WestMed Primary Care
Care Coordinator Job Description

Job Title: Care Coordinator
Reports To: Medical Director, Practice Manager and/or Patient-Centered Medical Home Manager
Position: Part-time/Full-time (start PT with opportunity to expand to FT)

Summary of Duties:
- Assists all patients through the healthcare system by acting as a patient advocate and navigator.
- Participates in Patient-Centered Medical Home team meetings and quality improvement initiatives.
- Facilitates health and disease patient education, including leading group office visits.
- Supports patient self-management of disease and behavior modification interventions.
- Coordinates continuity of patient care with external healthcare organizations and facilities, including the process hospital admission and discharge and referrals from the primary care provider to a specialty care provider.
- Coordinates continuity of patient care with patients and families following hospital admission, discharge, and ER visits.
- Manages high risk patient care, including management of patients with multiple co-morbidities or high risk for readmission to a hospital setting, including a registry.
- Conducts comprehensive, preventive screenings for patients and/or assists all support staff in daily patient interactions as needed.
- Promotes clear communication amongst a care team and treating clinicians by ensuring awareness regarding patient care plans.
- Facilitates patient medication management based upon standing orders and protocols.
- Participates on a team for data collection, health outcomes reporting, clinical audits, and programmatic evaluation related to the Patient-Centered Medical Home and Medical Neighborhood initiatives.
- Evaluates clinical care, utilization of resources, and development of new clinical tools, forms, and procedures.

Education and Experience:
- Essential:
  - Graduation from an accredited university with a background in science, including a BA or BS in Biology, Chemistry, Nursing, Anatomy and Physiology, Public Health, Behavioral Science, or a similar degree
  - Proficient computer skills, including Microsoft Office (specifically Word and Excel)
  - 2-5 years experience in a clinical setting
  - Self-disciplined, energetic, passionate, innovative
  - A team player that can follow a system and protocol to achieve a common goal
  - Highly organized and well-developed oral and written communication skills
  - Demonstrates sound judgment, decision-making and problem-solving skills
  - Able to maintain confidentiality with all aspects of information in accordance with practice, State and Federal regulations
  - Confidence to communicate and outreach to other community health care organizations and personnel
- **Preferred:**
  - BSN (Licensed to practice as a Registered Nurse (RN) in Colorado) or MPH (Community & Behavioral Health; Health Systems, Management, & Policy; or with a science background)
  - 1 year in a Patient-Centered Medical Home clinical setting or knowledge of the Patient-Centered Medical Home initiative
  - 2-5 years experience in chronic disease management, case management, utilization management, and adult acute care

- **Optional:**
  - Other licensed medical professionals who possess the appropriate clinical skills are also eligible.
  - Experience with public speaking
  - Experience with electronic medical records

Salary or hourly compensation based upon education and experience. Expectation for position is part-time with the opportunity to expand into a full-time position.