**RN Care Coordinator Standard Job Description**

**Classification Title:** RN Care Coordinator

**FLSA Exemption Status:**Exempt

**Pay Grade:** 14

**Job Description Summary:**

The RN Care Coordinator works with rural healthcare providers supporting patient outreach, chronic disease management, and patient engagement to improve quality of care, help manage chronic conditions, and promote wellness. Creates patient-centered care plans and provides care management services for provider clinics. Extends patient management services and supports team members promoting high quality care and financial viability. Helps improve performance and initiatives in alternative payment models for rural healthcare.

**Essential Duties and Responsibilities:**

**30% Care Coordination**

* Coordinates, monitors, and documents quality interventions and care management programs with goal of effectiveness that promotes value added care and service.
* Creates patient-centered care plans focusing on improved health and wellness.
* Ensures members discharging from hospitals or emergency departments receive necessary services and resources, including medication reconciliation.

**30% Health Assessments**

* Carries out preventative health assessments, screening, and patient needs for effective transition of care planning to a variety of levels of care.
* Triages symptom-based calls per approved protocols for a wide range of patients.
* Makes outbound calls to assess patients’ current health status.

**30% Patient Education, Outreach and Collaboration**

* Provides patient education to assist with self-management of wellness and disease.
* Educates enrolled members on chronic and acute disease processes.
* Interacts with clinic care partners, leadership and/or physicians to discuss clinical questions, concerns, strategies, and care plans to achieve quality and cost management objectives.
* Functions as a liaison when needed for family, member, and provider to develop individualized care plans, including prioritized goals, that consider the patient’s and caregivers’ goals, preferences and desired level of involvement in the care management plan.

**10% Quality Monitoring**

* Evaluates utilization patterns, medical records, and other metrics to monitor quality and efficiency results.

**Qualifications**

**Required Education:**

* Associate’s degree in Nursing or equivalent combination of education and experience.

**Required Experience:**

* 4 years of clinical experience as a Registered Nurse including two years of experience in basic data analysis, quality improvement, chronic care management, transitional care management, HEDIS medical record review, or preventive care.
* Eight years of clinical experience as a Licensed Vocational Nurse would also be considered.

**Required Licenses and Certifications:**

* Current unrestricted Registered Nurse license (or Licensed Vocational Nurse license) in the state of Texas.

**Required Knowledge, Skills, and Abilities:**

* Ability to multitask and work cooperatively with others.
* Ability to effectively communicate both orally and in writing
* Ability to positively and professionally interact with clients and staff
* Excellent communication and presentation skills
* Strong interpersonal and organizational skills
* Working knowledge of office software and instructional programs
* Skilled in patient engagement, motivational interviewing, and patient activation methods
* Ability to interpret reporting and set a plan of action
* Self-motivated and self-directed
* Knowledge of administrative functions, clinic quality measures, and scheduling experience

**Additional Information**

**Machines and Equipment:**

* Personal computer and office software (e.g. Microsoft Office Suite)
* Telephone and printer/scanner/fax

**Physical Requirements:**

* Ability to travel independently to other and/or remote locations

**Other Requirements and Factors:**

* This position is security sensitive
* This position requires compliance with state and federal laws/codes and Texas A&M University System/TAMU policies, regulations, rules and procedures
* All tasks and job responsibilities must be performed safely without injury to self or others in compliance with System and University safety requirements
* This position allows alternate work location per TAMU guidelines

**Is this role ORP Eligible? If so, it needs to meet the criteria on the** [**Rules and Regulations of the Texas Higher Education Coordinating Board**](https://reportcenter.highered.texas.gov/reports/data/user-friendly-version-of-ch-25/)**.**

[ ]  **Yes**

[x]  **No**

**Does this classification have the ability to work from an alternative work location?**

[x]  **Yes**

[ ]  **No**