**RN Care Coordinator Job Description**

**Supervisor: RN Care Coordinator**

**Supervises: RN Case Managers**

**Locations: All KRHC locations**

**Summary of Case Management Duties:**

* Assists all patients through the healthcare system by acting as a patient advocate and navigator.
* Participates in Patient-Centered Medical Home team meetings and quality improvement initiatives.
* Participates and delegates to other qualified staff all insurance incentive measures and chart audits.
* Provides CCM, TCM, and Annual Wellness visits and completes appropriate charting and billing requirements.
* Facilitates morning huddles and ensures providers and nurses are meeting gaps in care.
* Facilitates health and disease patient education, including leading group office visits.
* Supports patient self-management of disease and behavior modification interventions.
* Coordinates continuity of patient care with external healthcare organizations and facilities, including the process hospital admission and discharge and referrals from the primary care provider to a specialty care provider.
* Coordinates continuity of patient care with patients and families following hospital admission, discharge, and ER visits.
* Manages high risk patient care, including management of patients with multiple co-morbidities or high risk for readmission to a hospital setting, including a registry.
* Conducts comprehensive, preventive screenings for patients and/or assists all support staff in daily patient interactions as needed.
* Promotes clear communication amongst a care team and treating clinicians by ensuring awareness regarding patient care plans.
* Facilitates patient medication management based upon standing orders and protocols.
* Participates on a team for data collection, health outcomes reporting, clinical audits, and programmatic evaluation related to the Patient-Centered Medical Home.
* Evaluates clinical care, utilization of resources, and development of new clinical tools, forms, and procedures.
* Collaborates with the QA/QI Coordinator and the Medical Director to assist with the implementation and evaluation of organization-wide Quality Management activities, as requested, and acts as a resource to staff.
* Participates and implements PCMH initiative and recognition.
* Assists with Quality Management reports as needed.
* Maintains a comprehensive understanding of HRSA Health Center Program Requirements, as well as state and federal regulatory requirements, as it related to the current scope of services.
* Performs all responsibilities, in accordance with organizational policies and procedures, and ensures compliance with HIPAA Privacy and Security Standards.
* Promotes a culture of high performance and continuous improvement that values learning and commitment to quality.
* Responds appropriately to emergency situations.
* Ensures clear and concise verbal and written communication.

**Education and Experience:**

* ASN or BSN (Licensed to practice as a Registered Nurse (RN) in Pennsylvania
* Proficient computer skills, including Microsoft Office (specifically Word and Excel)
* 2-5 years’ experience in a clinical setting
* Self-disciplined, energetic, passionate, innovative, team player that can follow a system and protocol to achieve a common goal
* Highly organized and well-developed oral and written communication skills. Demonstrates sound judgment, decision-making and problem-solving skills
* Able to maintain confidentiality with all aspects of information in accordance with practice, State and Federal regulations

**Preferred:**

* 1 year in a Patient-Centered Medical Home clinical setting or knowledge of the Patient-Centered Medical Home initiative
* 2-5 years’ experience in chronic disease management, case management, utilization management, and adult acute care

If reasonable accommodations are needed in order to complete any of the above tasks or physical activities please notify the Administrator immediately.

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