**DEPARTMENT:** Ambulatory Services **REVISED DATE:** January 5, 2017

**REPORTS TO: Director of Ambulatory Services**

**FLSA Status:** Non-Exempt

**POSITION SUMMARY**

Care Coordinators function as liaisons between patients, providers, and the healthcare system. Care Coordinators ensures that patient needs, discharge planning, and care coordination efforts are all coherent with care management criteria. Care coordinators must remain cognizant of patient necessity, levels of care, medical conditions, discharge plans, and medications. Duties may also include patient instruction, care orientation, and coaching.

**ESSENTIAL DUTIES AND RESPONSIBILITIES**

**Care Coordination:**

* Assists patients through the healthcare system by operating as a patient advocate and health systems navigator.
* Coordinates continuity of patient care with external healthcare organizations and facilities.
* Coordinates continuity of patient care with patients and families/caregivers following hospital admission, discharge, and Emergency Department visits.
* Reports care barriers and challenges to physician or designee.
* Conducts comprehensive, preventive screenings for patients and/or assists all support staff in daily patient interactions as needed.
* Supports patient self-management of disease processes and promotes behavioral modifications self-intervention.
* Promotes clear communication amongst interdisciplinary care team members by ensuring awareness regarding patient care plans.
* Facilitates patient medication management based upon standing orders and protocols.
* Participates as a successful team associate supporting data collection, health outcomes reporting, clinical audits, and pragmatic evaluation.
* Participates in the evaluation of clinical care, utilization of resources, and development of new clinical tools, forms, and procedures.
* Under the direction of the Director of Ambulatory Services determine which projects will take priority at any time for the Martin Luther King Jr. Community Medical Group
* Coordinates project plans including project timelines
* Provide direction and support to the project team as required
* Tract project deliverables using appropriate tools
* Identify project risks and recommend appropriate resolutions
* Projects defined; Metrics, Physician Dashboards, and Quality Metrics
* Assists in creation and submittal of Medical Group invoices
* Other duties as assigned.

**STANDARDS OF EXCELLENCE (Note: these standards are expected of every employee.)**

**A. Sense of Ownership**

Demonstrate personal commitment to quality job performance, a sense of responsibility for high achievement, professional appearance, awareness of current events throughout the hospital, and positive promotion.

**B. Positive Attitude**

Maintains a sense of understanding and compassion at all times while conveying energy and pride in all forms of communication: verbal, written, and non-verbal.

**C. Responsiveness**

Accommodates the needs of others through the use of timely actions, clarification, apologies, considerations, and the offering of additional information.

**D. Communication**

Openly interacts with patients and visitors through greetings and introductions, courteous gestures, engaging listening and feedback in dialog, providing helpful information, and addressing conflict in an appropriate manner.

**E. Commitment to Co-workers**

Cooperatively seeks to support and contribute to the work of others by offering assistance, acknowledging accomplishments, applying fair and respectful treatment, and addressing conflict in an appropriate manner.

**F. Privacy/Confidentiality**

Upholds the information and dignity of the patient in the highest regard through private and appropriate conversations and security procedures such as filing charts, logging out of computer screens, closing doors/curtains, and covering patients.

**G. Safety Awareness**

Keeps work area and surrounding environment clean and safe, reports practices and situations that may cause harm. Follows patient safety, including but not limited to, hand washing and patient identification.

**POSITION REQUIREMENTS**

1. **Education**

* Bachelor’s degree required

**B. Qualifications/Experience**

* One (1) year of project coordination experience
* Healthcare and/or Hospital experience preferred
* A team player that can follow a system and protocol to achieve a common goal
* Highly organized and well developed oral and written communication skills
* Confidence to communicate and outreach to other community health care organizations and personnel
* Demonstrates sound judgment, decision making and problem solving skills

**C. Special Skills/Knowledge**

* Proficient to expert computer skills utilizing Microsoft Office especially Word and Excel
* Critical thinking
* Resourcefulness
* Leadership
* Knowledge of healthcare delivery systems
* Bi-lingual Spanish helpful but not required

**D. Mental and Cognitive Traits Required**

Must be able to analyze written, spoken, visual, and other sensory stimuli. Must have ability to analyze written and spoken English. Must be able to cope effectively with stressful situations and time constraints. Must be able to interpret scientific data in a logical and coherent manner. Must be able to logically solve problems. Must be able to follow detailed written and verbal instructions. Must direct and manage others. Must be able to work well with others. Must be able to proactively create the healthcare environment of the future.

**E. Behavior Demands**

Must role model positive communication and team relationship skills. Demonstrates ability to lead consensus decision making. Must be able to direct and manage others.

**F. Physical Demands**

Sit, walk, and stand: may spend up to 25 percent of working time standing/walking. Lift, carry, push, pull: generally not more than ten pounds of force is needed to lift, carry push, or pull objects. Bend, stoop, and kneel: occasional bending and kneeling may be required in troubleshooting equipment/assisting clients. Manual dexterity/wrist and hand repetitions: good manual and finger dexterity is needed; up to 50 percent of working time may be spent using a computer keyboard. Vision, hearing, speaking: must have good visual acuity and depth perception to operate the computer system; speaking and hearing are essential to the communication needs of the position.

**G. Environmental Conditions**

May be subjected to noise and disagreeable odors. Universal precautions must be followed when working in any clinical area; workers are exposed to biologic and chemical hazards and must use appropriate personal protective equipment as trained. Work is performed in a well-lighted, temperature-controlled, and humidity-controlled environment.

May be requested on occasion to travel to conferences and meetings as an organization representative. Must be able to make arrangements to attend these as required.

**H. OSHA Risk Factor (Check One)**

Category I - Normal job related task involve an inherent potential for membrane or skin contact with blood, body fluids or tissues. Use of protective measures should be used under normal conditions.

Category II - Normal work routine does not involve exposure, but exposure may be required as a condition of employment. Protective measures should be readily available.

Category III - No exposure to blood, bodily fluids, or tissues is expected in the work routine.

**I. Population Specific Requirements (Patient Care/Patient Services only):**

Demonstrates knowledge, skill and ability to provide care/service based on the specific patient population.  Demonstrates, modifies and adapts work behavior in meeting the patient’s specific needs and/or providing the services required.

Demonstrates the ability to focus on the specific needs of the patient population and provide the care or service needed. Demonstrates appropriate communication skills for the patient population served.

**Employee Signature:** I have read and received a copy of my job description.

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Print Name Date Signature

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Human Resource Representative Signature Date