

Eastport Health Care, INC.  
PO Box H / 30 Boynton St.  
Eastport, ME. 04631  
(207) 853-6001

## **JOB DESCRIPTION**

**Title:** Clinical Coordinator, RN

**Position Category:** Salaried/Exempt

**Supervisor:** Director of Care Management

**Supervises:** Medical Assistants (Eastport Medical Department), Lab Technician, Referrals Coordinator, Medical Records Coordinator

**Position Description:** Leadership responsibility for day to day operations of the medical service at the Eastport site. Specific responsibilities are defined in the job description and include: coordinates and has oversight for all aspects of Patient Care including care management, patient education, implementation of patient care policies; operational oversight and responsibility of support staff and lab staff management and supervision including coaching, educating and evaluating performance; clinical policy management; management of clinical supplies and equipment; facilitates clinical support staff meetings and in-services; conducts and supports performance improvement activities for the medical department; actively participates in scheduled Leadership and Performance Improvement meetings. This position reflects interaction with patients, patient families, community and staff at every level of the organization, governing body and legislators.

*All EHC employees are expected to engage and be active participants in quality improvement projects and efforts, risk identification and reporting, attend trainings and meetings as requested and contribute to overall team spirit and cooperation. Employee contributions in this regard are valued and necessary for the organization's successful care of our patients/clients.*

**Supervisory Duties:** Assume day to day management of the medical department, including the following functions: EMR, Lab, Referral Coordinator, and Medical Records Coordinator.

### **Duties/Responsibilities:**

#### **A. Patient Care Leadership**

1. Lead the patient care support staff to be empowered and functioning at the top of their training/certification, and other as assigned.
2. Oversight for implementing patient treatment plans as established by the provider.
3. Ensures pre-visit planning is conducted during the daily huddle, including screening for preventive measures, diagnostic or lab results, medications, problem list, health maintenance etc.
4. Implements systems related to patient management of abnormal labs, test results, immunizations etc.
5. Works with support staff to ensure continuity and transitions of care are accurate, complete, relevant and timely. Works with support staff and patients to ensure patients with chronic conditions are up to date with standard treatment protocols. For example, the Clinical Coordinator, RN follows established protocols for management of diabetic patients

- i.e. screening for documentation of HGA1C every 3 months, diabetic eye exam, annual podiatric evaluation, etc.
6. Facilitates and works with support staff to identify patients who lack preventive care and mailing wellness reminders inviting them to return to our clinic for an annual PE, a Medicare Wellness Exam or other relevant prevention visit. Establishes a system to ensure providers are informed of patients needing a basic health maintenance / prevention visit.
  7. Provides patient teaching utilizing resources approved by the provider.
  8. Implements tenets of population health per Patient Centered Medical Home model of health care delivery.
  9. Implements transitions of care including patient triage, discharge from hospital or other, back into the community. Ensures Referral Specialist has current and relevant information to coordinate referrals as ordered.
  10. Assists providers with all walk-in emergencies.
  11. Attains education, trainings and workshops to maintain licensure certification, and FQHC and clinical accreditation requirements.
  12. Creates and manages department related schedules
  13. Monitors clinical staff ACLS/BLS certifications and schedules trainings as needed
  14. Responsible for EHC's Infection Control Program with oversight from the Director of Quality Improvement.
  15. Other duties as assigned and necessary to EHC's operations.
  16. Provide Medicare Wellness visits

**B. Administrative Leadership**

1. Assume Leadership role representing the nursing function and MA staff in all Leadership related activities.
2. Assume day to day management of the medical department, including the following functions: EMR, Lab, Patient Assistance, Quality Management, Care Management, Special Programs and Services as established and defined, Nursing-MA schedule, Policy and Procedure Management and daily monitoring of clinical buckets in Athena.
3. Lead the patient care support staff to be empowered and functioning at the top of their training /certification other, as assigned.
4. Liaison between clinical staff and front desk/reception

**Minimum Entrance Requirements:**

1. Maine licensure to practice as an RN, with at least three years' experience in an outpatient clinical setting preferred and at least one year of demonstrated leadership / supervisory experience.
2. Prior experience or an understanding of the Quality Improvement process.
3. BLS certification.
4. Computer literate, able to navigate electronic medical records, email, Internet and write reports.
5. Excellent verbal/written communication/presentation skills for proper documentation.
6. Team oriented with an understanding of organizational culture.
7. Understanding of and comfortable with transformative change.

**Essential Functions:**

**COMPREHENSION:** Understands and applies non-routine verbal and/or written instructions.

**ORGANIZATION:** Organize and prioritize individual work schedule to manage multiple task and/or projects

**DECISION MAKING:** Makes decisions that have a significant impact on the clinics credibility, operations and/or service.

**COMMUNICATION:** Communicates and explains a variety of information

**PHYSICAL REQUIREMENTS:** keyboard operation and sitting for extended periods of time. Ability to lift 25 lbs. Visual acuity for extended periods of monitor operation.