

Kaiser Permanente's Community Resource Specialist (CRS)

This is a new member of the primary care team, partnering with all KP staff to help address more of the needs of our patients!

What are the CRSs duties?

- Actively linking patients to community resources to meet the patient's specific needs.
- Work with patients around goal setting, action planning, problem solving, and follow up. Coaching may be telephonic, face to face, and/or via virtual consultations. Document services provided in the electronic medical record.
- Developing contacts in the local community and maintaining ongoing relationships within the community. This includes attending select community meetings, coalitions, and events, which may occur evenings or weekends.
- Act as an active member of the primary care team, including educating and informing staff of local resources. Interact with other Kaiser Permanente departments to ensure coordination.
- Assisting with internal patient navigation needs.

What types of needs can a CRS address?

- Food Insecurity
- Transportation
- Housing assistance
- Utility Assistance/Bill Pay/Debt
- Resources for homeless or at risk of homelessness
- Employment and education resources
- Referrals to legal aid services
- Low to no cost dental and mental health services
- Caregiver resources
- Referrals for culturally specific agencies/community health workers
- Referrals coordination with social service agencies
- Connections to low to no cost gyms, community and senior centers
- Social programs and support groups
- Health and wellness goals
- Kaiser Permanente systems navigation

How can I refer a patient to the CRS?

- In EPIC: Under Order Entry- type "CRS" and fill out the referral form (much like SW referral)
- By Staff message in EPIC- send a request attached to the patient chart
- Outlook email message including the KP member # and initials and a description of the need
- Warm Hand off in the clinic!
- ANYONE CAN REFER TO THE CRS!!!