



Care Coordinator – Meadowlark / Integrated Behavioral Health

Position Overview

- **Summary:**
 - The Care Navigator – Meadowlark’s primary responsibility is to assist in the overall management of Northeast Montana Health Services (NEMHS) patients, particularly those with prenatal and postnatal care.
- **Reports to:**
 - Vice President of Rural Health Clinics
- **Job Classification:**
 - FLSA: Non-Exempt
 - Hourly/Salary: Hourly

Responsibilities

- **Essential Functions:**
 - Demonstrates innovation and an acceptance of new ideas and concepts.
 - Shows the ability to resolve conflicts with clients and overcome their objections about their health and behaviors.
 - Possesses above average optimism and the ability to motivate clients to make vital changes in their lives.
 - Exhibits effective communication skills for working with clients, their families, and their other healthcare providers.
 - Demonstrates a commitment to clients and a willingness to go above and beyond normal responsibilities to provide the best care possible.
 - Shows self-confidence and the ability to express views that may not be popular or shared by clients.
 - Performs population health, care management, and patient-self management support and clinical documentation functions.
 - Provides support for patient and family centered continuity of care services for patients undergoing transition of care.
 - Assists with providing patients and families with optimal linkage to community resources.
 - Works collaboratively to improve quality of patient care through facilitating the efficient use of resources.
 - Acts as an advocate for individual’s health care needs and assists in minimizing the fragmentation of health delivery systems.

Will adhere to NEMHS policies, procedures, standards of business conduct and demonstrate shared values within all areas of job performance at all times.

Qualifications

- **Required:**
 - Registered Nurse Degree.
 - Will have up to date training and certification in Healthcare Provider Basic Life Support issued by the American Heart Association, American Red Cross or American Health & Safety Institute. Must obtain within three (3) months if not current at hire.
 - Valid driver’s license with acceptable driving record for insurance purposes.
- **Preferred:**
 - Experience and/or knowledge of working in Rural Health/Critical Access Hospital Setting is preferred.



Professional Expectations - Shared Values

GENERAL RESPONSIBILITIES:

- Collaborate with providers and clinical team with population management.
- In conjunction with processes developed with other members of the care team (including staff responsible for patient visit scheduling), and the care team, conduct pre-visit planning for care management patients.
- Facilitate the identification of appropriate patients with prenatal and postnatal conditions for care management. Contact patients to schedule planned care visit, via letter or direct telephone contact as appropriate.
- Perform individual or group-based education, counseling, or self-management goal setting sessions.
- Review self-monitoring results and incorporate them into the medical record.
- Monitor and evaluate the progress of the patient. Assess patient progress toward care plan and self-management goals. Evaluate the effectiveness of the plan in meeting established care goals; revise the plan as needed to reflect changing needs, issues and goals.
- Follow-up when care management patients have not kept important referrals with outside providers.
- Promote patient self-management and empower patients/families to achieve maximum levels of wellness and independence. Interacts professionally with patient/family and involves patient/family in the formation of plan of care.
- Serve as a liaison to providers, patients and families for coordination of services.
- Interface with EMR on care managed population. Maintain accurate and timely documentation.
- Participate in regular team meetings and peer review activities. Participate in departmental and organizational committees, as applicable. Participate in the orientation of new personnel. Precept and mentor peers. Promote collaborative teamwork.
- Meet with providers and care management team on a regular basis to provide patient updates, identify issues and develop strategies for resolution.
- Interact harmoniously and effectively with others, focusing upon the attainment of organizational goals and objectives through a commitment to teamwork.
- Conform to acceptable attendance and punctuality standards as expressed in the Employee Handbook.
- Comply with all safety rules and protocols. Immediately report any workplace injury to supervisor.
- Abide by the organization's compliance program and requirements.
- Current on all required training for current year.
- Other duties as assigned.

Knowledge, Skills, and Abilities:

- Inventive, creative, and innovative employee who looks for unique ways to improve overall performance.
- Excellent written, verbal and listening communication abilities. Communicate appropriately and clearly to staff and providers. Exhibits age-appropriate communication skills.
- Willingness to establish effective working relationships with internal and external customers. Maintains a good working relationship within the department and with other departments.
- Demonstrates ability to compile patient data and prepare outcome analysis. Ability to assess, provide and interpret age specific data.
- Serves as a patient and family advocate. Gives priority to customer service issues and promotes positive interpersonal relationships among patients, providers, and the general public.
- Ability to involve family or significant other in decision making related to plan of care.
- Ability to write routine reports, design forms, retrieve data, and the ability to speak effectively with management and staff.
- Maintains a working knowledge of payer requirements.
- Ability to manage conflict, stress and multiple simultaneous work demands in an effective and professional manner.
- Ability to work well independently, while collaborating with other team members. Serves as a clinical resource person to staff.
- Ability and willingness to self-motivate, to prioritize and change processes to improve effectiveness and efficiency. Adapts to changing patient or organizational priorities.



PERFORMANCE IMPROVEMENT:

- Assures that organization is focused on continuous improvement of its performance and financial goals
- Assures organizational structure is in place to achieve financial goals and sustainability
- Assures regular communication of improvement objectives and progress to the CEO and Board
- Contributes to the improvement of the organization's financial function by demonstrating adoption of PI philosophy.
- Seek to improve performance by establishing organizational standards of financial process quality and methods for measuring results and improving processes

RELATIONSHIPS: Demonstrates professionalism in all interactions at work.

- Maintains effective communication with all levels of organization, including board, Medical Staff, and hospital staff.
- Builds effective relationships with community stakeholders and service providers
- Serves as the lead organization representative with associations and organizations in which NEMHS is a member, actively participating in organization's activities and leadership as appropriate.
- Consistently has a positive attitude and is easy to approach.
- Works to seek first to understand before being understood.
- Uses communication and listening skills that show respect, support, and caring for others.

DEDICATION: Provides quality care and service excellence consistent with the NEMHS Mission, Vision, Values, and Customer Service Standards.

- Leads by constantly and consistently focusing the organization of the vision, mission, values, and customer service standards.
- Exemplifies through own actions a focus on mission, vision, values, and customer service standards.
- Participates in new projects and activities and completes them as assigned.
- Promotes a sense of pride both at work and away from work.
- Participates openly in team discussions.
- Shares what they know. Teaches when needed.
- Encourages and challenges others to consider innovative approaches.
- Is flexible.

INTEGRITY: Maintains a strong ethical stand regarding patient, employee, and customer privacy and confidentiality. Does not allow prejudice or favoritism to affect how customers are treated (race, sex, ability to pay, sexual orientation, disease, marital status, family name, address, etc.).

- Defends the hospital's image and that of its' employees when either slandered or discredited.
- Identifies ethical issues and assures actions are taken to resolve them.
- Personal treatment of others is not affected by prejudice or favoritism.
- Consistent in words and actions.
- Respects and accepts others.
- Works in an honest and consistent way to gain the trust of others.

Physical/Sensory Demands

Working Conditions

Physical/Sensory Demands

O = Occasionally, represents 1 to 33% or 1 to 2 hours of an 8-hour workday



F = Frequently, represents 34 to 66% or 2.5 to 5.5 hours of an 8-hour workday

C = Continuously, represents 67 to 100% or 6 to 8 hours of an 8-hour workday

- Bending/Stooping/Crouching: O
- Carrying 25 pounds or less: F
- Carrying 25 to 50 pounds: R
- Carrying over 50 pounds: R
- Climbing: R
- Crawling/Kneeling: R
- Lifting: 25 pounds or less: F
- Lifting: 25 pounds to 50 pounds: R
- Lifting: Over 50 pounds: R
- Pulling/Pushing: 25 pounds or less: F
- Pulling/Pushing: 25 pounds to 50 pounds: R
- Pulling/Pushing: Over 50 pounds: R
- Reaching: Shoulder height: O
- Reaching: Above shoulder height: O
- Reaching: Below shoulder height: O
- Repetitive Movement: C
- Sitting/Standing: F
- Twisting/Turning: O
- Walking: F

Physical Exposures

- Bright Lighting: Yes
 - Dim Lighting: Yes
 - Cold: No
 - Heat: No
 - Harmful Physical Agents: No
 - Hazardous Substances: Yes
 - Infectious Diseases: Yes
 - Ionizing/Non-Ionizing Radiation: No
 - Mechanical Hazards: Yes
 - Noise: Yes
 - Unprotected Heights: No Total **Score: 0**
- Total Possible Score: 0**

Sensory and Other Requirements

- Requires prolonged sitting, and some standing, walking, bending, stooping, stretching, and climbing stairs.
- Requires hand-eye coordination and manual dexterity sufficient to operate a keyboard, telephone, photocopier and other office equipment.
- Vision must be correctable to 20/20 and hearing must be in normal range, aided or unaided, for telephone contacts.
- It is necessary to view and type on computer screens for long periods and to work in an environment which can be very stressful.

OSHA Category Classification



- **Category classifications have been developed to assist employees in determining their risk for occupational exposure to bloodborne pathogens. These categories are:**

Category I	Employee will have occupational exposure to bloodborne pathogens in the performance of their routine jobs.
Category II	Employee may have occupational exposure to bloodborne pathogens in the performance of their routine jobs.
Category III	Employee will not have exposure to bloodborne pathogens in the performance of their routine job.

I have reviewed these job requirements and verify that I can perform the minimum requirements and essential functions of this position. I understand that the duties that are required of me in my job position places me in an OSHA Category I. I have/will receive education and training relative to this OSHA category classification and understand the requirements that will be expected of me in order to complete the above-mentioned duties.

Employee Signature _____ Date _____

Disclaimer

Northeast Montana Health Services does not discriminate on the basis of race, color, religion, sex, sexual orientation, age, national origin, marital status, citizenship, physical or mental disability, or veteran status.

The above job description is intended to describe the general nature and level of work being performed by people assigned to this job. The list is not intended to be an all-exhaustive list of responsibilities and duties required and may include other duties as assigned.

I have read the above position and understand the provisions and intent thereof. I agree that I shall perform said duties to the fullest intent to the mutual interest of the hospital and myself.

Employee-Print Name and Date

Supervisor-Print Name and Date

Employee Signature

Supervisor Signature