

**Good Samaritan Health Center of Cobb**

**Job Description**

**Chronic Care Coordinator**

**Medical Assistant/Scribe**

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| **Effective Date:** | 06/19/2018 | **Reports To:** | Quality Director |
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**SUMMARY OF DUTIES:** The Chronic Care Coordinator performs care management for chronically ill patients with chronic diseases such as chronic kidney disease, diabetes mellitus, chronic obstructive pulmonary disease, and/or congestive heart failure. The Chronic Care Coordinator works in collaboration and continuous partnership with chronically ill patients and their family/caregiver(s), clinic providers and community resources in a team approach to increase patients’ ability for self-management and shared decision-making.

**PRIMARY RESPONSIBILITIES:**

* Can fulfill the clinic’s mission to spread the love of Christ through quality healthcare to those in need while providing appropriate physical, emotional, and spiritual care for the whole person.
* Responsible for registry of chronic care management (CCM) patients.
* Validates enrollment of CCM patients based on provider request
* Conducts minimum of one 20 minute of telephone or in-person counseling and education per month to each CCM patient on roster.
* Complies with documentation requirements of the Chronic Care Management program by carrying out the care plan with the patient, family/caregiver(s) and providers and recording in the EHR.
* Monitors adherence to care plans, evaluates effectiveness, monitors patient progress in a timely manner, and facilitates changes as needed.
* Creates an ongoing process for patient and family/caregivers(s) to determine and request the level of care coordination support they desire.
* Facilitates patient access to appropriate medical and specialty providers.
* Coordinates transition of inpatient to outpatient care in an effort to decrease readmission rates
* Work closely with in-office providers to manage the day to day calls involving: symptom control, medication management, and provide patient and family education
* Educates patient and family/caregiver(s) about relevant community resources.
* Assist with the identification of “high-risk” patients (the chronically ill and those with special health care needs), and assist on the enrollment of these to the patient registry.
* Coordinates continuity of patient care with external healthcare organizations and facilities including from the primary care provider to a specialty care provider.
* Supports patient self-management of disease and behavior modification interventions.
* Provides patient health counseling, education and instruction.

**EDUCATION:**

* Graduate from accredited School of Nursing
* Current LPN or RN license for the state of Georgia.

**EXPERIENCE:**

* Minimum of 1-3 year work experience in a healthcare setting involving patients with complex chronic disease states preferred.
* **Bilingual Spanish required**.

**SKILLS:**

* Strong working knowledge of chronic disease states including chronic kidney disease, diabetes mellitus, chronic obstructive pulmonary disease, and congestive heart failure and basic medical management of these states
* Must be highly motivated, result-oriented with strong skills in presenting, communicating, organizing, multi-tasking and time management skills
* Strong organizational and interpersonal skills
* Excellent customer service skills demonstrated by positive feedback from patients/team.
* Ability to identify problems and recommend solutions
* Ability to read, write and communicate effectively orally and in writing
* Basic computer skills including previous work with an electronic health record (EHR)

**ENVIRONMENTAL/ WORKING CONDITIONS:**

* Combination of medical office and exam / procedure room setting which is a well-lit, well-ventilated, adequate space.

**PHYSICAL/ MENTAL DEMANDS:**

* Must be able to use appropriate body mechanics techniques when making necessary patient transfers and helping patients with walking, dressing, etc. Must be able to lift up to 40 pounds.
* Hearing / Speaking: Effective communications with patients, staff and visitors.
* Standing: 40% of the workday
* Sitting: 20% of the workday
* Walking: 30% of the workday
* Lifting: 10% of the workday

This description is intended to provide only basic guidelines for meeting job require­ments. Responsibilities, knowledge, skills, abilities and working conditions may change as needs evolve.