maintain appropriate confidentiality of all client-related information.

**REQUIRED KNOWLEDGE, SKILLS AND PERSONAL QUALIFICATIONS**

- Bachelor's degree preferred.
- Two years experience in a non-profit setting with volunteer management and publicity experience.
- Ability to clearly and appropriately represent the Clinic to the public, and to affect the public perception of the Clinic's services and vision to all audiences.
- Extensive computer knowledge of Microsoft products and desktop publishing software.
- Ability to work within and contribute to a team oriented working environment and to resolve conflict in a constructive manner.

**PHYSICAL DEMANDS/WORKING CONDITIONS**

- Intermittent physical activity including walking, standing, sitting.
- Ability to work under stress with interruptions and multiple deadlines.

*The above information is intended to describe the most important aspects of the job. This job description is not intended to be construed as an exhaustive list of all responsibilities, duties and skills required in order to perform the work.*

Approved:

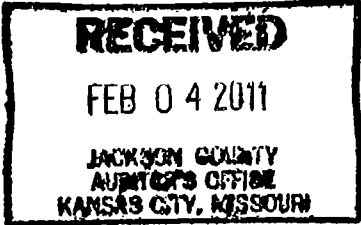
\_\_\_\_\_  
Employee

\_\_\_\_\_  
Supervisor/Manager

\_\_\_\_\_  
Date

\_\_\_\_\_  
Date

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**KANSAS CITY FREE HEALTH CLINIC  
JOB DESCRIPTION**

<b>Position:</b> Patient Assistance Program Representative	<b>Status:</b> Exempt	<b>Work Status:</b> Full-Time
<b>Job Code:</b> High Exposure	<b>Division:</b> General Medicine	
<b>Reports To:</b> Director of General Medicine		<b>Date:</b> 04/2009

**General Summary:**

The General Medicine Patient Assistance Program Representative is responsible for the implementation of the pharmaceutical companies Patient Assistance Programs (PAP) for access to medication with all Clinic patients. This position will assure that PAP is used whenever appropriate for patients and will facilitate the process with the patients, staff and volunteer providers. This position will also be available to assist in the general flow of patients and work in the general medicine department.

**Minimum Requirements:**

- ◆ High school diploma or equivalency required.
- ◆ Successful completion of Medical Assistant or similar program with at least one year experience working in a clinic or physician's office required.
- ◆ Previous experience working with Patient Assistance Programs preferred.
- ◆ Must be able to work as a team member and to handle multiple tasks at one time.
- ◆ Must be able to relate in a non-judgmental way to a diverse population.
- ◆ Basic Computer Skills.
- ◆ Ability to adapt to a rapidly changing environment and learning new tasks as they arise.

**Essential Job Functions:**

Clinical:

- ◆ The primary responsibility of this position is implementing the PAP process to obtain medications for patients through various pharmaceutical company sponsored patient assistance programs.
- ◆ Initiate enrollment of patients in the PAP according to guidelines developed by the General Medicine staff physician.
- ◆ Provide patients with information about the PAP and instructions regarding what they need to do to complete the application.
- ◆ Obtain all information and signatures needed to complete the application.
- ◆ Monitor and track completion of each application. Provide reasonable follow up when needed.
- ◆ Mail enrollment packet in a timely fashion.
- ◆ Monitor and track progress of application and obtain any additional information needed in a timely fashion.
- ◆ Monitor and track receipt of medication.
- ◆ Notify patients when medication has arrived.
- ◆ Submit re-order forms in a timely fashion so that patient has access to an uninterrupted supply of medication.
- ◆ Utilize volunteers in selected aspects of the PAP program.
- ◆ Provide direct patient care under the guidance of the Director of General Medicine and in accordance with established protocols.

- ◆ Act as a resource person during clinics to include triaging patients who desire to be seen as a walk-in during scheduled clinics.
- ◆ Provide telephone consultations and respond to incoming phone calls related to general medicine services.
- ◆ Perform venipuncture, process laboratory specimens for transport, and process lab results per established protocols.
- ◆ Provide follow-up and processing of referrals for patients.
- ◆ Provide TB testing and subsequent readings in an appropriate time frame.
- ◆ Assist with staffing of the Dispensary and other assigned areas.

Administrative:

- ◆ Remain current in knowledge of patient assistance programs. This includes checking with individual companies either by phone or through their websites for updated forms, procedures and calling individual PAP programs to troubleshoot individual patient situations.
- ◆ Maintain OSHA standards as outlined in the "Safety Manual".
- ◆ Collect data and provide reports as requested (i.e. the type and quantity of medication received to document cost and volume data).

Education:

- ◆ Provide appropriate and on-going patient education.
- ◆ Assist in providing staff and volunteer development activities.
- ◆ Provide orientation to new volunteers, students and employees.
- ◆ Assist in the development, acquisition, and evaluation of patient education materials.
- ◆ Assist with other duties as requested.

**Physical Demands/Working Conditions:**

- ◆ Intermittent physical activity including walking, standing, sitting, lifting and supporting of patients.
- ◆ Potential exposure to virus, disease and infection from patients in working environment.
- ◆ Will be required to work extended periods and flexible hours based on clinical need.

My signature indicates that I understand that the above information is intended to describe the essential functions of the position and it is not intended to be an exhaustive list of all responsibilities, duties and skills required to perform the work. I also understand that the Kansas City Free Health Clinic is an Equal Opportunity Employer and an "at will" employer and that employment may be ended by either party with or without notice.

Employee Printed Name \_\_\_\_\_

Employee Signature and Date \_\_\_\_\_

Supervisor Signature and Date \_\_\_\_\_

## Section D: 2011 Program Information

Complete a separate program information sheet for each program your agency is applying for funding.

Agency Name: Kansas City Free Health Clinic

Program Name: General Medicine and Dental Program

### Proposed Program

Detail functions to be performed by each program.

Kansas City Free Health Clinic will provide medical and dental services for uninsured and under-insured residents of Jackson County, Missouri. Medical services include acute and chronic disease care, women's health, physical exams, TB and STD testing, chiropractic services, and occupational/physical therapies. Volunteers provide clinics in nutrition, diabetes management, medication adherence, dermatology, cardiology, optometry, podiatry, pulmonary care, neurology, urology, and acupuncture. The dental program provides diagnostic, restorative, emergency and preventive oral health care. Most of our patients have neglected their dental care for many years and require extensive work to restore their oral health. Dental patients average 2.26 visits per patient and 4.64 procedures at each visit, including exams, x-rays, extractions, fillings, root canals, prophylaxis, and routine cleaning. Our medical and dental programs are among the first in the nation to offer opt-out rapid HIV testing (results in 20 minutes) as a routine part of care, per CDC guidelines.

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Section D

## Section D: 2011 Program Information

*Complete a separate program information sheet for each program your agency is applying for funding.*

**Agency Name:** Kansas City Free Health Clinic

**Program Name:** General Medicine and Dental Program

<b>Participants</b>	
Identify the number of participants by County that each program serves.	
Jackson, MO	5,160
Clay, Platte, Cass, MO	625
Wyandotte, Johnson, KS	600
Other Missouri	100
<b>Target Population</b>	
Describe target population and demographics to be served by each program.	
<p>Our target population for all Clinic services is people without access to basic care. The vast majority are indigent individuals who cannot afford private health insurance and do not qualify for Medicaid. We serve adults, ages 18 to 64, who are uninsured or under-insured, including people with jobs that don't offer health benefits, self-employed individuals, laid off workers with expired COBRA benefits, hospitalization coverage only, or insurance that does not cover pre-existing conditions. The pool of current patients is more than 6,000 individuals: 85% of medical and dental patients have incomes at or below the federal poverty level; 93% are uninsured. Our medical program has seen a 40% increase between fiscal years 2007-08 to 2009-10, from 3,899 patients to 5,449. To provide comprehensive dental care needed to improve patient health, we have limited our dental patient population to current Clinic patients in medical and other programs. Medical and dental patients are 52% African American, 31% Caucasian, 8% Latino, 2% Asian, 1% Native American, and 6% other/unknown.</p>	
<p>Would you provide these services to anyone at your door? <span style="float: right;">Yes</span></p> <p>Is anyone denied services? <span style="float: right;">No</span></p> <p>What level of indigents (below poverty level) do you serve? <span style="float: right;">85%</span></p> <p>Please classify your program from the following types by percentage of your agency's overall service:</p> <p style="padding-left: 20px;">Senior Program <span style="float: right;">0 %</span></p> <p style="padding-left: 20px;">Indigent Program (Below Poverty Level) % of all Clinic patients below poverty level - <span style="float: right;">85%</span></p> <p style="padding-left: 20px;">Senior Indigent Program <span style="float: right;">0 %</span></p> <p>What criteria do you have for the clients you serve?</p> <p>Because our target population is uninsured persons, when a person calls for an appointment, if they have any insurance (e.g. private or Medicaid), we do not make the appointment but offer a list of other potential clinics that may be able to serve them.</p>	<p><b>Answer Yes or No</b></p> <p><b>Answer Yes or No</b></p>

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Section D



## Section D: 2011 Program Information

Complete a separate program information sheet for each program your agency is applying for funding.

Agency Name: Kansas City Free Health Clinic

Program Name: General Medicine and Dental Program

### Service Delivery Area

Identify your specific geographic service delivery area for each program.

The Kansas City Free Health Clinic delivers services to residents of the metropolitan Kansas City area. Approximately 80% of medical/dental patients live in Jackson County. Other metro area counties where our patients reside include 10% in Clay, Platte, or Cass counties in Missouri; 9% in Wyandotte or Johnson counties in Kansas; and 1% in other Missouri counties.

### Fund Separation

Indicate what measures your agency will take to ensure that funds received from Jackson County will be utilized for the benefit of Jackson County residents.

The Clinic has a financial policy manual which is written in accordance with Generally Accepted Accounting Principles. Controls and systems are in place to ensure that grants are used for the purpose for which they were awarded. BKD, LLP is in the process of conducting our annual audit which will be reviewed and approved by the Board of Directors.

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Section D

## Section D: 2011 Program Information

Complete a separate program information sheet for each program your agency is applying for funding.

Agency Name: Kansas City Free Health Clinic

Program Name: General Medicine and Dental Program

### Approach & Method

List the top three (3) objectives for each program.

1. Provide at least 7,000 General Medicine patient visits for Jackson County residents. (Encounters are defined by the federal UDS requirements.)

2. Provide services which address the preventive, acute and chronic health care needs of uninsured and underinsured Jackson County residents

3. Provide comprehensive Oral Health Care to 535 Jackson County patients, which is integrated with the Clinic's General Medicine and Behavioral Health programs

Detail specific methods you will use to achieve these objectives.

1. Provide a minimum of 35 medical clinics weekly to treat acute and chronic conditions. (A clinic is a 3-hour block of time during which patients see a provider.) Clinics will be offered during daytime and evening hours at our two Jackson County locations.

2. Refer patients as needed for additional services to other safety net providers through KC Carelink.

3. Provide at least 9 oral health clinics weekly.

4. Offer each dental patient an oral health treatment plan by the second visit.

5. Offer rapid HIV test to all medical and dental patients in accordance with CDC guidelines.

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Section D

## Section D: 2011 Program Information

Complete a separate program information sheet for each program your agency is applying for funding.

Agency Name: Kansas City Free Health Clinic

Program Name: General Medicine and Dental Program

### Evaluation

How can the success of each program be evaluated?

Indicate performance measures or statistics you will use to demonstrate the success of each program.

The following measures will be used to demonstrate the success of the KC Free Health Clinic's program for Jackson County residents:

- At least 5,160 Jackson County resident patients will be seen during the reporting period
- At least 75% of chronic care patients with high cholesterol will have at least one low density lipoprotein cholesterol (LDL-C) test in the previous 12 months
- At least 1,205 dental visits/encounters will be provided for Jackson County residents.

### Notification

How will your organization make clients, the public and the media

aware of the generous taxpayer funding received from Jackson County? (Please attach any examples)

The Free Health Clinic's Board of Directors is informed of the funding received from Jackson County in the Executive Director's Report. Essential funding such as support from Jackson County is listed in Clinic social networking and marketing pieces such as the Clinic's website, [www.kcfree.org](http://www.kcfree.org), its FaceBook page, its Annual Report, and/or its newsletters. Additional publicity is possible but is arranged on a case by case basis. If a funder desires, we can create signage for the waiting room and/or exam rooms and/or disseminate through a media release.

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Section D