



TRIBAL PERSONNEL DEPARTMENT

JOB ANNOUNCEMENT

JOB TITLE: Patient-Centered Medical Home Care Coordinator
SUPERVISOR: Clinic Manager
LOCATION: Peter Christensen Health Center
POST DATE: October 16, 2023
CLOSING DATE: Open until filled

General Description: The primary responsibility of this position is to work with multidisciplinary healthcare teams in a primary care setting with the focus on coaching and coordination of care for designated high-risk patients while working along side primary care providers, care teams, and office staff in a PCMH, focusing on identifying the needs of complex patients while assisting the practice to develop a process for managing its patient population.

Qualifications: Registered Nurse with appropriate past experience in a Patient-Centered Medical Home environment and case management preferred. Associate Degree from an accredited Nursing program required; Bachelor's Degree preferred. Must hold a current Wisconsin Registered Nursing License with no restrictions or violations with the Wisconsin Nursing Board; compact license without violations or restrictions accepted. Hold current BLS and ACLS certification or ability to obtain and maintain certification within 6 months of employment. PALS certification preferred.

Salary: \$24.00-\$30.00/hr. depending on qualifications.

How to Apply: Submit your application for employment, and notarized release of information form by the deadline. Applications and detailed job descriptions can be located on our website www.ldftribe.com or are available at the William Wildcat Tribal Center in the Human Resources Department. Please submit your application materials to:

Human Resources Department
P.O. Box 67
Lac du Flambeau, WI 54538
715-588-3303
Email: hr@ldftribe.com

Native American preference will be applied to hiring of this position as defined in Title 25, U.S. Code, Chapter 14, Subchapter V, subsection 273 & 274. We are an equal opportunity employer with preference given to qualified Native American applicants in accordance with federal law and tribal policy.

Lac du Flambeau Band of Lake Superior Chippewa Indians
Nonexempt Position Description

- A. **TITLE OF POSITION:** Patient-Centered Medical Home Care Coordinator
- B. **DEPARTMENT:** Peter Christensen Health Center (PCHC)
- C. **SUPERVISOR'S TITLE:** PCHC Clinic Manager
- D. **DESCRIPTION OF DUTIES:** Responsible for assessing, coordinating and integrating healthcare for patients/families with chronic conditions across the life span in the Patient- Centered Medical Home (PCMH). The Patient-Centered Medical Home Care Coordinator will facilitate the provision of comprehensive health promotion and chronic condition care; as well as promote a focus of ongoing, proactive and planned care. The PCMH Care Coordinator uses effective communication strategies among family, the medical home, schools, specialists and community professionals and community connections to help improve, measure, monitor and sustain quality outcomes (clinical, functional, satisfaction and cost containment). This position will require covering for nursing staff in the clinical area as needed. Specific responsibilities include but are not limited to the following:
1. Demonstrate and apply knowledge of the philosophy/principles of comprehensive community based, patient/family-centered, developmentally appropriate, culturally sensitive care coordination services.
 2. Collaboratively establish with clinical leadership measurable goals to increase patient access, address current care opportunities and reduce adverse events by analyzing and reporting measurable progress against goals.
 3. Implement process improvements to assist the organization in becoming a Patient-Centered Medical Home.
 4. As a collaborating member of the health care team, provides pre-visit and follow-up direction and support to the patient/family and health care providers.
 5. Assist with the identification of patients in the practice with special health care needs, create/maintain patient registry to be used for planning and monitoring care and outcomes.
 6. Build care relationships among patient/family and the care team.
 7. Carry out care plans, evaluate effectiveness, monitor in a timely way and effect changes as needed.
 8. Serve as a point of contact, advocate and informational resources for the patient/family and community partners/payers.
 9. Research, find and link resources, services and supports with/for the patient/family.
 10. Critically evaluates patient cases through reviews of treatment plans and medical records.
 11. Assist patient/family's engagement through education, goal-setting, barriers assessment and review of treatment plans with providers.
 12. Cultivate and support primary care and other care provider's co-management with timely communication, inquiry, follow-up and integration of information into the care plan.
 13. Serve as a medical home quality improvement team member, participating in quality improvement education and activities to identify, test, refine and implement practice improvements.

14. Coordinate efforts to gain patient/family feedback regarding their experience with health care (focus groups, surveys, and other means) and participate in interventions to address articulated needs of staff and patient/families.
15. Aids in the development of office workflows for the medical home.
16. Collaborates with providers to develop standards of care with preventative services and chronic disease management.
17. Assists with the education of clinical staff on quality improvement protocol and plans.
18. Occasional travel may be required.
19. Identify appropriate quality controls for assigned areas of responsibility and ensures that monitoring, as well as, process improvement is occurring.
20. Stepping in as a care team nurse as needed to fill in for staffing requirements.
21. Assist in developing and reviewing departmental policies as necessary.
22. Maintain strictest confidentiality according to HIPAA standards and upholds confidentiality working with sensitive patient data.
23. Participate in mandatory trainings and completes assigned trainings.
24. Understands the principle of Quality Improvement and participates in appropriate QI projects.
25. Works toward achieving implementation of AAAHC certifications and conducts appropriate follow-up.

E. POSITION RELATIONSHIPS:

Internal: Peter Christensen Health Center staff and clients.

External: Frequent contact with patients/families and other medical providers.

F. SUPERVISORY RESPONSIBILITIES: None.

G. SUPERVISION RECEIVED: Clinic Manager

H. EDUCATION: Associate Degree from an accredited Nursing program required; Bachelor's Degree preferred. Must hold a current Wisconsin Registered Nursing License with no restrictions or violations with the Wisconsin Nursing Board; compact license without violations or restrictions accepted.

I. EXPERIENCE: Three years relevant direct patient care experience in a community-based pediatrics, geriatrics or primary care setting, particularly in the care and service of vulnerable populations with chronic health care needs required. Familiarity with community resources to assist patients/families with social needs preferred. Knowledge or experience working with tribal populations desired. Appropriate past experience in case management and/or Patient Centered Medical Home environment preferred.

J. SKILLS:

1. Strong knowledge and principles of the Patient-Centered Medical Home model.
2. Knowledge of principles of utilization management, care/case management and clinical structures.
3. Knowledge of evidence-based medical practices and resources.
4. Basic PC skills.
5. Strong skills in developing and presenting complex data and outcomes.
6. Workflow planning.
7. Effective oral and written communication skills.
8. Highly-developed interpersonal skills, including motivational interviewing skills to interact effectively and motivate patients towards compliance and behaviors for optimal health and wellness.
9. Work independently as well as in a team environment.

10. Exercise sound judgment.
11. Possess initiative to find solutions to difficult and/or sensitive problems.
12. Assess patient/family/staff needs and develop a plan of action to address needs in collaboration with medical providers.
13. Strong analytical skills.
14. Ability to work with a multidisciplinary care team with internal/external providers.
15. Excellent time management for self and others.
16. Must be a self-starter and have a collaborative and positive team spirit.

K. WORKING ENVIRONMENT:

Work Conditions: Fast-paced, clinical environment.

Exposure to Hazards: Exposure to communicable diseases, toxic substances, medicinal preparations and other conditions common to a clinic environment.

Physical Requirements: Prolonged sitting and walking; bending, long hours of standing, and occasionally lifting and carrying items weighing up to 20 pounds.

- L. BEHAVIOR:** The vision, goals and objectives of the Lac du Flambeau Band of the Lake Superior Chippewa Indians requires the Patient Centered Medical Home Care Coordinator to perform in both a professional and personable manner. The manner in which the employee relates to fellow employees, customers and visitors is considered parallel in importance to technical knowledge and ability. Respect and consideration given to the dignity of each customer, visitor and fellow employee is a requisite of successful job performance. Any attitude or behavior that will tarnish the name or reputation of the Lac du Flambeau Tribe will not be tolerated and is subject to disciplinary action.

- M. OTHER:** Demonstrate a strong commitment to cultural beliefs and values of the Lac du Flambeau Band of Lake Superior Chippewa Indians and the governing Tribal Council. Practices cultural sensitivity at all times, recognizing the respective diverse work styles within the organization and the Lac du Flambeau community. Must submit to a drug test prior to commencing employment and random testing thereafter. Employee must provide proof of immunity to measles, mumps, rubella, varicella, Pertussis/DTAP, and Hepatitis B at time of employment and submit to a TB skin test. Employees must show proof of a full series (either one dose or two-dose) of COVID-19 immunization upon hire OR have an approved religious or medical exemption approved prior to start date. As an employee of the Tribe, he/she will be subject to the Policies and Procedures of the Lac du Flambeau Band of Lake Superior Chippewa Indians.

N. SIGNATURES:

<hr/> Employee	<hr/> Manager
Date	Date
<hr/> Previously signed	<hr/> Previously signed
Tribal Administrator	Human Resource Director
Date	Date