

MMC Physician Hospital Organization

Position Description

Position: Care Transition Coach
Reports to: Director, Care Management Program
Relates to: Care Transition Coaches; Care Managers; MaineHealth hospital staff; PHO providers and practice staff; PHO staff
Date: November, 2008

Position Summary

The Care Transition Coach is key to ensuring safe and effective transfers in the movement of patients across the care continuum, serving as the bridge between the professional staff in a care setting (e.g. hospital) and the patient and/or family. In this role as a patient educator-advocate, and patient empowerment facilitator, the Transition Coach provides information and guidance to the patient and/or family for an effective care transition, improved self-management skills and enhanced patient-practitioner communication.

The Care Transition Coach behaves in a professional manner, and consistently demonstrates and promotes the values of respect, honesty, care, and dignity for the patient and all members of the healthcare team. The Care Transition Coach is committed to the constant pursuit of excellence in improving the health status of the community.

Primary Responsibilities

1. Collaborates with physician and inpatient clinical staff to identify appropriate patients for care transition services, utilizing established criteria and to facilitate successful care transition. Prioritizes referrals and activities according to intensity, need, and required follow-up.
2. Performs referral mining activities and markets program to key stakeholders.
3. Serves as a guide to the patient, coaching the patient in addressing critical issues and self-management tasks rather than directly taking over and providing care.
4. Provides information and guidance to the patient and/or family for an effective care transition, improved self-management skills and enhanced patient-practitioner communication.
5. Evaluates aspects of each patient's condition, diagnoses, medications and support systems to formulate an individualized plan which will lead to successful outcomes in:
 - a. medication self-management
 - b. use of a dynamic patient-centered record
 - c. appropriate primary care and specialist follow-up
 - d. knowledge of red flags
6. Promotes patient self-management and empowers patients / families to achieve maximum levels of wellness and independence.
7. Serves as the bridge between the professional staff in a care setting (e.g. hospital) and the patient and/or family. Also, collaborates with PHO care manager for continued care management support as applicable.

8. Maintains databases on care transition population. Maintains accurate and timely documentation.
9. Collects and analyzes data on clinical indicators to identify opportunities for improvement. Develops, prepares and presents related records and reports. Participates in measuring clinical outcomes, data procurement and analysis activities. Represents the care transition program on performance improvement teams.

Secondary Responsibilities

1. Participates in regular team meetings and activities. Participates in departmental and organizational committees as applicable. Participates in the orientation of new personnel. Mentors peers and promotes collaborative teamwork.
2. Performs all duties and responsibilities in accordance with the Nurse Practice Act and in accordance with basic principles and guidelines of professional nursing.
3. Maintains appropriate professional boundaries.
4. Adheres to organizational policies and procedures. Participates in policy review and revisions.
5. Maintains a working knowledge of, and adheres to applicable federal / state regulations including, but not limited to, laws related to patient confidentiality, release of information, and HIPAA.
6. Uses safe work practices. Promptly reports workplace and patient safety issues to supervisor.
7. Interacts in a manner, which is professional, respectful, positive, helpful, and which promotes trust.
8. Maintains professional growth and development.
9. Acts in a manner consistent with the Corporate Compliance Program and Code of Conduct.

Qualifications, Skills and Knowledge Required

1. Licensed at the RN level by the Maine State Board of Nursing
2. Valid State of Maine Driver's license
3. Current individual RN professional liability coverage (minimum coverage 1,000,000 / 3,000,000)
4. Minimum of three years clinical experience preferred; home health experience preferred
5. Excellent written, verbal and listening communication abilities
6. Willingness to establish effective working relationships with internal and external customers
7. Ability to manage conflict, stress and multiple simultaneous work demands in an effective, professional manner
8. Ability to work independently, while collaborating with other team members
9. Ability and willingness to self-motivate, prioritize, and be willing to change processes to improve effectiveness efficiency. Adapts to changing patient or organizational priorities
10. Ability to make independent decisions in accordance with established policies and procedures. Decisions and problem solving require a combination of analysis, evaluation, and interpretive thinking
11. Knowledge and appreciation of cultural diversity and low literacy issues in care provision
12. Computer literacy, including but not limited to data entry, retrieval, and report generation

13. Ability to work with patients/families of all ages and in a variety of settings, including inpatient facility and patients' homes presenting diverse physical conditions and social/cultural environments
14. Ability to drive to and from a variety of settings in varying weather conditions

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified.

Working Conditions

Normal office environment; office, clinical or patient care setting to include physician offices, clinics and the patient's home. May be subject to adverse weather conditions, slippery surfaces, and extreme temperatures.

Physical requirements include:

1. Climbing: Ascending or descending stairs, ramps, etc. Body agility is emphasized.
2. Pulling: Using upper extremities to exert force in order to drag, haul or tug objects.
3. Fingering: Picking, pinching, typing or otherwise working, primarily with fingers rather than with the whole hand or arm
4. Talking: Expressing or exchanging ideas by means of speaking; conveying detailed or important information
5. Hearing: Ability to receive detailed information
6. Visual: requires extensive writing, computer terminal and reading
7. Repetitive Motion: Substantial movements of wrists, hand and/or fingers
8. Sitting: Must be able to sit and perform data entry for at least 8 hours a day.
9. Driving: Must be able to drive to and from a variety of settings for up to 8 hours a day.
10. Dexterity: Activities require using fine motor coordination.

Original: Jan 2008

Reviewed/revised: May 2008; Nov. 2008