



WJQ JOB OVERVIEW

Position Title: Care Coordinator Paygrade: NN8 Overtime status: exempt
 (non-exempt or exempt)
 Div: 013 R/C: 76804 Organization Name: Beaumont – Grosse Pointe
 Completed By: Cynthia Gregorich RN, BSN, MSA
Administrative Manager 7.16.15

Reports To Position Title: Director, Care Management

Briefly describe the purpose of the job:

Responsible for the daily organization and facilitation of caseload within the Emergency Center or the Unit where assigned. Reviews and evaluates appropriateness of admission or continued stay based on defined criteria.

A. List the essential responsibilities. (If this is a supervisory/managerial position please include duties such as interviewing, hiring, evaluating performance, budget preparation, etc., if applicable.) Please specify the percentage of time (e.g., 50%, 10%, etc.) spent on each duty.

1. Responsible for managing case load of patients that include facilitating care during stay, planning and expediting plans for safe and effective discharge. Works together with Social Workers with hand offs for placement while maintaining coordination of case. Coordinates care by considering all patient needs. 40 %

2. Accurately uses Interqual criteria and works collaboratively with Utilization Resource Center to obtain authorization for care and maximize reimbursement. Determines and assures appropriate status and level of care. Uses defined resources to guide decisions including Medical Director Care Management, Physician Advisors, Management staff. 35 %

3. Uses critical thinking and effective judgment skills to determine alternative courses of care. Judiciously uses tools designed to expedite care while being cost effective. Tools include, cost transfer, medication assistance, cab vouchers etc. 10 %

4. Follows pre-established guidelines for documenting required information in medical record and utilization management system for accurate medical records and to provide supporting documentation for departmental objectives. 10 %

5. Initiates notification and communication to patients/families as issues of lack of coverage for services arise. This includes services during the stay and post hospital stay. Provides notice of observation care to patient. 3 %

B. List supplemental/non-essential responsibilities. Please specify the percentage of time (e.g., 2%, 5%, etc.) spent on each duty. Total(s) for this section and section A should equal 100% of the job's working time.

1. Participates on committees as requested. 2 %

2. %

Total Number of subordinate staff, if applicable: _____ (F.T.E.s)

Indicate any registration, licensure or certification required for the job. Please note whether it is required by law, by hospital policy or preferable but not formally required.

Michigan RN licensure

Indicate any formal academic education/training required to perform the job.

Graduate of an accredited school of nursing. RN with Bachelors in Nursing preferred. Prefer three to five years experience in Care Management, Utilization Review, Home Care, or discharge planning. EC CC may have Emergency Center experience in lieu of Utilization review, Home care or Discharge Planning

Indicate any special skills/talent (e.g., artistic, craft, writing skills, word process skills, etc.) required to perform the job.

Working knowledge of 3rd party requirements; impeccable communication skills; computer literate and adept; able to recognize each patient's unique perspective to care; teaching skills. Ability to multi-task.

Indicate if there is anything unique or specialized about the job.

Ability to work in a fast-paced, ever-changing environment

List internal/external contacts required of the job.

INTERNAL

Contact

Purpose of Contact

- | | |
|------------------------------------|--|
| 1. Peers | Provide continuity and support |
| 2. Administrative Manager/Staff RN | Seek input on specific patients |
| 3. Care Management Team | Provide input and seek support on specific cases |
| 4. Medical Staff | Communicate patient status and plan of care |

EXTERNAL

Contact

Purpose of Contact

- | | |
|---|---|
| 1. Payer | Appropriate authorization and coverage issues |
| 2. DME, Home Care, ECF, External Facilities | Communication regarding clients |
| 3. | |
| 4. | |

For HR Compensation use only – New/Reclassified

Position Review Information

Paygrade:

Overtime Status:

Form 525# & Eff. Date:

CCRG Review Date: