

**CENTRAL MONTANA MEDICAL CENTER
POSITION DESCRIPTION**

Position Title	Care Coordinator RN	Grade	
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Department	CMMC Primary Care	Exempt	
Immediate Supervisor	Clinic Nurse Manager (s)	Non-exempt	
Supervisor next in line	Director of Clinic and Business Development	Workweek	

POSITION SUMMARY

Coordinates Team-based care to provide health services to individuals, through effective partnerships with patients, their caregivers/families, community resources and their physician. Facilitates a "shared goal model" within and across settings to achieve coordinated high-quality care that is patient and family centered.

Continued employment and raises in this position are dependent upon Central Montana Medical Center's fiscal viability and:

- Actions and communications that contribute to a team concept and create a **positive** environment for **all** customers
- Acceptable performance of essential and all job duties
- Acceptable attendance record
- Accountability for safety to self, patients, visitors and all customers, and care of equipment and building
- Adherence to departmental and facility policies and procedures, education requirements, compliance monitoring and reporting, and CMMC Code of Conduct
- Accountability for the consequences of own actions
- Physical and emotional ability to perform essential functions
- Acceptable background investigation results if required for position

Minimum Education, Experience, Licensure, Certification required:

Current RN license required;
 Experience in care for chronic disease patients is required;
 3-5 year's experience in clinical or community health settings is preferred; and leadership, communication, education, collaboration and counseling skills;
 Previous Care Coordination, Case Management or Home Health experience preferred;
 Previous experience with mobilizing community resources, navigating patients through the healthcare continuum and working with diverse populations preferred;

ESSENTIAL FUNCTIONS/DUTIES:

(Must be able to perform with or without accommodation)

- 1 Provides a coordinated, strategic approach to detect early and manage effectively the chronically ill patient population.
- 2 Implements an effective internal tracking system for identified patients.
- 3 Coaches patients/families towards successful self-management of their chronic disease.
- 4 Utilize tools and documents that support a guided care process, collaborate with patient/family toward an effective plan of care.
- 5 Will assess patient and family's unmet health and social needs. Position requires effective communications to improve health literacy.
- 6 Help develop a care plan based on mutual goals with the patient, family and provider's emergency plan, medical summary and ongoing action plan as appropriate.
- 7 Monitor patient adherence to plan of care and progress toward goals in a timely fashion and facilitate changes as needed.
- 8 Create ongoing processes for patients/families to determine and request the level of care coordination support they desire over time.
- 9 Promote Healthy behaviors in all populations and ensure navigation assistance with community resources.
- 10 Facilitate patient access to appropriate medical and specialty providers as well as other care coordination team support specialists, ie: Diabetes Educator

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| 11 | Cultivate and support primary care and subspecialty co-management with timely communication inquiry, follow-up and integration of information into the care plan regarding transitions-in-care and referrals. |
| 12 | Serve as the contact-point, advocate and informational resource for patient, family, care team, payers, and community resources. |
| 13 | Ensure effective tracking of test results, medication management, and adherence to follow-up appointments. |
| 14 | Develop systems to prevent errors (ie: effective medication reconciliation and shared medical records) |
| 15 | Facilitate and attend meetings between patient, families, care team, payers and community resources as needed. |
| 16 | Attend and actively participate in all Care Coordination related training and meeting activities. |
| 17 | Other duties as assigned. |

Knowledge, Skills, Abilities:

Ability to communicate and effectively work with hospital personnel and medical staff
Ability to adapt to fluctuations in workload and work efficiently and effectively under stressful conditions.
Willingness to assume additional duties when requested and seek guidance and direction, when needed, for performance of duties and ability to recognize, establish and respond to priorities.

OCCUPATIONAL EXPOSURE for this position:

	Category I	Direct contact with blood or other bodily fluid to which universal precautions apply
	Category II	Activity performed without blood/bodily fluids exposure, but exposure may occur in emergency
X	Category III	Task/activity does not ordinarily entail predictable exposure to blood/bodily fluids

OTHER EXPOSURE for this position:

	Radiation	
	Noise	
	Other (Specify)	

PHYSICAL DEMANDS:

(Essential functions strength rating for position - see Job Analysis)

X	Sedentary	Exert up to 10# occasionally or negligible force frequently
	Light	Exert up to 20# occasionally, < 10# frequently or negligible force constantly
	Medium	Exert up to 50# occasionally, up to 25# or up to 10# constantly
	Heavy	Exert up to 100# occasionally, up to 50# frequently or up to 20# constantly
	Very Heavy	Exert > 100# occasionally, > 50# frequently or > 20# constantly

I HAVE READ AND UNDERSTAND THIS POSITION/JOB DESCRIPTION, AND HAVE BEEN PROVIDED THE OPPORTUNITY TO ASK QUESTIONS AND RECEIVE APPROPRIATE ANSWERS. I ALSO UNDERSTAND THAT REASSESSMENT OF ABILITIES TO MEET POSITION REQUIREMENTS MAY BE PERIODICALLY REEVALUATED.

Employee's Signature	Supervisor's Signature	Date