



Ambulatory Care Administration

Richmond University Medical Center's Ambulatory Care Services provides medical and specialty care to adult and pediatric patients. The department handles over 23,000 visits annually at its main health center located at 800 Castleton Avenue. The center follows a patient centered model of care and is looking to apply for Patient Centered Medical Home (PCMH) recognition through the National Committee for Quality Assurance (NCQA). A volunteer is needed to assist the department in coordinating the PCMH application, which includes file documentation and management, proofreading policies and procedures, tracking deadlines and deliverables, and managing the timeline for submission.

PCMH status signals to a patient that the health center meets certain criteria that are designed to provide patients with an enhanced level of access to appointments, health education, communication with staff and physicians and continuous quality improvement. PCMH status requires that the health center meet a number of requirements that deal with facilitating patient appointments, having a team-based approach to care, education and support to patients with chronic illness, and quality improvement, to name a few. The volunteer will organize all of the required elements into readable formats for staff to follow and track the center's completion of these requirements. The volunteer will prepare all documents for the application and keep staff on track towards the submission deadline.

Primary Responsibilities:

- Review and organize the PCMH requirements so that staff know which requirements are mandatory and which are optional.
- Manage electronic organization, filing and retrieval of documents.
- Keep up to date notes on workplans to achieve PCMH measures.

Minimum Qualifications:

- Associates degree. Bachelor's Degree preferred.
- Strong interest in learning about healthcare delivery
- Must have strong organizational skills and ability to meet deadlines.
- Social personality paired with professional acumen.
- Proficient navigating Microsoft Office.
- Available at least one day per week for 4-8 hours.

Location: 800 Castleton Avenue