**Job Title:** Nurse Care Coordinator **Department:** Care Coordination **Supervisor:** Care Coordinator Lead **FLSA Status:** Exempt

# Position Summary

The RN Care Coordinator works closely with identified high-risk and complex patients, and patients experiencing transitions in care. Provides guidance and advocacy to better promote the patient’s physical, emotional and spiritual health. Focuses on decreasing high ER utilization and hospital re- admission frequencies. Facilitates access to appropriate medical and specialty providers. Coordinates timely communication between patient and primary care providers to improve health outcomes.

**Essential Duties and Responsibilities** include the following. Other duties may be assigned.

1. Assesses the physical, functional, social, psycho-social, and environmental needs of patients.
2. Provides clear and concise documentation, reflecting content and intent, for all patient interactions.
3. Provides education for patients and caregivers as needed, for understanding diagnoses, treatment options, illness progression, wellness and self-care measures.
4. Utilizes the Transitions in Care phone contact with patients to reduce emergency room utilization and hospital readmissions.
5. Increases continuity of care by managing relations with tertiary care providers, and connection with community resources. Increases patient’s ability for self-management and shared decision-making.
6. Provides medication reconciliation as requested by providers, in emergent or complex situations.
7. Advocates for the patient and family, and protects patient’s autonomy, dignity, and decision-making rights.
8. Participates in team meetings when appropriate, to support the care management patient.
9. Responds to electronic referrals placed in EHR.
10. Provides home visits, when appropriate, to gain a larger awareness of the patient’s healthcare barriers, and to offer suitable community resources as needed.
11. Collaborates with other clinic disciplines to include: BHC, Case Management, nursing staff, providers, and Outreach; to provide optimum patient care.

# Competencies

To perform the job successfully, the following competencies should be demonstrated:

**Attendance/Punctuality** - Is consistently at work and on time, as established; ensures work responsibilities are covered when absent; arrives at meetings and appointments on time.

**Communications** - Speaks clearly and persuasively in positive or negative situations; listens and gets clarification; responds well to questions; demonstrates group presentation skills; participates in meetings; writes clearly and informatively; edits work for spelling and grammar; keeps others adequately informed; selects and uses appropriate communication methods.

**Customer Service for Internal and External Customers/Patients** - Manages difficult or emotional customer/patient situations; responds promptly to customer/patient needs; solicits customer/patient feedback to improve service ; responds to requests for service and assistance; meets commitments.

**Job Knowledge** - Competent in required job skills and knowledge; exhibits ability to learn and apply new skills; keeps abreast of current developments; requires minimal supervision; displays understanding of how job relates to others; maintains confidentiality per policy and regulations; fluent in Microsoft Office programs, including Word, Excel, PowerPoint and Outlook and job related software and computers; uses resources effectively; pursues training and development opportunities; adapts to new technologies; keeps technical skills up to date.

**Problem Solving** - Identifies and resolves problems in a timely manner; gathers and analyzes information skillfully; develops alternative solutions; works well in group problem solving situations; uses reason even when dealing with emotional topics; adapts to changes in the work environment; changes approach or method to best fit the situation.

**Planning/Organizing** - Prioritizes and plans work activities; uses time efficiently; plans for additional resources; sets goals and objectives; organizes or schedules other people and their tasks; develops realistic action plans.

**Quality Management** - Looks for ways to improve and promote quality; demonstrates accuracy and thoroughness; applies feedback to improve performance; monitors own work to ensure quality.

**Safety and Security** - Observes safety and security procedures; determines appropriate action beyond guidelines; reports potentially unsafe conditions; uses equipment and materials properly.

**Teamwork** - Exhibits objectivity and openness to others' views; gives and welcomes feedback; establishes and maintains effective relations; exhibits tact and consideration; offers assistance and support to co-workers; works cooperatively in group situations; works actively to resolve conflicts.

# Qualifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

# Education and/or Experience

Associate of Nursing or License Vocational Nurse and two years of clinic office nursing experience. Prior experience with chronic disease management of care and patient education preferred.

**Certificates, Licenses, Registrations** Current driver’s license and auto insurance [State] Registered Nurse license

# Physical Demands

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.

While performing the duties of this job, the employee is regularly required to use hands to finger, handle, or feel and talk or hear. The employee is occasionally required to stand; walk; sit; reach with hands and arms and taste or smell. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

# Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.