

UVA Medical Center Job Description

JOB TITLE: RN Clinician 3-Care Coordinator **JOB CODE:** 95985

REPORTS TO:

EFFECTIVE DATE: January 1, 2014

MODIFIED DATE:

EXPECTATION FOR ALL EMPLOYEES:

To provide excellence and innovation in the care of patients, the training of health professionals and the creation and sharing of health knowledge. This institution exists to serve others, and does so through the expression of our core values:

Respect	To recognize the dignity of every person
Integrity	To be honest, fair and trustworthy
Stewardship	To manage resources responsibly
Excellence	To work at the highest level of performance, with a commitment to continuous improvement

POSITION SUMMARY:

A dynamic professional clinician focused on population management with demonstrated capability to provide relationship-based care within a collaborative multidisciplinary team. This registered nurse utilizes advanced critical thinking to develop, implement, and evaluate an individualized plan of care that educates, empowers and optimizes patient outcomes throughout all transitions within the continuum of care.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

1. Assessment:

The Care Coordinator, in collaboration with the multi-disciplinary team, performs a focused assessment to evaluate patients and their support systems for real and potential health and safety issues, educational needs, and resource availability upon initial interaction, throughout care and/or treatment, and at times of transition. This individual utilizes multiple means of communication including telephone triage, in-person interaction and the use of current and future technologies.

- Explores patient's understanding and knowledge of current health care status.
- Investigates and utilizes information beyond the medical conditions to include patient values, preferences, literacy, social context and cultural dimensions.
- Identifies unmet needs and ensures ongoing referral to services, resources, and support systems within the organization and community.

2. Develop:

The Care Coordinator, in collaboration with the multi-disciplinary team, contributes to the development of the plan of care. The patient's and their support system's educational, emotional, physical, psychosocial and cultural needs are addressed by incorporating measurable short and long term goals and is evaluated throughout the continuum of care and at transitions.

- Collaborates with patient and support system in establishing mutual goals based upon patient's needs and preferences.

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- Applies advanced nursing judgment to determine the comprehensive care needs and to match resources.
- Accountable for the individualized nursing plan of care and its delivery.
- Plan of care is informed by evidence based practice.
- Education plan will address patient/support system level of literacy, motivational abilities, preferred methods of learning, and real or potential barriers to learning.

3. Implementation:

The Care Coordinator, in collaboration with the multi-disciplinary team, provides care for patients coping with complex and/or long-term health problems with the focus on provision of comprehensive approaches to care of patients and support systems by facilitating access to care, symptom management, provision of education, emotional support, and recommending appropriate supportive & preventive care services.

- Monitors, trends, and records patient's responses to disease, treatment, and preventative strategies.
- Maps the continuum of care while anticipating future needs. Explains care plans and treatments including their effects, and provides information to enable patient to respond to change circumstances and lived experiences.
- Coordinates care across the continuum serving to laterally integrate the multidisciplinary team to optimize utilization of clinical and community resources.
- Serves as point of contact for the patient providing negotiation, advocacy and guidance within healthcare system and community.
- Care delivery is driven by evidence based practices.
- Assures effective communication and comprehensive handoff of care at times of transition.
- Minimizes uncertainty and empower patients and support systems to decrease barriers to health maintenance, treatment, promoting adherence to plan and prevention strategies.

4. Evaluation:

The Care Coordinator in collaboration with the multi-disciplinary team evaluates the responses to the individualized plan of care gathering data from the EMR, patient re-assessments, reports, and support systems. The evaluation process will include attention to nurse sensitive indicators including unplanned admission, patient satisfaction and iatrogenic illness or injury.

- Monitors outcomes that may include:
 - Increased access to services
 - Reduction in time from assessment diagnosis and commencement of treatment
 - Decreased inpatient length of stay (population or disease specificity)
 - Reduction in ER visits (disease population specific)
 - Reduction in readmission rates
 - Improves overall service provision
 - Monitors, trends and records patient response to disease, illness, and treatment.
 - Evaluates outcome of Patient Education.

CLINICAL CAREER LADDER BEHAVIOR:

I. Summary Statement:

- An experienced and highly skilled clinician who is recognized for knowledge and skills by their peers. Utilizes an interdisciplinary approach to patient care service delivery across the continuum of care. Has an emerging leadership style and functions consistently and autonomously in this role. Is learning to negotiate the health care system to maximize the delivery of quality care and to minimize cost of patient care services.

II. Clinical Behaviors:

- Experienced clinician who consistently provides comprehensive care to complex patients, using the nursing/problem-solving process.
- Demonstrates advanced assessment skills.
- Plans individualized care in collaboration with the interdisciplinary team.
- Implements a plan to address short and long term care needs.
- Evaluates and expeditiously alters the plan of care.
- Documents precisely the components of the nursing/ problem-solving process and relevant interventions.
- Communicates effectively to achieve patient outcomes in a timely manner.

III. Leadership Teamwork Collaboration:

- Assumes a reliable leadership role, partnering within the practice setting.
- Seeks ways to identify and improve the quality of patient care.
- Assists with evaluation of patient care outcomes.
- Explores ways to improve the use of human and material resources.
- Assists others to manage time effectively.
- Promotes cohesive team behavior amongst peers.
- Supports changes within the region to improve overall patient outcomes.
- Provides guidance to others.

IV. Communication:

- Reduces barriers to facilitate communication.
- Role models effective listening skills.
- Demonstrates proficient and timely conflict management skills, working proactively to resolve unit concerns.
- Demonstrates effective communication between nursing units, within the service area, and institutionally.

V. Problem Solving:

- Solicits and offers feedback on patient concerns and practice setting issues and assists peers to do the same.
- Identifies and participates in resolution of system issues.
- Identifies ethical issues in the practice setting and participates in resolution.

VI. Knowledge Development and Professional Behaviors:

- Accepts accountability for the professional development of self and peers, through mentorship, formal and informal staff education and evaluation.
- Coordinates clinical activities to effectively provide for patient education.
- Contributes to resolution of discipline-specific issues at the unit/care site level utilizing the nursing organization.
- Works with others to achieve and support the mission of the PNSO.
- Routinely utilizes and shares information from national specialty associations.

VII. Scholarly Activities:

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- Partners with other clinician leaders to develop an emerging role in applying research findings to practice.
- Questions clinical practice as it relates to research.

VIII. Customer Service/Marketing:

- Analyzes and acts to resolve patient satisfaction issues.
- Has emerging awareness of diverse customer base of Health System.

PEER REVIEW EXPECTATIONS:

1. Leadership/Teamwork/Collaboration.
 - a. Takes initiative for front line problem solving.
 - b. Works interdependently with team toward successful attainment of patient outcomes.
 - c. Coaches and supports staff to reinforce identified practice changes to improve outcomes.
 - d. Demonstrates positive partnership with manager and other clinical leadership of area.
 - e. Addresses staff/student issues in the moment; gives feedback; provides mentorship for positive growth.
 - f. Functions as a positive champion for change and for quality patient care; assists staff to embrace change. Helps build unit commitment.
 - g. Recognizes staff contributions in daily work.
2. Clinical Behaviors/Technical Excellence.
 - a. Role models practice in alignment with policy & best practice recommendations.
 - b. Accesses evidence-based resources in daily practice such as procedure manual, national guidelines, literature. Coaches staff in the use of same.
 - c. Serves as a resource on technical aspects of area. Identifies new learning opportunities for staff, students.
 - d. Assures accountability for planning, communicating, providing and evaluating care. Intervenes with barriers to effective care. Manages complex situations to achieve effective outcomes.
3. Quality and Patient Outcomes.
 - a. Demonstrates knowledge of unit and institutional performance in key outcome indicators. Identifies area's strengths and opportunities for improvement.
 - b. Contributes to improvements in unit performance in these indicators through daily leadership practice.
 - c. Knows area's employee engagement action plans; actively engages staff in strategies aligned with action plans in daily practice.
4. Customer Service/Communication.
 - a. Fosters healthy work environment principles in area through daily practice.
 - b. Role models an effective communication style with patients, co-workers, and ancillary staff.
 - c. Contributes to increasing patient satisfaction scores for area.
 - d. Demonstrates successful conflict resolution skills.

ORGANIZATIONAL DUTIES:

1. Communicates appropriately using good interpersonal skills.
 - a. Positive, professional demeanor is projected through verbal and non-verbal communications.
 - b. Information for patients and staff is delivered in a manner that is supportive, timely and understandable.
 - c. Interpersonal conflicts are resolved using appropriate methods and organizational resources, including but not limited to Employee Relations Services and Faculty Employee Assistance Program.
 - d. Diverse perspectives are acknowledged; language and behaviors are modeled that build inclusiveness in the work environment.

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- e. Ideas and suggestions are clearly communicated.
 - f. Clarification of communication is requested when appropriate.
2. Serves, manages and supports internal and external customers.
 - a. Privacy is maintained at all times for patient and employee information.
 - b. Actions are initiated to meet or exceed customer/co-workers expectations in delivering service by implementing the I Make the Difference philosophy (Ownership begins with me; Greet customers by making eye contact and smiling; Provide positive, professional and prompt responses, e.g. helping visitors find their way; Close every interaction with – Is there anything else I can do for you?).
 - c. Appropriate resources throughout the Organization are used consistently to meet customer needs.
 - d. Relationships with staff in other work areas are fostered to meet internal and external customer needs.
 - e. Positive working relationships with peers, management and customers are maintained at all times.
 - f. Organizational Mission and Values of Respect, Integrity, Stewardship and Excellence are evident in behaviors.
 3. Participates in performance improvement activities.
 - a. Participation in Performance Improvement activities and initiatives is on-going.
 - b. Initiative is demonstrated to proactively diagnose and resolve problems.
 - c. Change is met with positive, supportive behavior.
 4. Participates as a team member and is accountable for own work responsibilities.
 - a. Time off is scheduled to avoid disrupting workflow.
 - b. Help is offered to others to solve problems and complete tasks to facilitate communication and positive team dynamics.
 - c. Productive work habits are consistently displayed.
 - d. Accountability for actions and decisions is demonstrated in daily work.
 - e. Feedback is solicited and accepted in a positive manner.
 - f. Constructive input is offered to support the work unit.

MINIMUM REQUIREMENTS:

Education: Graduate of an accredited nursing program, BSN Preferred. Experience: 1-2 years experience.

License/Certification: Must be a registered nurse and currently licensed to practice in the State of Virginia, may require a valid Virginia Driver's License. BLS certification required within 60 days of hire. **Job requires standing for prolonged periods, frequently walking and bending/stooping. Proficient communicative, auditory and visual skills; Attention to detail and ability to write legibly; Ability to lift/push/pull 20 - 50lbs. May be exposed to chemicals, blood/body fluids and infectious disease.**

GENERAL INFORMATION:

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