



Position Description

Position Title: RN Care Coordinator
Department: Medical
Reports To: Medical Director
Status: Non-exempt

Summary

Medication Assisted Treatment (MAT) - The RN Care Coordinator will assist clinicians with the delivery of primary health care to patients in accordance with Health Center policies and procedures, including providing nursing support for MAT services, including Suboxone and Integrated Care for Chronic Pain (ICCP). This position is part of a collaborative care model for a randomized clinical trial which aims to examine the efficacy of a primary care intervention for patients with polysubstance use.

Chronic Care Management (CCM) - The RN Care Coordinator provides education and support to patients with chronic medical conditions.

The RN Care Coordinator works in partnership with the patient and medical staff, develops a care plan that is the right fit for the patient's condition(s) to ensure needed access to behavioral health and medical services and education/supports on self-management of medical condition(s).

Duties & Responsibilities

- Conduct comprehensive nursing assessment, including social, medical, mental health, substance use, and medication history
- Ability to practice trauma-informed care and apply de-escalation techniques
- Medication reconciliation, management, patient compliance, inventory, education in accordance with MAT Program
- Provide triage for the medical department including phone management and emergency patients.
- Assists providers in all aspects of the consultation, treatment, procedures, and follow-up care.
- Executing medical regimens and nursing interventions as appropriate for the setting and their competency
- Patient health counseling and instruction, including meeting with families and caregivers.
- Provide RN only visits including blood pressure rechecks, vaccination only appointments, injections, etc.

- Assist in the development and updating of department policies and procedures.
- Organize and manage huddles, participate in panel management meetings, and contribute to other meetings as assigned.
- Maintain patient confidentiality in alignment with HIPAA.
- Complete accurate, legal, and ethical documentation in patient's electronic health record.
- Participate and/or facilitate meetings and groups as requested including medical Quality Improvement
- Develops, in consultation with the patient and the medical staff and clinicians, a comprehensive, person-centered care self-management plan that includes all relevant information on MAT and/or chronic disease management, in addition to other medical, behavioral health, and dental relevant information.
- Identifies and/or develops education and supportive interventions to increase patients' skills and confidence in managing their health, including regular assessment of progress and setbacks, goal setting, and relapse prevention support.
- Educates patients and/or family members on controlled substances, including medication administration, storage, safety, responsibilities, program expectations and patient treatment agreements.
- Participates with regular staff meetings focused on coordinating care within an interdisciplinary team, providing the team updates on patients' progress in care.
- Assist with trial reporting requirements in a timely manner.
- Engages patients in health and wellness related life skill development and activities.
- Performs job responsibilities consistent with standards for best practice nursing, including excellent communication with all providers to ensure the delivery of high-quality care.
- Follow-up with internal and external medical providers when barriers to care are identified.
- Identify community resources and promote access or referrals to them
- Assist with primary care support as needed (i.e., patient rooming, lab draws, etc.)
- Act within scope of practice.
- Report to work as scheduled.
- Promote the mission, vision, and values of the organization in all interactions.
- Other duties as assigned.

Qualifications

The individual must respect the confidentiality of patient information while performing job duties and to establish and maintain effective working relationships with patients, employees and public. The individual must also possess excellent understanding of prevailing standards of medical practice, and the ability to constructively participate in a clinical quality improvement. The position includes having to meet deadlines, deal effectively with time pressures and stress and write reports and correspondence. Intermediate math skills and legible handwriting is a must. Quality, accuracy, thoroughness, timeliness, and reliability of work performed are

essential. The individual must have a valid driver's license, be insurable and provide own transportation.

Education and/or Experience

The individual must have earned a nursing degree from an accredited nursing school plus 3 years of progressively responsible nursing experience. Must also have at least 1 year of experience providing services to adults with substance use diagnoses from diverse economic and cultural backgrounds, as well as exceptional communication, interpersonal and organizational skills are required. Bi-lingual English/Spanish a plus but not a requirement. Current Healthcare Provider CPR certification is required.

Communication Skills

The individual must possess very strong oral and written communication skills and have the ability to read and understand documents; write routine reports and correspondence; speak effectively before groups of customers or employees of organization. Bilingual skills (Spanish/English) are helpful, but not required.

The individual must communicate with patients, families, communities, other health professionals and co-workers in a responsive and responsible manner to support a team approach to the maintenance of health and the treatment of disease. Engage others, appropriate to the specific care situation, in shared patient-centered problem solving.

Computer Skills

The individual must possess a working knowledge of computers and demonstrate the ability to learn practice management system.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Work may require sitting or standing for long periods of time; also stooping, bending and stretching
- Occasionally lifting 25 pounds or more
- Requires manual dexterity sufficient to operate a keyboard, telephone, copier and other such equipment
- Possesses sight and hearing senses to function adequately so that the requirements of this position can be fully met.

Work Environment

Work is performed largely indoors and most days are spent working directly with patients. Interaction with others is frequent and interruptive. Work may be stressful at times. The noise level in the work environment is usually moderate. Work hours include 40 hours a week for full-time employees, 30 hours a week for limited full-time employees and less than 29 hours for part-time employees. Work hours correspond to the hours that the health center is open, which include weekday business hours and exclude holidays and weekends. Occasional unscheduled overtime may be required. Community involvement is encouraged but not required.

As an organization committed to diversity and inclusion, Scenic Bluffs Community Health Centers provides equal employment opportunities to all employees and applicants for employment, encourages applications from historically underrepresented groups, and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state or local laws.

Acknowledgement

This job description describes the general nature and level of work performed by employees assigned to this position. It does not state or imply that these are the only duties and responsibilities assigned to the job. All requirements are subject to change over time and to possible modification to reasonably accommodate individuals with a disability.

Employee Signature

Date