



PO Box 649 FORT DEFIANCE, AZ 86504 PHONE: 928.729.8000 FAX: 928.729.8269 WEBSITE: [WWW.FDIHB.ORG](http://WWW.FDIHB.ORG)  
 A FACILITY OF FORT DEFIANCE INDIAN HOSPITAL BOARD, INC.

## CLINICAL CARE COORDINATOR

### *Position Description*

<b>Division:</b>	Nursing
<b>Department:</b>	Nursing Services
<b>Job Code:</b>	
<b>Pay Grade:</b>	\$29.20 - \$36.50/hourly
<b>Hours/week:</b>	40 hours/week
<b>Type of Position:</b>	Regular Full-time

<b>Reports to (title):</b>	Nurse Executive
<b>Job Location:</b>	Nahat'aDziil/Tséhootsooí Medical Center
<b>Supervises:</b>	N/A
<b>Classification:</b>	Non- Exempt
<b>Effective Date:</b>	March 28, 2010
<b>Revised Date:</b>	May 16, 2018

### PERFORMANCE EXPECTATIONS

In performance of their respective tasks and duties all employees of the Fort Defiance Indian Hospital Board, Inc. (FDIHB) are expected to conform to the following:

- 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.
- Maintain a current insurable driver's license.

### POSITION PURPOSE

Under general supervision, performs case management/care coordination of age appropriate patients with chronic diseases and special health care needs at Fort Defiance Indian Hospital Board, Inc. Nursing Services. Responsible for a variety of activities involving identifying, mobilizing, utilizing, and coordinating resources to meet the medical, psychological, developmental, educational, social, and financial needs of chronic care patients and their families. Incumbent may be assigned to any one of nursing services. Work is reviewed in terms of accomplishments, i.e. interventions and appropriateness of care.

### ESSENTIAL DUTIES, FUNCTIONS & RESPONSIBILITIES

#### Care Coordination:

- Develops and implements comprehensive care plans with patient/family/team (emergency plan, medical summary, and action plan as appropriate), and evaluates and continually monitors/updates/alters these plans based on patient/family needs and unmet needs, strengths, and assets.
- Coordinates inter-organizationally with family, Ambulatory Clinics, inpatient services, and involved services and agencies; facilitate "wrap around" meetings or team conferences and attend community meetings with family as necessary.
- Cultivates and supports assigned care & subspecialty co-management with timely communication, inquiry, follow-up, and integration of information into the care plan.
- Builds care relationships and patient-specific skills among family and team; supports the primary care-giving role of the

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family. Facilitates patient/family access to available medical, psychological, developmental, educational, social, and financial services and supports.

- Educates, counsels, supports and provides patient appropriate anticipatory guidance. In a crisis, intervenes or facilitate referrals appropriately.
- Assists with or promotes the identification of patient with chronic care needs; adds to and maintains chronic disease registry and uses registry to plan and monitor care; properly applies inclusion/exclusion criteria and case finding strategies so as not to over or under-identify patients.
- Understands eligibility requirements, referral processes, and funding details for available public and private sector services and programs; catalogs these details and formulates procedures that facilitate access to these services as dictated by individual patient need.
- Serves as the point-of-contact, advocate, and informational resource for family and community partners/payers, including having a close working relationship with the FDIHBC Purchase Referred Care Department.
- Serves as a consultant and resource person to FDIHB staff, including physicians, nurses, therapists, pharmacists, dentists, etc. on issues regarding patients and their care.

### **Administrative:**

- Develops and maintains policies and procedures related to the care and care coordination of complex patients with chronic diseases.
- Develops and maintains policies and procedures related to the screening of patients for the presence of complex, chronic medical issues according to relevant standards and guidelines.
- Develops formal referral forms, policies, and procedures that relate to accessing these services and supports.
- Serves as a quality improvement team member; helps to measure quality and to identify, test, refine and implement practice improvements.
- Maintains professional growth and development through seminars, workshops, independent study, and professional affiliations to keep abreast of the latest trends related to patients with chronic disease, throughout the care continuum.

### **Direct Clinical Services:**

- Attends to specific clinical needs of empaneled complex patients on an as needed basis in the clinic and/or on the inpatient unit. Closely collaborates with the primary care provider (physician, NP, PA) and the clinical nurses in these instances.
- Provides skilled and comprehensive nursing care to patients as needed.

### **Community Outreach/Support/Education:**

- Offers outreach and education to the community related to chronic care patients, their issues, their needs, and details regarding the function of the Chronic Care Model in the form of presentations and informational sessions.
- Develops and maintains related educational materials and provides instruction or other learning opportunities to meet the needs of the target audience.
- Utilizes theories and principles of education/learning (age-specific, developmentally and culturally appropriate) to foster the educational development of the target audience.
- Fields queries from the community regarding patients with chronic care diseases and issues related to this patient population.
- Performs other duties as assigned.

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### MINIMUM MANDATORY QUALIFICATIONS

- Experience:
- Four (4) years of registered nurse clinical, medical/surgical, acute and/or critical care experience.
- Education:
- Associate's Degree in Nursing from an accredited nursing program.
  - Current, valid and unrestricted Registered Nurse license in any U.S. State or Territory.
  - Certifications appropriate to the position and clinical setting.
  - Must possess and maintain a valid American Heart Association certification in Basic Life Support.
- Mandatory Knowledge, Skills, Abilities and Other Qualifications:
- Maintains professional and technical knowledge by attending educational workshops; reviewing professional publications; establishing personal networks; participating in professional societies.
  - Attends and participates in continuing education programs to monitor proficiency, expand current knowledge and enhance professional excellence. Willingly shares knowledge and provides clinical orientation to other members of the staff.
  - Knowledge of professional nursing concepts, practices and procedures, to perform specialized nursing assignments of an advanced nature and considerable difficulty requiring extended training and experience in various areas of nursing.
  - Knowledge of medical standards required in caring for patients and families with complex medical, psychological, developmental, educational, social, and financial needs conditions and issues.
  - Knowledge of the theoretical and practical aspects of the function of the age appropriate Chronic Care Model.
  - Knowledge of the operation of health care financing and the Contract Health Service Program including coordination of benefits, Indian Health Service and Department of Health and Human Services regulations, Medicare/Medicaid programs benefits, and health care services contracts and agreements are essential.
  - Knowledge of interpersonal skills and abilities to interact with variety of health care professionals to elicit support and cooperation.
  - Knowledge of communication skills (written and verbal) to determine appropriate care for complex patients and families and to convey this information to a variety of service providers and agencies. Written care plans will be formulated, written, and distributed to all relevant care providers.
  - General knowledge of the International Classification of Diseases (ICD-10) and Current Procedure Terminology (CPT-4), length of stay criteria (Interqual), and other industry guides, Diagnosis Related Groups (DRGs), and Medicare and Medicaid program benefits.
  - Working knowledge of electronic health record and standard Microsoft Office programs (Word, Outlook, Excel, PowerPoint, and Publisher).
  - Skillfully facilitates and maximizes effectiveness of interactions between all multi-disciplinary medical team members, the family, and outside services and agencies.
  - Skill in developing and maintaining formal collaborative relationships with internal and external specialists, groups, departments, and agencies that delivers services and supports to patients and their families.
  - Skills in establishing and maintaining effective working relationships with patients, families, providing agencies, and service providers from varied disciplines.

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- Ability to provide presentations to small and large groups (i.e. community members, families, schools, provider groups and agencies) and others.
- Ability to plan, organizes, and coordinates the development and implementation of patient care plans among various disciplines.
- Ability to identify, evaluate, and utilize information from multiple sources for decision making purposes, i.e., Medicare/Medicaid guideline manuals developed by the Health Care Financing Administration, private health insurance program restrictions, patient hospital records, length of stay tables, AAP/MCHB Policy Statements and Guidelines, and other official sources.
- A record of satisfactory performance in all prior and current employment as evidenced by positive employment references from previous and current employers.

### PREFERRED QUALIFICATIONS

- Bachelor's Degree in Nursing from an accredited nursing program.
- Two (2) years of case management, care coordination, care management, discharge planning and/or public health nursing.
- Certified case manager (CCM).
- Bilingual skills in English and the Navajo language.

### WORK ENVIRONMENT

Work environment: The work environment characteristics described here are representative of those an employee encounters while performing the primary functions of this job. Normal office conditions exist, and the noise level in the work environment can vary from low to moderate. Limited overnight travel may be required from time to time.

Physical demands: The physical demands described here are representative of those that must be met by an employee to successfully perform the primary functions of this job. While performing the duties of this job, the employee may be required to frequently stand, walk, sit, bend, twist, talk and hear. There may be prolonged periods of sitting, keyboarding, reading, as well as driving or riding in transport vehicles. The employee must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include reading, distance, computer, and color vision. Talking and hearing are essential to communicate with patients, vendors and staff.

Mental demands: There are a number of deadlines associated with this position. The employee must also multi-task and interact with a wider variety of people on various and, at times, complicated issues.

### NAVAJO/INDIAN PREFERENCE

FDIHB, Inc. is located within the Navajo Nation and, in accordance with Navajo Nation law, has implemented a Navajo/Indian Preference in Employment Policy. Pursuant to this Policy, applicants who meet the minimum qualifications for this position and who are enrolled members of the Navajo Nation will be given primary preference in hiring and employment for this position and members of other federally-recognized Indian tribes will be given secondary preference. Other candidates will be considered only after all candidates entitled to primary or secondary preference have been fully considered.

### OTHER

All employees must uphold all principles of confidentiality and patient care to the fullest extent. This position has access to sensitive information and a breach of these principles will be grounds for immediate termination.

***Disclaimer:*** The information on this position description has been designed to indicate the general nature and level of work performance by employees in this position. It is not designed to contain, or be interpreted as, a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to this position. Employees will be asked to perform other duties as needed.

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REVIEWED BY	Jamie Whitehorse	TITLE	HR Information Systems Administrator
APPROVED BY		TITLE	
DATE POSTED		DATE HIRED	

### **ACKNOWLEDGMENT**

I have reviewed the content of the **CLINICAL CARE COORDINATOR** position description and have been provided a copy of the description. I certify that I am able to perform the essential functions of this position as outlined in this description, with or without reasonable accommodation.

Describe any accommodations required to perform these functions:

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*Employee (printed name)*

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*Employee (signature)*

\_\_\_\_\_  
*Date*

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