



POSITION DESCRIPTION

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| POSITION TITLE: | LVN Care Coordinator | DEPARTMENT: | Nursing |
| REPORTS TO: | Director of Nursing | STATUS: | Non-Exempt |
| HOURS: | Full Time (40 hours/week) hours may vary; evenings and weekends may be required | | |

High-Quality Health Care for All

The mission of Valley Community Healthcare is to improve the health and wellbeing of our community by providing high-quality comprehensive healthcare services regardless of ability to pay.

We're in this together

Enhancing relationships with staff, businesses, foundations, and community leaders who share our vision of high-quality healthcare for all.

We're providers of patient-centered care

Empowering patients to take responsibility for, and share in, decisions regarding their health status, forming a partnership between patient and healthcare provider.

We're forward-thinking, accountable leaders

Assuring organizational viability through high standards of administrative and fiscal accountability while managing growth responsibly and strategically.

The LVN Care Coordinator works within a multi-disciplinary health care team in the delivery of comprehensive services for patients diagnosed with chronic illness in a primary care setting. Acting as the primary contact person for the family, the Care Coordinator assists the health care team in the development and implementation of a health care plan tailored to the needs of the client and the client's families in order to promote continuity of care, and ultimately reduce the rate and severity of chronic illness complications.

CORE JOB RESPONSIBILITIES (Essential Duties):

- Assists the health care team to develop and implement a health care plan tailored to the needs of the client and the client's family in order to promote continuity of care, reduce patient cycle time, and ultimately reduce the rate and severity of disease-related complications.
- Acts as the primary contact for patients and their families and ensures continuity of care through:

- Ensure the maintenance of patient follow-up procedures to track patient attendance to appointments and reschedule appointments as needed.
 - On-going communication with health care providers through computer tasking, huddles, and other designated communication tools.
 - Coordinates with RN or other staff when patients are released from ER or hospital for follow up purposes when necessary.
- Provides counseling and health education for patients and families as per standardized protocols.
 - Develops new/or uses existing appropriate health education materials for class and counseling activities.
 - Ensures that all hypertension and diabetes-related data is recorded into Medical Record at each clinical visit in a timely manner.
 - Acts as the patient’s advocate as circumstances require by giving the patient opportunities to make informed decisions in regards to their health care.
 - Accurately and completely documents all coordination activities in patient’s electronic health records.
 - Administers vaccines safely and in accordance with vaccine schedules.
 - Up to date knowledge of COVID-19 protocols regarding testing, isolation versus quarantine recommendations, and vaccine timing, handling.
 - Documents all telephone calls and team conferences as per protocol.
 - Participates in interdisciplinary team conferences as needed to periodically evaluate the effectiveness of care plan through communication with patient and other members of the health care team.
 - Maintains logs and statistics as needed. Prepares reports or conducts audits as required.
 - Participates in the VCH Quality Improvement process.
 - Conducts in-house or outreach activities as needed. Attends Diabetes related and Health Education committee meetings and other on/off campus meetings/seminars as assigned by supervisor.
 - Assists with the implementation of clinic policies and procedures as needed within the health center working in concert with other staff to resolve interdepartmental issues, recommending changes in policies and procedures as needed.
 - Participates in all safety programs, which may include assignment to an emergency response team. Participates in hazardous waste and infection control assignments as required in the health center which may include being designated as an emergency responder to a hazardous substance release or spill.
 - It is the responsibility of every employee to report any patient safety concern to their immediate supervisor without fear of reprisal. VCH policy of non-retaliation protects employees who report patient safety concerns.
 - Performs other duties as required or as assigned by Supervisor.

CLINIC RESPONSIBILITIES:

- Acts as a clinical resource to staff

- Supervise medical assistants (technical, clinical and administrative). Responsible for planning schedules back office staff in conjunction with Nurse Manager other Clinic Coordinators, and DON
- Thorough knowledge of instrument sterilization, phlebotomy, back office MA insurance/enrollment requirements for various programs (e.g. FPact, CHDP, Medi-Cal), and appointment protocols
- Attend emergency codes as appropriate and/or ensure patient flow is maintained during codes.
- Excellent knowledge as a Super User for EPM and EMR with NextGen computer systems
- Responsible for ordering medical and office supplies and equipment
- Maintain compliance with Children’s Health Disability Program (CHDP) requirements
- Responsible to ensure vaccines are administered safely and in accordance with Vaccines for Children (VFC) and Vaccine for Adults (VFA) requirements.
- Responsible for oversight of refrigerator and freezer temperature logs, immunization inventory monthly inventory, immunization log, and participation in clinic audits
- Knowledge of internal processes such as the health plans we accept and where clinical services can be rendered outside of VCH.
- Knowledge of 6 rights of medication administration
- Participate with all regulatory audits in conjunction with DON and Nurse Manager,
- Routine operational and support functions; directing patients to appropriate departments, provide staffing to other areas as needed, cover in-clinic when short-staffed.
- Participate with all regulatory audits in conjunction with DON, Nurse Manager, and other departments as necessary
- Forward USPS/UPS/Federal express package information to the appropriate area in a timely manner
- Ensure encounters/corrections from department are verified and delivered in a timely manner to billing department
- Participates and assists in appropriate staff meetings, required in-services, and training
- Knowledge of specialty clinics imbedded within VCH such as Women’s Health concerns, pregnancy, post-partum, mammogram, STD/STI, family planning, Teen Health and Pediatric patient needs, in addition to Adult General Medicine patients

LVN Responsibilities

- Assists the health care team to develop and implement a health care plan tailored to the needs of the client and the client’s family in order to promote continuity of care, reduce patient cycle time, and ultimately reduce the rate and severity of disease-related complications.
- Acts as the primary contact for patients and their families and ensures continuity of care through:
 - Ensure the maintenance of patient follow-up procedures to track patient attendance to appointments and reschedule appointments as needed.
 - On-going communication with health care providers through computer tasking, huddles, and other designated communication tools.
 - Coordinates with RN or other staff when patients are released from ER or hospital for follow up purposes when necessary.
- Provides counseling and health education for patients and families as per standardized protocols.

- Develops new/or uses existing appropriate health education materials for class and counseling activities.
- Ensures that all diabetes-related data is recorded into Medical Record at each clinical visit in a timely manner.
- Acts as the patient's advocate as circumstances require by giving the patient opportunities to make informed decisions in regards to their health care.
- Accurately and completely documents all coordination activities in patient's electronic health records.
- Documents all telephone calls and team conferences as per protocol.
- Participates in interdisciplinary team conferences as needed to periodically evaluate the effectiveness of care plan through communication with patient and other members of the health care team.
- Maintains logs and statistics as needed. Prepares reports or conducts audits as required.
- Participates in the VCH Quality Improvement process.
- Conducts in-house or outreach activities as needed. Attends Diabetes related and Health Education committee meetings and other on/off campus meetings/seminars as assigned by supervisor.
- Assists with the implementation of clinic policies and procedures as needed within the health center working in concert with other staff to resolve interdepartmental issues, recommending changes in policies and procedures as needed.
- Participates in all safety programs, which may include assignment to an emergency response team. Participates in hazardous waste and infection control assignments as required in the health center which may include being designated as an emergency responder to a hazardous substance release or spill.
- It is the responsibility of every employee to report any patient safety concern to their immediate supervisor without fear of reprisal. VCH policy of non-retaliation protects employees who report patient safety concerns.
- Performs other duties as required or as assigned by Supervisor.

Customer Service:

Treats customers, patients, co-workers, and others with respect and trust. Is able to work effectively by sharing ideas in a constructive and positive manner; listening to and objectively considering ideas and suggestions from others; keeping commitments; keeping others informed of work progress, timetables and issues; addressing problems and issues constructively to find mutually acceptable and practical solutions; addressing others by name, title, or other respectful identifiers, and respecting the diversity of our workforce in actions, words, and deeds.

Reports to:

- Director of Nursing

Direct Reports:

- Medical Assistants within assigned department

Physical and Mental Conditions:

- These physical and mental demands are representative of the physical and mental requirements necessary for an employee to successfully perform the major duties and responsibilities of this position. Reasonable accommodation can be made to enable people with disabilities to perform the described major duties and responsibilities.

Physical Conditions:

- Possess vision sufficient to read standard text and a computer monitor and to drive a vehicle; travel as needed; speak and hear well enough to communicate clearly and understandably in person to individuals and groups and over the telephone; possess body mobility to stand, sit, walk, stoop and bend routinely to perform daily tasks and to access a standard office environment shared with other employees; possess manual dexterity sufficient to use hands, arms and shoulders repetitively to operate a keyboard, utilize office equipment and to write notes, treatment plan comments, track records, reports; and drive between all VCH locations; reliable transportation and care insurance as required by the state.

Mental Conditions:

- Possess the ability to independently reason logically to analyze data, reach conclusions and make recommendations; possess the ability to remain calm and appropriately focused in rapidly changing and difficult situations involving conflict, complex issues, controversy and diverse stakeholder groups and interests; possess the ability to deal calmly and effectively with emotional interactions.

Access to Protected Health Information:

- This position will require access to PHI in accordance with all state and federal laws.
- *Disclaimer: This position description indicates in general terms the type and level of work performed and responsibilities held by the employee(s) occupying this position. Duties described are not to be interpreted as an exhaustive list of all responsibilities. Employee(s) will be required to follow any other job-related instructions and to perform other job-related duties requested by their supervisor in compliance with Federal and State Laws.

POSITION QUALIFICATIONS:

These are general guidelines based on the minimum experience normally considered essential to the satisfactory performance of this job. Individual abilities may result in some deviation from these guidelines. To perform effectively in this position, the candidate must have:

- A 3 year experience in a community based clinic environment is preferred
- Must hold a current Licensed Vocational Nurse License in the State of California
- Current BLS CPR card
- Bilingual in English and Spanish required, with excellent written and oral communication skills.
- Minimum of one year working in a community clinic or other medical office environment is required.
- Possess the ability to work independently and as team member.
- Possess excellent organizational and problem solving skills and have the ability to prioritize.
- Have current CA Driver's License, and available vehicle, and valid liability insurance.
- Experience with basic computer skills including word processing and data entry.
- Experience with electronic health records preferred.
- Must have excellent customer service skills as well as people skills

***Responsibilities and tasks outlined in this document are not exhaustive and may change as determined by the needs of the company.**