

The Providence Center

JOB DESCRIPTION

Job Title: Embedded PCHC Integrated Care Coordinator
Division: Program Support
Department: Integrated Care Team
Reports To: Supervisor, Integrated Care

SUMMARY

Coordinate medical and psychiatric services for patients who are shared by Providence Community Health Centers (PCHC) at North Main and The Providence Center (TPC) in order to ensure a holistic, whole-person approach is taken towards providing a health home for all eligible patients. Health home is defined as “person-centered systems of care that facilitate access to and coordination of the full array of primary and acute physical health services, behavioral health care, and long-term community-based services and supports.”

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

SERVICE/ACCESS COORDINATION

- Identify and engage health home care coordination patients at PCHC who are seen at TPC by the presence of at least two chronic health conditions, such as “asthma, diabetes, heart disease, obesity, mental condition, and substance abuse disorder; one chronic condition and be at risk for another; or one serious and persistent mental health condition.”
- Assist new PCHC patients who are current TPC patients in completing PCHC paperwork and releases of information needed to transfer medical care to PCHC
- Be the system navigator and point of contact for shared PCHC/TPC patients and families, with patients and families having direct access for asking questions and raising concerns
- Assist patients during their PCHC medical appointment in understanding the relevant details of the visit, as requested by either the patient or the medical team
- Schedule appointments for shared PCHC/TPC with external medical specialists, as requested by the medical team and explain purpose of appointments in clear and simple language
- Participate as a member of a multi-disciplinary team including both medical and psychiatric members towards the development and implementation of health home services.
- Coordinate with TPC team and community services as needed to ensure that both current diseases, as well as preventative and health promotion needs are addressed as part of the holistic, whole-person, culturally-sensitive health home approach

TEACHING & EDUCATION

- Teach and assist shared PCHC/TPC patients to better manage their chronic diseases using realistic and SMART (specific, measurable, attainable, realistic and timely) goals.
- Provide as-needed teaching to patients during medical appointments in order to assist in the understanding of disease knowledge, medication compliance, specialty services recommended by primary care provider and/or any other medical needs the patient may require assistance in understanding
- Assist patients and their families in problem solving potential issues related to the health care system, financial or social barriers (e.g., request interpreters as appropriate, transportation services or prescription assistance).
- Assist consumers with budgeting and money management as it relates to their medical needs; Refer to lead case manager at TPC if there is case management already involved

- Use a step-by-step process when teaching skills.
- Use positive reinforcement and encouragement.
- Use a flexible approach with a diverse population.
- Attend both mandatory in-service trainings and related conferences and provide feedback to staff on the content of educational programs attended.

ADVOCACY

- Negotiate on behalf of the patient, as needed, with the medical and psychiatric treatment team, and patients themselves by creating reasonable goals, clarifying the issues to be negotiated, following through with the agreement reached, while remaining flexible and consider culturally-sensitive and holistic alternatives.
- May assume advocate role on the patient's behalf to ensure approval of the necessary supplies/services for the patient in a timely fashion.

RECORD-KEEPING

- Complete quick notes for all care coordination services; progress notes on occasion as needed.
- Provide weekly PCHC schedule to CSP Managers and follow-up with PCHC/TPC no-shows
- Complete required interagency and other necessary paperwork.
- Monitor confidentiality in accordance with TPC/PCHC policy and legal requirements.
- Follow required office procedures in a cooperative manner.
- Initiate and process incident reports as per TPC guidelines.
- Adhere to Infection Control protocols.

INTERPERSONAL SKILLS

- Treat consumers with respect.
- Accept the values and lifestyles of consumers.
- Use a flexible approach with a diverse population.
- Communicate effectively with both TPC and PCHC staff, representatives of other agencies and the public.
- Work in cooperation with coworkers and supervisory staff.
- Deal with coworkers regarding problems in a constructive manner.
- Accept and use direction and supervision.
- Benefit from constructive criticism.

QUALIFICATIONS To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION and/or EXPERIENCE

Bachelor's degree (B. A.) from four-year college or university in Human Services. Experience with the psychiatrically disabled population preferred. Interest in working in a primary care clinic with medical staff strongly encouraged.

CERTIFICATES, LICENSES, REGISTRATIONS

Must have valid driver's license and insured auto.

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.

While performing the duties of this job, the employee is regularly required to stand; walk; use hands to handle, or feel objects, or controls; talk or hear; and smell. The employee frequently is required to reach with hands and arms; climb or balance; and stoop, kneel or crouch. The employee is occasionally required to sit. The employee must regularly lift and/or move up to 25 pounds and occasionally lift and/or move up to 100 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

WORK ENVIRONMENT The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee occasionally works in outside weather conditions and is regularly exposed to fumes or airborne particles. The employee occasionally works near moving mechanical parts and is occasionally exposed to wet and/or humid conditions. The noise level in the work environment is usually moderate.