

**Job Description: Practice Performance Coordinator**

**Job Title:** Practice Performance Coordinator

**Department:** Accountable Care Organization (Care Management)

**Supervisor:** VP Population Health & Quality or Designee

**FLSA Status:** Exempt

**Prepared By:** TC

**Prepared Date:** 2/17/2023

**Approved By:** Andrea Anderson

**Approved Date:** 1/31/2023

***Position Philosophy/Summary:***

The Practice Performance Coordinator is part of a team with one or more physicians, nurse practitioners, nurse case managers, Transitional Care Management nurses, and social workers dedicated to improving the care of patients transitioning from acute care hospitals to post-acute care facilities and to home. The team’s mission is to improve transitions of care and assist in the prevention of hospital readmissions. Closely collaborates with the Transitional Care Team members, Care Managers, and primary care providers, House Calls providers, Regional Value Based Directors, and Associate Medical Directors.

Daily responsibilities will include identification and tracking of High Risk Value Based patients admitted to hospitals and other care facilities, collaborating with facility Case Manager and Inpatient providers, remote medical record retrieval, TCM appointment scheduling prior to discharge, remote coordination of patient care, medication reconciliation, and direct communication with primary care providers. This position will also provide opportunities to build relationships with local physicians and leaders in hospitals, post-acute facilities, and primary care clinics. Other key relationships include hospital case managers, hospitalists, physician specialists, skilled nursing, and rehabilitation facility staff.

***Essential Duties and Responsibilities (and other responsibilities as applicable):***

* Identify offices for practice performance opportunities using KPI (key performance indicators such as ER utilization
* Check daily ENS and hospital census for high acuity/high risk discharges
* Secure discharge and transition plans from discharging facilities and evaluating plans to ensure compliance with clinical and quality requirements
* Serve as a bridge between inpatient and outpatient treatment providers
* Engage health plan staff in discharge planning activities as needed in conjunction with the assigned care manager
* Identify community resources and services to improve program effectiveness and quality
* Perform medication reconciliation for declined TCM patients
* ER Follow-up and education
* Marketing in areas with high patient utilization

***Required Knowledge and Experience:***

Registered Nurse with 3+ years of experience.

***Certificates, Licenses, Registrations:***

Registered Nurse

***Supervisory Responsibilities:***

None

***Competencies:***

To perform the job successfully, an individual should demonstrate the following competencies:

Analysis/Problem Assessment – Securing relevant information and identifying key issues and relationships from a base of information; relating and comparing data from different sources; identifying cause-effect relationships.

Coaching - Facilitating the development of other’s knowledge and skills; providing timely feedback and guidance to help them reach goals.

Compassion - The responsibility to put a patient’s or person’s interests first, including the duty not to harm, deliver proper care, and maintain confidentiality.

Compliance - Employee has satisfactory completed employers required compliance training. Employee is able to demonstrate an understanding of employers Code of Conduct.

Communication - Expressing ideas effectively in individual and group situations (including nonverbal communication); adjusting language or terminology to the characteristics and needs of the audience. Good listening skills.

responsibilities to appropriate direct reports; utilizing direct reports’ time, skills and potential effectively.

planning effective development activities related to current and future jobs.

Follow-up - Establishing procedures to monitor the results of delegations, assignments, or projects; taking into consideration the skills, knowledge, and experience of the assigned individual and characteristics of the assignment or project.

Individual Leadership/ Influencing - Using appropriate interpersonal styles and methods to inspire and guide individuals (direct reports, peers, and supervisors) toward goal achievement; modifying behavior to accommodate tasks, situations, and individuals involved.

Initiative - Making active attempts to influence events to achieve goals; self-starting rather than accepting passively; taking action to achieve goals beyond what is required; being proactive. Practices self-development.

Integrity - Maintaining and promoting social, ethical, and organizational norms is conducting internal and external business activities.

Judgement/ Problem Solving - Recognizes problems and responds, systematically gathers information, sorts through complex issues, seeks input from others, addresses root cause of issues, makes timely decisions, can make difficult decisions, uses consensus when possible, and communicates decisions to others.

Maximizing Performance - Establishing performance/development goals, coaching performance, providing training, and evaluating performance.

Patient Service Orientation - Proactively developing patient/customer relations by making efforts to listen and understand the customer and their needs (both internal and external); anticipating and providing solutions to customer needs; giving high priority to patient/customer satisfaction. Ensures appropriate follow up and is their advocate in determining solutions. The employee uses a variety of communication techniques to effectively express thoughts and ideas and to understand or influence.

Planning and Organizing/ Work Management - Establishing a course of action for self and/or others to accomplish a specific goal; planning proper assignments of personnel and appropriate allocation of resources.

Results Driven & Execution - Accountable for meeting or exceeding individual and/or department goals and objectives. Committed to producing results that will achieve company objectives. Sets priorities and organizes time to meet or exceed goals, follows up, and takes personal responsibility for results whether they are positive or negative.

Teamwork/ Collaboration - Working effectively with team/work group or those outside formal line of authority (e.g., peers, senior managers) to accomplish organizational goals; taking actions that respect the needs and contributions of others; contributing to and accepting the consensus; subordinating own objectives to the objectives of the organization or team. Listens to others and values opinions.

**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.

**Language Skills**

Ability to read and interpret documents. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of organization.

**Mathematical Skills**

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.

**Reasoning Ability**

Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

**Computer Skills**

To perform this job successfully, an individual should have knowledge of Athena Database software; Microsoft Spreadsheet software and Microsoft Word Processing software.

**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; sit; use hands to finger, handle, or feel; reach with hands and arms; climb or balance and talk or hear. The employee is occasionally required to stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and 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.

The noise level in the work environment is usually moderate depending on the business activity of the office.

**Receipt and Acknowledgment:**

I acknowledge and understand that:

• Receipt of the job description does not imply nor create a promise of employment, nor an employment contract of any kind, and that my employment is at-will.

• The job description provides a general summary of the position in which I am employed, that the contents of this job description are job requirements and, at this time, I know of no limitations which would prevent me from performing these functions with or without accommodation. I further understand that it is my responsibility to inform my supervisor at any time that I am unable to perform these functions.

• Job duties, tasks, work hours and work requirements may be changed at any time.

• Acceptable job performance includes completion of the job responsibilities as well as compliance with the policies, procedures, rules and regulations of the Home and the Corporation.

• I have read and understand this job description.

Print Employee Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Employee Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_