



Clinical Care Coordinator

POSITION SUMMARY

The Clinical Care Coordinator will work together with other members of the North Olympic Health Network Care Team to provide high quality, well-coordinated, highly organized, patient-centered care to patients and their families/care givers/support systems. The Clinical Care Coordinator will work in a number of capacities as a support role to the Provider led Care Team.

PRIMARY ACCOUNTABILITIES

At North Olympic Health Network, the primary accountability of the Clinical Care Coordinator role will be to ensure safe, timely, efficient and effective transitions of care for patients – both within and outside of the NOHN primary care practice. The role of the Clinical Care Coordinator is focused around 5 main accountabilities.

- 1) Pre-Visit Planning
- 2) Patient Outreach & Engagement
- 3) Visit/Encounter Preparation
- 4) Encounter Flow/Throughput (to include Care Team Huddles)
- 5) Non-Encounter Workflow (ie: *Triage, Orders/Results Tracking, Transitions of Care, Scheduling, Information Flow, Data Management & Care Gap Reports)

Operational Excellence

- Uses professional skills to the best of their ability
- Provides a positive patient-centered experience for every patient
- Considers safety of patients and works to help provide a safe environment
- Maintains a current up-to-date knowledge of new policies and procedures
- Works to create an efficient, highly productive environment utilizing LEAN methodology

Relationship Management

- Works collaboratively with all staff, providers and leadership
- Engages others as part of a team-oriented philosophy
- The Clinical Care Coordinator will work with practice leadership, providers, clinical staff and ancillary care teams, as well as with patients, families/caregivers, in order to achieve healthcare and lifestyle goals and maintain open lines of communication across the care team.

POSITION REQUIREMENTS

Education

- Hold a current, unrestricted WA state licensure as a Licensed Practical Nurse (LPN).
- The Clinical Care Coordinator must be proficient in medical terminology, basic anatomy & physiology, and pathophysiology.
- The Clinical Care Coordinator must complete LEAN certificate course (White Belt minimum) within 30 days of employment.

Experience and Key Skills

- Possess a professional, positive, team-oriented attitude
- Ability to communicate well with others through written and verbal interpersonal communication
- Ability to perform routine assignments independently
- Demonstrate attention to detail and organizational skill

- Demonstrate strong assessment skills (professional, situational & clinical)
- Possess knowledge/expertise related to Chronic Care Management
- Ability to lead and engage in Motivational Interviewing techniques
- Possess basic computer skill and knowledge of NOHN EHR/Practice Management systems
- Possess knowledge/expertise related to Population Health Management
- Proficiency in analyzing, stratifying, and utilizing data to drive priorities
- Ability to multi-task and prioritize with minimal direction
- Demonstrate critical thinking skills and emotional intelligence in the workplace
- Demonstrate patient-centric, customer service-oriented approach
- Uphold the mission, values, and principles of the organization
- Create and maintain a positive, team-based culture

Physical/Environmental

- Must be able to walk intermittently for 8 hours.
- Some standing, sitting, bending, occasional lifting.
- Use hands and fingers to continually manipulate a keyboard.
- Must be able to verbally communicate and hear.
- Viewing the computer for 8 hours.

This is a full time position, four days per week. Compensation is dependent upon qualifications and experience.

We are an FQHC and are tasked with providing a quality health care experience for all members of the community.

We offer benefits including: 401(k) employer contributions; Life, Medical, Dental and Vision Insurance; HRA, FSA and DCAP; Short and Long Term Disability Insurance; paid holidays and earned Paid Time Off.

Submit Cover Letter and Resume to: resumes@nohn-pa.org