

COLUMBUS FIRE RESCUE STANDARD OPERATING GUIDELINES



TITLE	Community Integrated Health (CIH) Professional	POLICY NUMBER	02-13
SCOPE	ALL DEPARTMENT PERSONNEL	AMENDS NUMBER	
CATEGORY	FIRE DEPARTMENT ORGANIZATION	DATE EFFECTIVE	11-23-2022

Job Description

Under the general direction of the Chief, Assistant Chief and/or Battalion Chief, a Community Integrated Healthcare provider will work with patients, care providers, and local services to address individual and community health needs.

Duties and Responsibilities

- Provide clinical assessment and medical care (within licensure scope of practice and as per rules and regulations) such as health screenings, home inspections, post-discharge visits, and assistance to those in quarantine or isolation.
- Provide outreach to community resources, disease management coaching, preventative care, and other assistance to patients managing chronic health conditions.
- Assist patients in understanding care plans and instructions, and with completion of forms and paperwork such as insurance or financial assistance.
- Serve as a liaison between referral sources, facilities, and outside entities to prevent and/or resolve continuity of care issues.
- Effectively coordinate and monitor care to promote quality and cost-effective outcomes.
- Address health disparities and the individual and community levels by assessing health status, social determinants of health, and health equity barriers.
- Reduce stigma and other barriers to initiating or continuing health care by providing necessary information to both community members and health care providers.

- Provide information to community on contact tracing, testing, quarantine, and isolation requirements for those exposed to COVID-19.
- Assist those in quarantine or isolation who may need help with food, communications, housing, and other social needs.
- Complete education and trainings as required.
- May respond to a variety of 911 emergencies involving fire and ems personnel.
- Other duties as assigned.

Knowledge, Skills, and Abilities

- Well-organized, detail oriented, and have ability to multi-task in a demanding and changing environment
- Ability to work independently and as part of a team.
- Demonstrate strong communication and active listening skills.
- Navigate the health care system and advocate for others.
- Demonstrate empathy, respect, and understanding of community resources, clinical goals, and health center's values and processes.
- Ability to maintain confidentiality.
- Information technology skills such as: laptop, smartphones, Internet/online application systems, reporting system.

Minimum Education, Licenses, and Requirements

- Current EMT-B/Endorsed or EMT-P License from the State of Montana **(minimum of 1-year of service at license level)**
- Obtain the Community Integrated Health Care Endorsement within 6 months of hiring.
- Valid State of Montana Driver's License
- Current CPR Card
- High School Graduate or equivalent