

Winslow Indian Health Care Center

Job Vacancy Announcement #WDH-19-68

Closing Date: Open until filled



POSITION TITLE: Clinical Care Coordinator – Veterans

DEPARTMENT: Nursing

Position Summary

Under supervision of the Patient Centered Medical Home Manager (PCMHM), this individual will work independently and in conjunction with multidisciplinary teams members involved in the care of Veterans at the Winslow Indian Health Care Center (WIHCC). The Veteran Clinical Care Coordinator is accountable for the effective coordination of the Veteran patient access process at WIHCC, the VA, and other non-VA patients with no PCPs. In addition, the individual coordinates day-to-day patient transfers and clinical consults/referral services for inpatient and specialty care between VA and Non-VA/Fee facilities that would promote quality and cost-effective health care outcomes. This will be accomplished by working within established standards for clinical care coordination, case management principles and advance access principles, through constant and consistent collaboration with outside agencies, including but not limited to the Veterans Administration and VA clinics.

This list of duties and responsibilities is illustrative only of the tasks performed by this position and is not all-inclusive.

Essential Duties & Responsibilities

- Maintains regular attendance and punctuality.
- Dependable in attendance and job performance.
- Ability to meet attendance, overtime, and other reliability requirements of the job.
- Utilizes clinical knowledge and skill to recognize pertinent clinical data in EHR in order to determine the appropriateness of request for procedures/visits to outside sources.
- Establishes contact with outside providers to determine requisite materials (films, test results, etc.) needed to maximize efficiency and effectiveness of initial and follow-up visits.
- Maintains contact with outside providers to facilitate the incorporation of any pertinent documentation into EHR and the VA.
- Acts as a resource for Veterans, their families, and staff regarding contact sources and benefits offered through the VA.
- Works with staff at WIHCC, the VA, and outside facilities to set-up follow-up appointments and care for Veterans, when appropriate.
- Creates, develops, and nurtures culturally appropriate interactions and connections with each other, patients, and the community.
- Develops and maintains internal patient care database for continuous tracking and follow up for continuity of care for active management of patients assigned and comprehensiveness of care (GRPA).
- Assists the Urgent Care Clinical Care Coordinator with care coordination for patients who are not assigned a PCP
- Collaborates proactively with all interdisciplinary team members and with a customer-focus to facilitate and maximize patient healthcare outcomes.
- Coordinates multi-disciplinary patient care conferences for high risk or complex customers as needed.
- Maintains compliance with applicable laws, such as patient confidentiality, abuse reporting, principles of consent and advanced medical directives.
- Advocates for the customer/family at the service-delivery level and at the policy-making level fostering the patient's/family's decision-making, independence, and growth and development.
- Utilized best practice model to identify, incorporate or develop best practices for panel management.
- Utilizes campus software packages and applications for ordering, scheduling, and tracking customer care.
- Shares and receives information, opinions, concerns, and feedback in a supportive manner.
- Assists in coordinating and tracking referrals in conjunction with WIHCC providers, specialists and close collaboration with the Inpatient and Outpatient RN Case Managers in PRC.
- Participates in department, WIHCC teams and committees.
- Participates in the continued development of the role of case management and care coordination in the primary care – advanced access model.

- Makes meaningful improvement to services, programs, and processes and/or organizational effectiveness that create new value for customers and employees.
- Uphold all principles of confidentiality and patient care to the fullest extent.
- Adhere to all professional and ethical behavior standards of the healthcare industry.
- Interact in an honest, trustworthy and dependable manner with patients, employees and vendors.
- Possess cultural awareness and sensitivity.
- In compliance with all Human Resources requirements.
- Performs other duties as assigned.

Minimum Qualifications

Practical experience and knowledge of the VA healthcare system strongly preferred; Veteran applicant highly preferred; Completion of an accredited nursing program required, possess an unrestricted Registered Nursing license from any of the 50 states; Bachelor's degree or higher in Nursing required, but will consider Associate Degree Nursing with BSN completion within 4 years from date of hire and with two years of clinical nursing experience at WIHCC or two years as an RN supervisor or management experience; Previous case management experience and/or certification in case management(CCM). BLS is required for employment. Must have a valid driver's license. Must be able to successfully pass a background investigation. This position is considered as a Child Care position, which requires a background check investigation and is subject to the requirements of the Indian Child Protection and Family Violence Prevention Act, as amended (henceforth referred as the ICPFVP Act).

Knowledge, Skills, Abilities, and Certifications

- Knowledge of scope of patient care services provided by other clinical service lines and the referral process.
- Knowledge of effective teaching processes & principles in planning, providing & evaluating optimum health care.
- Knowledge of quality management and improvement processes to comply with internal and external accreditation standards (AAAHC, CMS, etc.).
- Knowledge of general medical procedures and the ability to anticipate complications and the indicated therapeutic interventions.
- Knowledge of clinic practices and ability to act as a resource for clinic personnel.
- Knowledge of EHR, RPMS, iCare, and other WIHCC software programs in the performance of patient care and coordination.
- Knowledge of scope of patient care services provided by other clinical service lines and the referral process.
- Knowledge of general medical procedures and the ability to anticipate complications and the indicated therapeutic interventions.
- Knowledge of basic computer skills, e.g. Outlook, Word, Excel, PowerPoint.
- Ability to develop, implement, and evaluate care plans.
- Ability to provide standard nursing care for patients throughout the age continuum
- Ability to promote health care outcomes with currently accepted clinical practice guidelines.
- Ability to provide patient education and information on health assessment, disease processed, medications, and treatment plans.
- Ability to assess patient needs using established clinical guidelines, protocols, and pathways.
- Ability to perform job using theory-based nursing practice model, evidenced-based practices, and shared governance in a multidisciplinary team model.
- Ability to be dependable in attendance and job performance.
- Ability to meet attendance, overtime (if necessary), and other reliability requirements of the job.
- Ability to accept and learn from feedback.
- Ability to communicate effectively both verbally and in writing.
- Ability to provide exemplary customer service at all times.
- Ability to interact positively with others and possess great interpersonal skills.
- Ability to multitask and perform well under pressure.
- Ability to have self-confidence.
- Ability to be a great team player.
- Ability to accept and learn from supervisor/peer critique.
- Ability to be flexible and adaptable to the changing needs of the organization. Seeks out additional learning opportunities to continue to develop the technical and professional skills needed now and in the future.
- Takes responsibility for all work activities and personal actions by following through on commitments.

- Promotes health care outcomes with currently accepted clinical practice guidelines.
- Provides patient education and information on health assessment, disease processes, medications, and treatment plans.
- Assesses patient needs using established clinical guidelines, protocols, and pathways.
- Provides appropriate follow-up as directed or per established guidelines.
- Ability to perform job using theory-based nursing practice model, evidenced-based practices, and shared governance in a multidisciplinary team model.

Physical Demands

While performing the duties of this job, the employee regularly is required to walk; sit; use hands to finger, handle, or feel; reach with hands and arms; and talk or hear. The employee frequently is required to stand; climb or balance; and stoop, kneel, crouch, or crawl. The employee frequently is required to taste or smell. The employee must occasionally lift and/or move up to 50 pounds.

Work Environment

Work is performed both in an office and clinical setting with a moderate noise level. Clinical Work environment may involve exposure to physical risks, such as blood borne pathogens and operating dangerous equipment or working with chemicals. Evening and/or weekend work may be required. Extended hours and irregular shifts may be required.

As required by P.L. 93-638, absolute preference will be given to qualified Navajo applicants. If there is no qualified Navajo applicant, preference will be given to qualified American Indian applicants.