

Patient Care Coordinator

DEPARTMENT: Clinical
JOB GROUP: Management, Hourly, (32 hrs/week)

GENERAL SUMMARY:

The primary purpose of the Patient Care Coordinator role is to assure that patients at VIM have a high quality, patient-centered, satisfying experience. The coordinator will implement standards of care, coordinate teams that interact with patients, and monitor the process and outcomes of care before, during, and after patient visits. The coordinator will spend approximately one-quarter to one-half of their time on direct patient care.

The Patient Care Coordinator will be responsible for the management of several clinic operations, including care parameters, cultural competency, education, patient satisfaction measures and overall quality assurance parameters and best practices. In addition, the coordinator will oversee clinic volunteers, including recruitment, retention and management of assigned volunteers. This position establishes short-term and long-range operational goals, objectives, plans and policies subject to the approval of the Executive Director.

DUTIES:

The Patient Care Coordinator shall:

- Lead clinic operations in accordance with the values adopted by the leadership team; maintain a collaborative, respectful tone for operational staff and volunteers; and model the clinic's mission and values in daily conduct, appearance and personal interactions.
- Regularly provide direct patient care as it relates to both clinic and patient needs.
- Manage operational services within the approved operating budget. Provide monthly reports to the Executive Director on clinic operations, including variances in number of patients; variances from budget; patient complaints; volunteer enrollment, including number of unfilled volunteer positions; and staff turnover.
- Monitor delivery of care, including chart review, identification of needs, pre-rooming functions, provider interactions, follow-through to discharge, and follow up as needed. Maintain an environment that is motivational and nurturing for clinic staff, volunteers, and patients.
- Adjust volunteer resources as necessary to respond to clinical needs.
- Implement Clinic policies and communicates effectively so that they are understood and properly interpreted and administered by staff and volunteers, and take appropriate steps to correct unsatisfactory operational conditions.

- Supervise direct reports and see that staff roles are covered when they are away from the clinic. Collaborate with the Business Manager to maintain operational employee personnel files for direct reports. Evaluate employee performance annually on direct reports and make recommendations to the Executive Director regarding personnel changes.
- Responsible for oversight of ordering medical and office supplies and equipment for the clinic operations (as performed by direct reports).
- Handle clinical risk management and safety issues and see that the Safety Committee is following OSHA requirements. Take the lead on running the clinic's Safety Committee and adhering to required guidelines and actions.
- At specific intervals, assist the Executive Director, Medical Director and Business Manager with preparation of the operating and capital expenditure budgets for review and approval by the Board of Directors.
- Oversee scheduling processes pertaining to both the Medical Director and volunteer providers to ensure patient appointments are maximized and kept timely.
- Collaborate with Medical Director on patient's laboratory results and follow-up.
- Manage the interface with patients at VIM, including eligibility, scheduling, reception, clinical care, patient education programs, recordkeeping, laboratory, pharmacy collaboration, and other key functions to assure a comprehensive, continuity, and compassionate experience.
- Be responsible for training volunteer nurses to conduct triage patient care at the clinic when needed.
- Keep the clinic facility and equipment maintained and in good repair and exercise good stewardship of the human and material resources necessary to operate the clinic.
- Implement and comply with organizational, clinical, and personnel policies. Introduces quality assurance parameters and best practices, including care parameters, cultural competency, education, and patient satisfaction measures.
- Responsible for other duties as assigned by the Executive Director.

KNOWLEDGE, SKILLS AND ABILITIES

Education and Experience/Training: - Required

Current, active Oregon RN license (unrestricted) with 3-5 years nursing experience with direct patient care in a clinical setting.

Three-to-five years supervisory experience.

Other Skills:

- A very high level of interpersonal skills necessary to interact in extremely delicate, sensitive and/or complex situations.
- A high level of problem solving skills necessary to organize, plan and direct clinic operations.
- Heartfelt concern for target population.
- Significant community involvement and activity.
- Work effectively in a team environment, and work collaboratively with a variety of staff.
- Successful experience in working collaboratively with physicians and others in the workplace.
- Fluent in both English and Spanish for oral and written communications (preferred but not required).

WORKING CONDITIONS:

- Generally, works in a normal office environment where there are minimal hazards and infrequent environmental changes.
- The nature of the work may require frequent walking, standing, etc., as well as exposure to most areas of the clinic.

REPORTING RELATIONSHIPS:

Reports to the Executive Director

Direct reports include the Nurse Coordinator, Referral Coordinator, Front Office Coordinator and reports indirectly to the Medical Director.

APPROVAL:

NAME

TITLE

DATE

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not intended to be construed, as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified.

January 10, 2018