

THE CAMBRIDGE HEALTH ALLIANCE
**JOB DESCRIPTION/
PERFORMANCE MANAGEMENT
& IMPROVEMENT FORM**

Job Title: Coordinator, Planned Care

Job Code:

Department: Ambulatory

Reports To: Nurse Practice Manager

Level: ___1___2___3___4___N.A.

Grade: MO7

Exempt:___ **Non-exempt:**___ **Union:**___ **Non-union:**___

Job Purpose

The Planned Care Coordinator (PCC) will work closely with patients and their health care team utilizing the Planned Care Model. As a member of the Planned Care team, the PCC will assume the day to day responsibilities for care coordination at the sites for patient with chronic health conditions. The PCC will perform a wide range of functions which safely, effectively, and efficiently support the patient and health care team. Responsibilities will include initiating contact with patients and their care team, working proactively to remove barriers which impede access to health care and prevents successful implementation of the treatment plan; building a supportive relationship with patients to improve the patient's utilization of necessary health services which may improve the patient's health status; assisting uninsured/underinsured patients in the application for public insurance; reviewing the chronic disease registries; outreaching to patients; assisting in patient follow up after ambulatory visits, emergency room visits, and inpatient stays. The PCC will maintain logs, analyze data, observe patterns, prepare written and verbal reports, and recommend improvements based on this information. All responsibilities of the PCC will be consistent with the scopes of practice acts governing health care clinicians in Massachusetts.

Qualifications/Requirements

High energy individual with excellent interpersonal, organizational, and computer skills. Effectively interacts with all members of the health care team and with patients. Maintains confidentiality around patient issues. Takes initiative to proactively organize and manage the responsibilities of the job.

Language:

Bilingual (English and Portuguese or Creole or Spanish) in the specific cultural/language group of the population/community served.

Education/Training: Bachelors degree, preferably in human services or a related field required.

Licensure: N/A.

Work Experience: Two years in a relevant human service field in a multi-disciplinary setting; experience with relevant community groups and/or in a multicultural setting preferred.

Physical Skills: Requires prolonged sitting, some bending and stretching. Requires eye-hand coordination and manual dexterity sufficient to operate a keyboard, photocopier, fax machine, telephone, calculator, and other office equipment. Requires normal range of hearing and eyesight to record, prepare and communicate appropriate reports.

Mental Skills: Computer proficiency as noted above. Excellent interpersonal and organizational skills. Ability to work effectively with many constituencies. Ability to work independently. Ability to communicate clearly in written and oral communication. Ability to process sensitive information in a timely manner and

maintain strict confidentiality. Ability to handle multiple projects simultaneously and be detailed oriented. Ability to prioritize and organize work assignments. Ability to concentrate and complete tasks with ongoing interruptions and distractions.

Working Conditions and Physical Environment: Will require travel between campuses by car or shuttle. Requires occasional evenings.

Job - Specific Duties and Responsibilities:

Rating Scale:

- | | |
|---|-------|
| 1. Assumes day to day responsibilities for patient care coordination at 2-3 ambulatory care sites utilizing the Planned Care Model. | E M I |
| 2. Initiates contact with patients and their health care team, working proactively to insure access to health care services by identifying and removing barriers | E M I |
| 3. Builds a supportive relationship with patient to improve the patient's utilization of necessary primary care, mental health care, and social services, which will improve the patient's health status | E M I |
| 3. Logs in to the Planned Care registries daily, or as required by the practice site, and uses available information to facilitate timely labs, follow up encounters with clinical team, prescription renewals, etc. | E M I |
| 4. Assists clinical providers by tracking emergency department visits and hospital stays of their patients and connects with the patient after one of these episodes to schedule an appointment with primary care. | E M I |
| 5. Collaborates with multi-disciplinary team, including clinical and non-clinical staff, at practice sites and across the Alliance. Specifically, works with the team leader to provide proactive outreach and support to patients. | E M I |
| 6. Provides follow up contact with the patient after medical appointments to assess if patients understood and accepted the treatment plan and assist in removing barriers to treatments, care plans, and follow up. This would include activities such as checking if prescriptions were filled, helping prepare shopping list according to nutrition plan, if follow up appointments were made, if there were questions, etc. | E M I |
| 7. Assess patients current health insurance status and intervenes directly or by referral when needed to assist with public insurance. | E M I |
| 8. Provides all clinical and pertinent patient information in a timely manner to the ambulatory care nurse or care manager. | E M I |
| 9. Assists in the coordination and execution follow up plans. | E M I |
| 10. Documents all patient encounters in a timely manner | E M I |
| 11. Maintains logs of clinical and functional measures to assist in evaluation of PCC role. | E M I |
| 12. Maintains logs, analyzes data, and makes recommendations for policies and procedures based on information and observation of patterns encountered during the work day. | E M I |
| 13. Performs other duties as assigned by supervisor | E M I |

Identifies the unique needs and implement appropriate interventions for the
Age-specific categories circled below:

E M I

Neonate
Pediatric
Adolescent
Adult (18-59)
Geriatric (60 +)

Integrates growth and development needs into the delivery of patient care for
the populations served

E M I

Uses communication methods appropriate for the patient developmental stage

E M I

Accurately assesses the patients ability to follow directions for completion
of treatment.

E M I

Identifies and manages any special issues, concerns and risks for age-specific
populations

E M I

How have you assessed these age-specific competencies?

Organizational Duties and Responsibilities:

Rating Scale:

Is responsible for creating a respectful environment for our patients and
care team. Demonstrates respect for differences in language, culture, race,
religion, citizenship, gender, and sexual orientation and does not discriminate
on the basis of income, insurance status, immigration status, or disability.

E M I

Complies with the Alliance policy on confidentiality of
information regarding patients, families and co-workers.

E M I

Adheres to dress code; appearance is neat and clean.

E M I

Completes annual educational requirements and
training as required.

E M I

Wears identification while on duty.

E M I

Reports to work as scheduled and ready to receive assignments.

E M I

Attends meetings and participates in committees as required.

E M I

***This job description is intended to describe the general nature and level of work performed by
persons assigned to this classification. It is not intended to be an exhaustive list of all
responsibilities, duties and skills required of employees who hold this position.***

***I understand that I am responsible for learning the rules and regulations that affect my position as
communicated to me or as required by my position's professional standards. I am also***

Planned Care Coordinator

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responsible for complying with these rules and regulations at all times, and to report all known violations to my supervisor or to the Compliance Manager.

Employee Signature

Date

Supervisor Signature

Human Resources Concurrence:

HR Reviewer

Date