

Johnson Memorial Health Services

Job Description

Position: Care Coordinator, LPN/RN

Department: Clinic

Reports To: Clinic Manager

FLSA Status: Hourly/Non-exempt

Days/Hours: Full time, M-Fri

Effective: February 2014

Revised: July 2021

JOB SUMMARY

Works collaboratively with multidisciplinary care team staff across the continuum of care to provide care and disease management to high-risk patients identified in the ambulatory setting, focusing efforts on patient outreach and coordination of care for a panel of patients to achieve optimal outcomes and promote wellness.

ESSENTIAL FUNCTIONS

- Uses assessment skills and risk assessment tools to identify patients with actual or potential care needs that would require care coordination.
- Conducts or facilitates targeted outreach efforts to a defined panel of high-risk patients (chronic illness, lack of social support, readmissions, ED visits, etc.) to ensure timely and efficient care delivery across the continuum of care.
- Utilizes technological tools (registries, patient lists, etc.) to manage populations.
- Conducts comprehensive clinical assessments that include disease-specific, medical, behavioral, pharmacy, social and end of life needs of each patient.
- Actively involves the patient and family regarding coordination of their care. Shares this information with the healthcare team, patient, and family.
- Works collaboratively with interdisciplinary team to develop goals and plan interventions to maximize patient outcomes.
- Monitor patient compliance with plan of care. Performs reassessments regarding patient progress toward goals and updates plan of care as appropriate.
- Ensures care gaps are closed around specialty disease/chronic disease. Coordination: Often serves as primary patient contact for team related to condition. Facilitates access to services.
- Organizes tasks and responsibilities around the patient and family needs. Serves as the liaison with patients and families to physicians, clinical staff.
- Assists in managing transitions of care across care settings, ensuring optimal communication and planning of care.
- Fill in at clinic, hospital, outreach/surgery and care center as needed.
- Other duties as assigned.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

- Strong communication skills with the ability to communicate professionally and effectively with clients, physicians, and co-workers (verbal and written).
- Strong team-work skills.
- Positive attitude.
- Assessment skills.
- Computer skills and knowledge of EMR.

- Time management skills.
- Must adhere to HIPAA requirements.

MINIMUM TRAINING AND EXPERIENCE REQUIREMENTS (The following statement represents the minimum experience and training standards which will be used to admit or reject applicants for interview and selection, provided that equivalent substitution will be permitted in case of deficiencies in either experience or education).

- Must have and maintain a current MN LPN/RN License.
- Must have and maintain current CPR certification.
- Previous experience with population health/ACO is desirable.

SUPERVISORY RESPONSIBILITIES (if applicable):

None

MINIMUM PHYSICAL REQUIREMENTS (if any): (The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.)

Note: In terms of an 8-hour workday, “Occasionally” equals 1% to 33%, “Frequently”, 34% to 66%, “Continuously”, 67% to 100%

| In an 8 hour workday, employee must: | | | | | | | | | |
|--------------------------------------|--|---|---|---|---|---|---|---|---|
| | (Hours at full capacity for each activity) | | | | | | | | |
| Position | None | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 |
| Sit | | | | x | | | | | |
| Stand | | | | | x | | | | |
| Walk | | x | | | | | | | |

| Employee’s job requires he/she: | | | | | |
|---------------------------------|------------|--------------|------------|--------------|----------|
| Activity: | Not at All | Occasionally | Frequently | Continuously | Comments |
| Bend/Stoop | | | x | | |
| Squat | | x | | | |
| Crawl | x | | | | |
| Climb (Height 8 f.t) | x | | | | |
| Reach above shoulder level | | x | | | |
| Crouch | | x | | | |
| Kneel | | x | | | |
| Balance | | x | | | |
| Push/Pull (# of lbs.-50) | | x | | | |

| Employee’s job requires he/she carry: | | | | | |
|---------------------------------------|------------|--------------|------------|--------------|----------|
| Weight Carried: | Not at All | Occasionally | Frequently | Continuously | Comments |
| Up to 10 lbs. | | x | | | |
| 11-24 lbs. | | x | | | |
| 25-34 lbs. | x | | | | |
| 35-50 lbs. | x | | | | |
| 51-74 lbs. | x | | | | |
| 75-100 lbs. | x | | | | |
| Over 100 lbs. | x | | | | |

| Job requires employee must use feet for repetitive movements as in operating foot controls: | | |
|---|-----|----|
| Repetitive movements with foot controls: | YES | NO |

| | | |
|-------|--|---|
| Right | | x |
| Left | | x |

| Job requires employee use hands for repetitive action such as: | | | | | | | |
|---|------------------------|-----------|----------------------|-----------|--------------------------|-----------|-----------------|
| Hand Repetitive Movements: | Simple Grasping | | Firm Grasping | | Fine Manipulating | | Comments |
| | YES | NO | YES | NO | YES | NO | |
| Right Hand | | | | | x | | Computer use. |
| Left Hand | | | | | x | | |
| Both Hands | | | | | x | | |

| Does the employee's job require: | | | |
|--|------------|-----------|---------------------------|
| Activity | YES | NO | Describe if Yes |
| Working on unprotected heights? | | x | |
| Working on uneven terrain? | | x | |
| Working on wet/damp surfaces? | | x | |
| Operating moving equipment? | | x | |
| Operating vehicles? | x | | Motor vehicle on occasion |
| Use of tools? | x | | Clinical equipment |
| Use of telephone? | x | | |
| Use of keyboard/computer terminal? | x | | |
| Working under time pressure? | x | | |
| Working rapidly for long periods? | x | | |
| Working alone? | x | | |
| Close work? | x | | |
| Good vision (close/distance/peripheral & depth perc) | x | | Corrected to 20/20 |
| Good color vision? | x | | |
| Good hearing? | x | | |
| Good speaking? | x | | |
| Reading? | x | | |
| Writing? | x | | |
| Simple arithmetic? | x | | |
| Mathematics? | x | | |
| Weighing and /or measuring? | x | | |

| The work environment where the job is carried out: | | | |
|---|------------|-----------|-----------------------|
| Job environment: | YES | NO | % of Day Spent |
| Indoors | x | | |
| Outdoors | | x | |
| At a desk or bench | x | | |
| In a car or truck | | x | |
| In an office | x | | |

| Is the employee exposed to: | | | |
|---|------------|-----------|----------------------------------|
| Exposed to: | YES | NO | Describe if Yes |
| Bloodborne Pathogens/Infectious diseases? | x | | Rarely and with known protocols. |
| Chemicals/respiratory hazards? | x | | Rarely and with known protocols. |
| Noise? | | x | |
| Dust, fumes & gases? | | x | |
| Extreme heat or cold? | | x | |
| Cramped areas? | | x | |
| Working close to electrical current? | | x | |
| Other hazards? | | x | Compromised humans. |

| Exposure Determination: For More Information: See Your Supervisor | | | | | |
|---|-----------|---|-----------|---|-----------|
| Category I | | Category II | | Category III | |
| Tasks that routinely involve exposure or potential exposure to blood, body fluids or tissues. | | Tasks that do not routinely involve exposure to blood, body fluids or tissues, but exposure or potential exposure may be required as a condition of employment. | | Tasks that do not routinely involve exposure to blood, body fluids or tissues (persons in this category are not called upon to perform or assist in the emergency medical aid or to be potentially exposed in any other way as a condition of employment. | |
| YES | NO | YES | NO | YES | NO |
| | | x | | | |

MENTAL DEMANDS:

| Does the employee's job require: | | |
|---|------------|-----------|
| Activity | YES | NO |
| Ability to plan, organize and delegate responsibilities to subordinates while maintaining quality standards throughout one's own performance. | x | |
| Excellent communication skills are required for interactions with management, staff, patients, residents, clients, etc. | x | |
| Must be able to analyze situations and select a course of action. | x | |
| Must be capable of multi-step and sequential problem-solving activities: that include comparing, analyzing and calculating data relevant to the facility. | x | |
| Must be flexible and willing to undertake a variety of tasks. | x | |
| Must possess the ability to accept change and respond appropriately. | x | |
| Must possess the ability to understand and communicate both verbally and in written form in the English language since instructions, labels and other documents are in English. | x | |
| Must possess visual and mental attention to position content with accuracy. | x | |
| Must possess excellent memory and organizational skills. | x | |
| Must possess the ability to work independently and make decisions that require initiative and judgment in order to effectively plan, organize and delegate work assignments. | x | |

DISCLAIMER:

The above statements are intended to describe the general nature of job duties and responsibilities typically assigned, identify the essential functions, and list the requirements of this job. They are not intended to be an exhaustive list of all supplemental duties, responsibilities, or non-essential requirements; nor should this document limit the supervisor's right to modify assignments as necessary. This document does not create a contract for employment.

RECEIPT ACKNOWLEDGEMENT:

I acknowledge and understand that:

- Receipt of this job description does not imply nor create a promise of employment, nor an employment contract of any kind, and that my employment is at-will.
- The job description provides a general summary of the position in which I am employed, that the contents of this job description are job requirement, and at this time, I know of no limitations which would prevent me from performing these functions with or without accommodation, I further understand that it is my responsibility to inform my supervisor at any time that I am unable to perform these functions.
- Job duties, tasks, work hours and work requirements may be changed at any time.
- I have read and understand this job description.

I, **do** **do not** need accommodations under the Americans with Disabilities Act.

Employee Printed Name: _____

Employee signature: _____

Date: _____