

EHHOP LEADERSHIP MEMBERSHIP DESCRIPTIONS 2017-2018

Thank you for applying for a leadership position at the East Harlem Health Outreach Partnership (EHHOP), Mount Sinai's free, student-run clinic for the uninsured! We are thrilled to have your interest in serving our patients, teaching our students, and shaping the future direction of the clinic.

Please use this document in addition to our EHHOP Leadership Information Session PowerPoint in order to guide your applications and questions.

Application Instructions:

1. Read through the descriptions of the EHHOP Leadership Structure and of each individual position.
2. If you have questions about the exact responsibilities of each role, or the experience of a leadership role in particular, email the contact listed for that role on page 4. If you have general questions, please feel free to be in touch with the individuals/ emails listed at the bottom of this page.
2. Complete the application on the Google Form attached to the application email. Please list all positions in which you are interested (we recommend limiting your application to six positions). Then, briefly answer the application questions.
3. Submit the application on the Google Form (emailed with this document) by **Wednesday, February 1, 2017**.
5. We will be conducting interviews with applicants on **Tuesday and Wednesday February 7th & 8th** in Annenberg. We will do our best to accommodate your preferences. Following submission of your application, you will be contacted with your interview schedule. Each interview will last 10-15 minutes.

Timeline:

- Tuesday, January 10th, 2017: EHHOP Leadership Info Session (Annenberg 12-01)
- Wednesday, February 1, 2017: Applications due via google form
- Tuesday and Wednesday, February 7th & 8th, : Interviews (Annenberg)

Please email Zoe Luscher (ehhop.recruitment@icahn.mssm.edu), Kevin Hu (kevin.hu@icahn.mssm.edu) or Adam Kraus (adam.kraus@icahn.mssm.edu) with any questions. Feel free to contact specific chairs about their positions!

LEADERSHIP STRUCTURE

Steering Committee

The EHHOP Steering Committee is a group of highly motivated second-year medical students, fourth-year medical students, and MD/PhD students who wish to contribute to the development of the clinic and provide service to uninsured residents of East Harlem. Each of its eighteen student members is tasked with managing one aspect of clinic operations, patient care or student education. Together, the group defines the future direction of the clinic and collaborates on projects and initiatives to help EHHOP improve.

Serving as a Steering Committee member is an opportunity to gain invaluable leadership experience. In addition to their regular duties, Steering Committee members may work closely with EHHOP Coordinators and supervise Subcommittees. The Steering Committee comes together for a monthly meeting, where important updates, major clinic issues, and new initiatives are discussed.

Executive Committee

The EHHOP Executive Committee is EHHOP's senior leadership body. Six of the eighteen Steering Committee Members are also appointed to the Executive Committee: the 2nd-Year Clinic Chair, the 4th-Year Clinic Chair, the Chief Clinic Manager and Chair of Clinic Management, the Chief Teaching Senior and Chair of Clinical Care, the Operations Chair, and the Consulting Chair. The Consulting Chair is a clinical-year student that is chosen later in the spring at the same time as the EHHOP consulting team. The Executive committee also includes Dr. Yasmin Meah, EHHOP Program Director; Dr. David Thomas, EHHOP Medical Director; David Skovran, Director of Nursing Education; and Ann Rauch, Director of Social Work compose the rest of the Executive Committee. Like the Steering Committee, the Executive Committee meets once per month.

Coordinator Positions

EHHOP Coordinators are students dedicated to leadership in a specific, defined area within the EHHOP organization, such as the EHHOP Spanish Interpreter Program. Coordinators do not sit on the Steering Committee or Executive Committee, but rather report to and collaborate extensively with a designated member of the Steering Committee. In addition to regular email communication, Coordinators meet with their designated Steering Committee member once per month to check in about any barriers they have encountered, set goals for the coming month, and brainstorm opportunities to improve EHHOP's services. Coordinators are not obligated to attend Steering Committee meetings, but many do attend as they are welcome and encouraged, especially when the agenda includes relevant topics.

Subcommittees

EHHOP Subcommittees are comprised of primarily first- and second-year medical students with an interest in becoming more involved in the clinic. These positions are generally filled in the fall, with the spirit of opening EHHOP experience to as many students as possible. Subcommittees that are an exception to this rule are the Quality Improvement Council and EHHOP Consulting. They are not elected as part of the EHHOP Leadership Application.

The Quality Improvement Council

The Quality Improvement Council (QIC) was created in Spring 2011 to provide a formalized structure in which students at EHHOP could work in teams of 4-5 in order to a) conduct rigorous analyses of problems associated with quality of care at EHHOP and b) to test solutions for improvement to these issues. The Quality Improvement Council includes a Nexus course curriculum and selected participants are eligible for credit through the Nexus program. The 2016-2017 QIC is composed of roughly 12 students who have tackled challenges pertaining to patient walk-ins, referrals, patient no-shows, physician recruitment, and clinic efficiency. Since Steering Committee input and knowledge are critical for efficient QIC progress and since QIC projects relate to SC roles, SC members are strongly encouraged to participate in the QIC as either a team member or a team consultant. With time commitments in mind, non-SC members will also be heavily recruited for QIC participation, and will serve as team captains. The commitment time for the QIC per month is roughly a 2hr meeting/group presentation + 2-4hr of work outside of the meeting.

2016-2017 EHHOP LEADERSHIP CONTACTS

STEERING COMMITTEE

Clinic Chairs

Operations Chair

Chief Teaching Senior

Chief Clinic Manager

Consulting Chair

4th year Chair

2nd year Chair

Kevin Hu

Adam Kraus

Thuy-An Tran

Yotam Arens

Ariel Bar-Mashiah

Neeraja Konuthula

Student Recruitment Chair

Patient Navigation & Wellness Chair

Pharmacy Chair

Physician Recruitment Chair

ACT Referrals Chair

ACT Benefits Chair

ACT Case Manager Chair

Research Chair Chair

Student Education Chair

Tech Chair

Finance Chair

Physician-Scientist Track Chair

Zoe Luscher

Alana Kornspun

Katie Arden

Mackenzie Naert

Emily Tixier

AJ Mell

Isaiah Levy

Robert Rifkin

Jake Martin

Ryan Neff

Benny Laitman

Noa Simchoni

COORDINATOR POSITIONS

Finance Coordinator

Pharmacy Coordinator

Community Outreach

EHHOP Spanish Interpreters

Events & Alumni

Research (note, separate from Research Chair)

Patient Education

Nutrition Corps

NY Student-Run Free Clinic Conference Coordinator

new - contact Benny Laitman

new - contact Katie Arden

Allen Zheng

Alexandra (Allie) Dembar

Ayia Aboubakar

Sandhya Chandrasekaran

Robyn Jordan

Christina Beck

new – contact Adam Kraus or Kevin Hu

Bold: position is part of Executive Committee

Blue: Position is available to current MS1s

EXECUTIVE COMMITTEE

Co-Chairs (rising 2nd year and 4th year)

Put tritely, the Co-Chairs are responsible for making sure that EHHOP is viable now, and for many years to come. For an elaboration, read below:

The Co-Chairs *oversee* all aspects of EHHOP organization and management to ensure that the work of all student leadership and student volunteers is in line with the mission of EHHOP. The practical mechanism for this is the monthly Steering Committee meetings which Co-Chairs are expected to facilitate.

They *support and coach* the rest of the leadership (Steering Committee members and Coordinators) in fulfilling their goals and carrying out their responsibilities. One mechanism for this is the conducting of entrance, mid-year, and exit interviews as well as regular 1-to-1 check-ins throughout the year. Co-Chairs may also help with trouble-shooting clinic issues.

They *liaise* between student leadership and the faculty/staff leadership (Drs. Yasmin Meah - Program Director, David Skovran NP - Director of Nursing, David Thomas - Medical Director, Ann Rauch MSW - Director of Social Work). This is done at monthly Executive Committee meetings, which Co-Chairs are expected to facilitate.

Co-Chairs *represent* EHHOP in public relations and financial development settings, e.g. interactions with the Development Office, leaders of the school (deans, professors, fellow student leaders), and EHHOP's Advisory Board, grant writing, and annual report writing.

Co-Chairs also *develop* new initiatives from start to finish from ideas to strategy to implementation. This means meeting with students and outside persons, planning long-term strategies and tactics for EHHOP programming. The Co-Chairs are also responsible for coordinating Advisory Board meetings and maintaining ongoing communication with its members.

In the fulfillment of their roles, Co-Chairs work especially closely with the Alumni, Events, and Fundraising Coordinator and the Finance Chair at regular Finance subcommittee meetings.

Operations Chair (rising 4th year)

The Operations Chair is responsible for overseeing the operations and coordinators of EHHOP's ancillary services, including its Mental Health, Ophthalmology, Cardiology and Women's Health clinics as well as Nutrition and Social Work services, and for ensuring consistency in clinical practice and educational efforts across all EHHOP clinics. To this end, the Operations Director works to ensure clear lines of communication between the ancillary services and EHHOP's medical clinic through frequent communication with ancillary Clinic Managers and Chief Teaching Seniors. This person is responsible for overseeing any clinic expansion projects and the development of protocols to ensure that all main clinic and ancillary services run smoothly, which may include working closely with the Clinic Co-Chairs, Chief Teaching Senior, Chief Clinic Manager, Pharmacy Chair, and IT Chair. He/she also oversees hiring and training of new social workers, nursing students and nutritionists. In addition, he/she is responsible for addressing any global logistical problems that affect any of EHHOP's patient services, in collaboration with other Steering Committee members.

Chief Clinic Manager (rising 2nd Year Clinic Manager)

The Chief Clinic Manager (CM) is responsible for overseeing the work of the CMs and ensuring smooth clinic flow on a weekly basis. This person must possess strong management, communication, and organizational skills. Responsibilities include:

- Training and supervising the CMs.
- Working closely with the Chief Teaching Senior (TS) to manage the clinic schedule.
- Coordinating Chronic Care (CC) patient appointments with the Chief TS and CC seniors.
- Interacting with SC members including ACT chairs, Operations Chair, and Specialty Clinic CMs to ensure smooth clinic flow.
- Improving clinic protocols and troubleshooting logistical problems that occur.
- Representing the CMs on the Steering and Executive Committees.

The Chief Clinic Manager should have strong leadership skills and should expect to work closely with the Operations Chair, IT Chair, and Chief TS's for medical clinic as well as ancillary clinics.

Chief Teaching Senior (4th Year Teaching Senior)

This position is selected by a separate application process.

Consulting Chair (4th Year or Scholarly year student)

This position is selected by a separate application process.

STEERING COMMITTEE POSITIONS*

*All Executive Committee members also sit on the Steering Committee

Student Recruitment Chair

The Student Recruitment Chair is responsible for recruiting and organizing student clinician volunteers to staff the EHHOP clinic. In doing this, this individual plays a significant role in representing the clinic and Steering Committee to the student body. This student organizes the large information sessions for Junior Clinician Recruitment, Subcommittee Recruitment, the Mount Sinai Activities Fair, Chronic Care Junior Recruitment, and Leadership Recruitment (as well as Leadership interviews). He/She works with other Steering Committee members to plan 2 clinical skills nights for pre-clinical students in the fall. This person also coordinates the Chronic Care Junior Clinician program, which involves collecting applications and pairing Chronic Care Juniors with Chronic Care Seniors who have appropriate patients and are interested in mentoring a pre-clinical student. The Student Recruitment Chair with frequent volunteers on a daily basis, in particularly those that have early sign-up privileges (e.g. Chronic Care Seniors). On a weekly basis, the Student Recruitment chair is responsible for sending recruitment emails to fill available Senior/Junior Clinician spots with student volunteers, and with delegating clinic “lunch order duty” to another member of the Steering Committee. The student in this position must be extremely organized and responsive to email (the ehhop.recruitment@icahn.mssm.edu account). This is an excellent position for someone who has attention to detail and is enthusiastic about interacting with the student body.

ACT Benefits Chair

The Benefits Chair is responsible for securing healthcare benefits and entitlements for uninsured EHHOP patients in order to reduce financial barriers to specialty care. The Benefits Chair facilitates screening patients for entitlement/insurance eligibility, enrolling eligible patients in the appropriate services, and resolving outstanding medical bills. The Benefits Chair works closely with EHHOP's Social Workers, Teaching Seniors, clinic teams, and Steering Committee to coordinate care. Together with the Access to Care Team (ACT) Referrals Chair and ACT Case Manager Chair, the Benefits Chair also recruits, trains, and directly oversees ACT Case Managers, the ACT Benefits Manager, and the ACT Community Referrals Manager. Responsibilities of the Benefits Chair include streamlining the processes of obtaining charity care and Emergency Medicaid, applying for public or subsidized insurance via the NYS Health Exchange, transitioning the medical care of insured patients to new providers, negotiating medical bill resolution, and connecting patients with community resources. The Benefits Chair liaises with administrative departments at Mount Sinai, specifically Financial Services (FS), the Resource, Entitlement and Advocacy Program (REAP), hospital financial and billing departments, and outside patient advocacy groups to coordinate these processes. The ACT benefits chair also oversees the execution and maintenance of the patient assistance fund (PAF) and conducts weekly pre-screens of patient needs.

This position is an excellent opportunity to build management and leadership skills, advocate for patients, and launch new EHHOP initiatives with a tremendous amount of resources and support. The benefits landscape in which the Benefits Manager works is influenced by ever-evolving healthcare legislation, making this an outstanding growth opportunity for students interested in health policy. The position requires problem-solving, organizational, and creative decision-making skills, as well as a strong drive to increase healthcare access for uninsured patients in East Harlem.

In the coming year it is likely that this position will become increasingly more important to EHHOP. As the healthcare landscape changes and uncertainty amongst our patients rises, the need for competent, innovative, and anticipatory leadership in this role will be apparent. This position sits at the intersection between national health policy and local health communities that entitles its holder to a great deal of insight and responsibility.

ACT Referrals Chair

The Referrals Chair is responsible for maintaining an efficient specialty referrals process, and managing all patients in need of specialist medical care not available at EHHOP. He/she works with EHHOP's Social Workers, Steering Committee, clinic teams, Patient Navigation Chair, Chronic Care Seniors and Teaching Seniors to do this. He/she also recruits, trains and oversees the Access to Care Team (ACT) Case Managers and Referral Managers (Emerging Referrals, Accessory Referrals, Mammogram Referrals, and Radiology Referrals) together with the ACT Benefits Chair and ACT Case Manager Chair. The Referrals Chair monitors new and outstanding referrals weekly, and oversees the extensive referrals process to help uninsured patients obtain specialty services, including outpatient visits, surgeries, medical devices, and imaging services. In addition, he/she liaises with administrative departments at Mt. Sinai and in New York to improve coordination of care, build upon existing professional relationships to streamline referrals processes, and identify new opportunities to connect patients to specialty services. Finally, the Referrals Chair works with the IT Chair to make sure the EHHOP app stays up to date.

This position is an excellent opportunity to build management skills, learn to navigate the complex healthcare system and various resources in NYC, do good by patients, and launch new initiatives with a tremendous amount of resources and support. Where there is a gap in patient specialty care, the Referrals Chair and his/her team work to help fill it. The position requires problem-solving and organizational skills, as well as a strong drive to aid the uninsured in receiving care outside of EHHOP.

ACT Case Manager Chair

The Case Manager Chair is responsible for developing the patient advocacy capabilities of the Case Managers on the Access to Care Team (ACT). In terms of day-to-day logistics, the Case Manager Chair is responsible for maintaining an equitable distribution of patient cases to improve clinic efficiency, providing longitudinal and comprehensive care to patients, and preventing any Case Manager from being overburdened. The Case Manager Chair facilitates the development of each new Case Manager's base caseload from the caseload of the prior year's Case Managers. The Case Manager Chair delegates patient cases to ACT Case Managers based on the ACT Post-Clinic Updates and Teaching Senior referrals emails generated at the end of each Saturday clinic. The Case Manager Chair additionally facilitates communication between other EHHOP teams (including Social Workers, Teaching Seniors, and Chronic Care Seniors) and ACT Case Managers if requests or concerns come up during the week. The Case Manager Chair is responsible for tracking Case Managers' patient assignments to facilitate a longitudinal experience for the patient and the Case Manager.

In terms of the development of patient advocacy capabilities at EHHOP, the Case Manager Chair works closely with the ACT Referrals and Benefits Chairs to train the new ACT members, provide educational opportunities on patient advocacy for the student body at large (e.g. InFocus 1 in 2017), and look for ways to streamline existing ACT services while pursuing any new services that could benefit our patients.

Patient Navigation & Wellness Chair

The Patient Navigation & Programming Chair increases the patient-centered nature of clinical care at EHHOP by overseeing auxiliary programming aimed at improving coordination of care, patient satisfaction, and non-clinical health resources. Specifically, s/he will oversee the Patient Ambassadors Program, which helps patients to complete specialty care referrals at various Mount Sinai clinics, the Fitness Program, a series of free fitness classes for patients, and the Patient Advisory Group, a forum for patients to provide feedback regarding their experiences at EHHOP, the Patient Education Team, which works to improve patient health literacy, and the Nutrition Corps, which provides nutritional counseling and longitudinal coaching. S/he will also work closely with the ESIP coordinator to ensure that EHHOP services are available for both English and Spanish speakers.

The Patient Navigation & Programming Chair also serves as a bridge between the activities of the Community Outreach Team and the weekly clinic; s/he will oversee and work closely with the Community Outreach Coordinator as well as the Referrals and Benefits Chairs to facilitate the incorporation Community Outreach initiatives into clinic flow.

Strong teamwork skills are fundamental for the Patient Navigation & Programming Chair as the position is highly collaborative. S/he is expected to meet with the various auxiliary service providers, including social workers, nutritionists, the Community Outreach Referrals and Exercise Teams to ensure that patient needs are being met. Additionally, working outside the clinical care mold requires creative thinking to craft new programs to improve the patient experience. Creativity and initiative are key to success in this position.

Pharmacy Chair (MD/PHD, Senior Year, or 4th Year)

The Pharmacy Chair manages the EHHOP formulary (the database of low-cost medications that we preferentially prescribe) and the clinic's prescription supplies to ensure that EHHOP provides cost-effective care. The position requires collaborating with other organizations within EHHOP as well as outside organizations (Mount Sinai Employee Pharmacy, Metropolitan Pharmacy, & Prescription Drug Assistance Programs).

This position requires balancing various priorities to ensure EHHOP can provide needed medications, free of charge, to all of the patients we serve. Responsibilities include:

- Educating clinic managers, senior clinicians, and preceptors about our pharmacy protocol and resources for patients
- Managing the Pharmacy Team to assist patients in applying for free brand-name medications from pharmaceutical companies.
- Reviewing prescribing practices and monthly invoices to identify opportunities for cost reduction
- The opportunity to initiate research projects on pharmacy-related topics (i.e. therapy adherence, prescribing practices, etc.)

Research Chair

This position is filled by the previous year's Research Coordinator; the Chair and Coordinator work closely together and share many of the same responsibilities. The Research Chair's primary role is to oversee research projects conducted at EHHOP (including acting as the IRB liaison for projects requiring IRB approval), handle external research requests from individuals or groups who are interested in studying EHHOP's patient population, and mentor/guide the Research Coordinator through the QIC process as necessary. In addition, the Research Chair will train/guide the Research Coordinator through the various research processes/requirements listed before. Required meeting times include monthly Steering Committee meetings and monthly research meetings with Drs. Meah and Thomas (first Friday of every month).

Student Education Chair (4th Year)

EHHOP was founded on a dual goal of providing high quality healthcare to the underserved and an unparalleled educational opportunity for medical students. As such, education is a fundamental part of EHHOP's mission. The Student Education Chair is a dynamic member of the Steering Committee who guides student volunteers' understanding of evidence-based medicine, the social determinants of health and disease, and health care cost and reform. Specifically, the Student Education Chair is responsible for designing, coordinating, and executing the curriculum for the Chronic Care didactics (required lectures for all InterACT, Chronic Care, and EHHOP PST students), EHHOP Grand Rounds, and Senior and Junior Clinician Training nights. Education-related research projects may also be pursued. The sky is the limit! Student Education Chairs gain invaluable teaching and leadership experience and candidates should be highly motivated, passionate about teaching and mentoring fellow students, and comfortable providing constructive feedback.

Physician Recruitment Chair

The Physician Recruitment Chair staffs the clinic each Saturday with physician preceptors and acts as the primary liaison between the clinic and its physician volunteers. Through email campaigns and in person presentations at department and faculty meetings, the chair should recruit new physician volunteers. In addition, the Physician Recruitment Chair is responsible for coordinating EHHOP physician awards and recognition letters, and overall faculty outreach between EHHOP, the medical school, and the hospital. This position has a steady work-flow throughout the year and is an excellent opportunity to get to know physicians in the hospital. It also has many opportunities for new initiatives and potential for research, including Quality Improvement Council (QIC) projects. Chair should be organized and responsive to email.

EHHOP Tech Chair

The Tech Chair is in charge of maintaining and updating all information technology systems used by EHHOP, including EHHOP mobile app, EHHOP's virtual phone system, Epic, the Blackboard site, the EHHOP Online Fax System, CareMessage, EHHOP's clinical informatics database, and the EHHOP website. Additionally, the Tech Chair works with other SC members to support their projects with the best available technology and has the opportunity to innovate by building or adapting new systems and software to meet EHHOP's needs. The Tech Chair communicates with the Epic and Cerner teams to troubleshoot problems and concerns with these systems. Other regular tasks include updating and maintaining EHHOP's several web properties, maintenance of social media outlets, and serving as EHHOP's HIPAA officer. In executing his or her responsibilities, the Tech Chair will work closely with the Operations Chair and may choose to recruit a team of volunteers to assist. You should be passionate about helping student clinicians and physicians with computer systems, managing teams of students working on technological projects, and seeking out the best new solutions for the diverse problems faced by teams within EHHOP.

Finance Chair

Open to all 4th year medical students, PhD phase MD/PhDs, and Scholarly Year students. The Financial Chair is responsible for managing both internal and external finances for the clinic, keeping the EC and Advisory Board abreast of EHHOP's financial status and working closely with the Co-Chairs and EC on development. This development work may include research surrounding grants and awards for which EHHOP might be eligible, as well as collaboration on fundraising efforts with the Events and Alumni Coordinator. The Finance Chair will also lead quarterly Financial Management Team meetings to coordinate communication between Finance Chair/Coordinator, Pharmacy Chair, Alumni Relations and Events Coordinator, Chief TS, and Clinic Co-Chairs regarding finances of the clinic. These will be integral in sustainability of EHHOP in the long term. Additionally, the Finance Chair also works to create new and innovative ways to reduce costs and raise funds for the clinic. Responsibilities also include managing purchases and reimbursements, assisting with grant write-ups and post-grant summary reports, submitting a budget to Student Council each semester, and aiding with philanthropic and publicity efforts.

Physician Scientist Track Chair

The Clinical Service Enrichment Program / Physician Scientist Track Chair is an MSTP student who is responsible for success and improvement CSEP– a training program specific for MD/PhD students in their PhD years. The coordinator will work with the Chief Teaching Senior to address MD/PhD-specific needs and will create a positive learning experience for CSEP students to develop their growth as senior clinicians. Some of the anticipated required activities will be to work one-on-one with students as needed to ensure comfort with clinical responsibilities, maintain and improve organization of physical exam/clinical education sessions, communicate with the Student Education Chair to facilitate MD/PhD participation in Chronic Care Didactics, and communicate with MD/PhD Assistant Director for Clinical Years (Dr. Talia Swartz) to help organize MD/PhD Clinical Case Series. The CSEP Coordinator will also recruit MD/PhD students each year to participate in the program, be available to MD/PhD students to address concerns, arrange co-senioring for new MD/PhD Senior Clinicians, and communicate regularly with MD/PhD students.

COORDINATOR POSITIONS

Research Coordinator

The Research Coordinator's primary responsibility is the Quality Improvement Council (QIC). The QIC was established in 2011 to study problems pertaining to EHHOP clinic quality, test solutions, and make final recommendations for the following year's Steering Committee. The Research Coordinator is responsible for attending all QIC meetings, supervising teams on their projects, fulfilling administrative duties required for the QIC, and liaising between the SC and QIC.

Secondarily, the Coordinator works with the Research Chair to oversee all research and scholarly projects at EHHOP in collaboration with the Research Chair. The Coordinator is expected to remain on EHHOP leadership for at least two years; one as the Coordinator and one as the Chair. This is intended to ensure that research projects receive longitudinal assistance and oversight, as they rarely can be completed within a year-long term. The first year, as Coordinator, can be considered a "training stage" for the Chair position, where the Coordinator is mainly responsible for the QIC. The second year, the Coordinator becomes the Chair and is responsible for all Chair duties (see Research Chair description).

Community Outreach Coordinator

The Community Outreach Coordinator works to identify community needs, to network with community partners, support EHHOP volunteers who have an interest in deeper involvement with the East Harlem community, and to build efforts that make the clinic more visible, accessible, and responsive to community members and leaders. The coordinator works with a small and committed group of volunteers, the community outreach committee, whose efforts focus on: maintaining relationships with East Harlem Community Health Board members and other community groups; maintaining and expanding a database of community-based services for patients and their families; managing EHHOP's external communications through social media; and collaborating with other organizations on community-based outreach activities. The Community Outreach Coordinator is also responsible for maintaining and expanding the growing database of community based services for patients and their families. The Community Outreach Coordinator reports to and works with the Patient Navigation and Wellness Chair to maximize patient access to community resources, develop innovative programming for patients, and solicit patient feedback.

EHHOP Spanish Interpreters Program (ESIP) Coordinator

The primary responsibility of the ESIP Coordinator is to recruit, screen, interview, train, and staff Spanish interpreters for the EHHOP clinics. The Coordinator collaborates with the Medical Spanish Team, as well as with certified medical interpreters from the Mount Sinai Language Assistance Program, in early fall to provide a mandatory interpreter training course for new recruits. Throughout the year, the Coordinator schedules interpreters to volunteer in EHHOP clinics on Saturdays, including the EHHOP specialty clinics when needed. The ESIP Coordinator is also responsible for overseeing documentation of language preference and interpreter needs for non-English speaking patients, as well as generally advocating for the needs of these patients. The Coordinator is responsible for ensuring adherence to all EHHOP policies and guidelines related to the use of interpretation services. The Coordinator also ensures that interpretation needs are met for other projects (e.g., the Patient Advisory Group), coordinates the translation of important clinic documents and, when needed, helps to translate phone messages in Spanish received on the EHHOP phone. All other initiatives related to Spanish interpreter/translator support or training fall under the Coordinator's responsibility.

The ESIP Coordinator should have demonstrated leadership skills and a strong background in oral and written Spanish, though it is not necessary to be a native speaker. Previous experience in medical interpreting is preferred. Most importantly, the ESIP Coordinator should feel very passionate about providing high quality interpretation services to non-English speaking patients in the medical setting. The ESIP Coordinator should expect to report to and work closely with the Patient Navigation and Wellness Chair.

Alumni Relations and Events Coordinator

The Alumni Relations and Events Coordinator plans, coordinates, and executes fundraising events for the clinic, and works to develop stronger relations with EHHOP's alumni. This person works closely with the Finance Coordinator to ensure that all goals for fundraising events are in line with the overall state of finances. Past fundraising events have included the Annual Fast-a-thon, the 10th Anniversary Gala, the EHHOP Spring Benefit, "Giving Tuesday" email campaign, letter-writing campaigns, bar nights, and a comedy show. Alumni-related responsibilities include a semi-annual alumni newsletter and working towards the development of an alumni network specifically for EHHOP alumni (within the greater Mount Sinai alumni network). The Alumni Relations and Events Coordinator should expect to work closely with the Clinic Co-Chairs in addition to the Finance Coordinator.

Nutrition Corps Coordinator (position open to current NC member)

The Nutrition Corps Coordinator is responsible for recruiting, training, and overseeing the Nutrition Corps. He/she will report to the Patient Navigation & Wellness Chair and maintain close communication with the Patient Education Coordinator and EHHOP's Fitness Group. The Nutrition Corps Coordinator will also liaise with EHHOP's dietician. Specific responsibilities include:

- Recruiting and training a new group of Nutrition Corps members
- Running regular check-in sessions for the Nutrition Corps
- Obtaining ongoing feedback from Nutrition Corps members and integrating improvements into the Nutrition Corps structure
- Ensuring ongoing data collection and analysis for research and improvements in patient care

Patient Education Coordinator

The Patient Education Coordinator is responsible for developing and maintaining patient education initiatives within EHHOP. Past projects include creating teaching materials for junior clinicians, planning lifestyle workshops for patients, and developing the Nutrition Corps. He/she will report to the Patient Navigation & Wellness Chair and collaborate closely with other EHHOP groups. Specific responsibilities include:

- Recruiting and overseeing a group of dedicated team members
- Creating materials to support existing or new patient education initiatives
- Collaborating with all aspects of EHHOP leadership (Clinic Managers, Tech team, Student Education, Nutrition Corps, Fitness) to integrate student-led patient education initiatives into clinic
- Gathering feedback from patients to ensure that all patient education initiatives remain patient-centered, accessible, and relevant to patient needs

Pharmacy Coordinator

The Pharmacy Coordinator is responsible for enabling EHHOP patients to receive necessary drugs that are not covered by the EHHOP formulary. As this is a new position, the exact delegation of roles between the pharmacy chair and pharmacy coordinator may be subject to change.

Specific responsibilities include:

- Guide patients through the pharmaceutical drug assistance program (PDAPs).
- Maintain the PDAP database and interact with teaching seniors & senior clinicians to fulfill necessary drug requests.
- Direct patient interaction via the phone and in clinic to pursue folks through the PDAP process.
- Train next year's pharmacy team on how to guide patients through the PDAP process.

Finance Coordinator

Open to all rising 2nd year MD students. The Finance Coordinator will work closely with the Finance Chair in the duties listed under that role. Specifically, the coordinator will work to manage purchases and reimbursements, assist with grant write-ups and post-grant summary reports, submit a budget to Student Council each semester, and aid with philanthropic and publicity efforts. Although not binding or required, work in this position may be strongly considered if applying to Finance Chair in later years.

NY Student Run Free Clinic Committee Coordinator

NYSRFC is run annually by the school in the area holding the day-long conference in October. We are excited to host that conference this year. As the Coordinator, you will be responsible for holding quarterly meetings with all of the member clinics in the area, to be held at Sinai. You will also be responsible for working with the co-Chairs and EHHOP Consulting Group to plan the conference itself. This is a great opportunity to learn more about the variety of models of free clinics in the area and to establish and cultivate important connections with other schools and students. You also have a lot of ability to propose new ideas and initiatives amongst the member clinics.

Apart from planning the conference, this position will not have many week-to-week responsibilities. Really the largest portion of responsibilities entails ensuring that there are meetings of NYSRFC every quarter and ensuring the logistics are in place (room booked, agenda set, etc).