



Job Code: 5384

Grade: NS3

HCWR: N

Job Title

Nurse Coordinator II

Department

Equity & Inclusion

This position is exempt from Career Service under the CCH Personnel Rules.

Job Summary

The Nurse Coordinator II is responsible and accountable primarily for the overall management of patient care in the Respite Center - RISE, working closely and directly with the Clinic Manager and the Attending Physician for the Center for Health Equity and Innovation. Maintains, coordinates, and provides a safe, effective individualized nursing care for patients and supportive care to significant others and assisting in implementing plans of care and patient education. Evaluates nursing care delivery for patients in respite center. Identifies patients presenting with complex care requirements and provides education and support to the patient, significant other and staff. Oversees the work of the medical assistant with provision of patient care services within the setting. The Nurse Coordinator II is accountable for adherence to patient practice standards, quality improvement, and regulatory compliance. Responsible for day-to-day management of care in the center. Implements approved clinical practices and standards, in accordance with compliance and regulations.

General Administrative Responsibilities

Collective Bargaining

- Review applicable Collective Bargaining Agreements and consult with Labor Relations to generate management proposals
- Participate in collective bargaining negotiations, caucus discussions and working meetings

Discipline

- Document, recommend and effectuate discipline at all levels
- Work closely with labor relations and/or labor counsel to effectuate and enforce applicable Collective Bargaining Agreements
- Initiate, authorize and complete disciplinary action pursuant to CCH system rules, policies, procedures and provision of applicable collective bargaining agreements

Supervision

- Direct and effectuate CCH management policies and practices
- Access and proficiently navigate CCH records system to obtain and review information necessary to execute provisions of applicable collective bargaining agreements



General Administrative Responsibilities

Management

- Contribute to the management of CCH staff and CCH' systemic development and success
- Discuss and develop CCH system policies and procedures
- Consistently use independent judgment to identify operational staffing issues and needs and perform the following functions as necessary; hire, transfer, suspend, layoff, recall, promote, discharge, assign, direct or discipline employees pursuant to applicable Collective Bargaining Agreements
- Work with Labor Relations to discern past practice when necessary

Typical Duties

- Performs initial and ongoing patient assessments and clinical intakes of new patient into the program.
- Analyzes data and formulates a problem list and individualized plan of care, considering cultural and spiritual values of the patient.
- Provides on-going client clinical care coordination with discharging hospitals, pharmacies, homecare agencies, and primary/specialty care clinics.
- Elevates patients' clinical concerns with RISE physicians.
- Assists patient with self-management of medical problems including but not limited to administration of intravenous antibiotics, wound dressing changes, and adherence to prescribed medications.
- Prioritizes interventions according to patient needs.
- Ensures proper documentation of patient progress in data management system by monitoring, reporting, and recording changes in patients' conditions; support medical assistant adherence to documentation standards. Plan of care includes nutritional, educational, functional, social support, discharge teaching and psychological issues.
- Works with multidisciplinary team members to assess, implement, plan and evaluate nursing care plans.
- Coordinates telehealth visits.
- Provides written hand-offs to agencies receiving discharged patients.
- Evaluates the plan of care in terms of expected outcomes.
- Assists patient with establishing and working towards meeting self-management goals.
- Tracks patient's self-management progress.
- Builds and establishes a therapeutic nurse-patient, nurse-family, nurse-community relationship.
- Schedules and conducts nurse visits/care management visits on selected patients.
- Evaluates and documents outcomes of patient teaching.
- Schedules and conducts nurse visits/care management visits on selected patients.
- Assess and documents patient health literacy.
- Operates clinical equipment necessary for providing patient care in the health center.
- Performs and/or directs basic life support.
- Applies principles of infection control and safety.
- Collaborates with patient/significant others, and health care team members in planning



Typical Duties

nursing care during hospitalization and for discharge.

- Demonstrates sensitivity to the cultural diversity, gender and sexual orientation of patients being served.
- Supervise medical assistants, including directing plans of care and supporting MAs in delivery of quality care.
- Problem solving patient issues related to access to care.
- Assists with the development of standards of nursing care, audit criteria and patient instruction sheets.
- Collaborates with Clinic Manager as required to resolve issues that may impact the operation of the center or patients.
- Works and communicates effectively with a variety of individuals.
- Delegates, coordinates, and monitors patient care given by other levels of nursing staff.
- Attends conferences, seminars, and workshops to gather information that will enhance patient care delivery and experience.
- Maintains the documentation and record keeping system in compliance with external agency requirements.
- Provides clear, concise documentation of the assessments, including patient education.
- Documents all significant changes in the patient condition.
- Works with internal and external referral sources to ensure referral capture with excellent outcomes and comments.
- Handles Patient Complaints and initiates Recovery; documents, tracks patient concerns and conducts patient interviews and follow-up.
- Converses and engages patients to collect feedback and to address concerns related to patient experience.
- Develops and implements evidence-based standards of clinical practice to ensure 24/7 excellent service and care delivery for patients receiving care in the center that is evidenced by and the Triple AIM (excellent quality and service and efficiency)/ simultaneously improving the health of the population, enhancing the experience and outcomes for the patient, and reducing per capita cost of care. Assists in delivery of patient care and quality improvement. Organizes and assists staff to promote the rapid response to change in case flow and medical emergencies. As assessed through data from IT system and direct observation.
- Ensures that patient care is delivered within CCH established service standards, regulatory requirements, and professional standards of care.
- Ensures that staff is oriented, trained, and competent to provide excellent safe patient care and service.
- Tracks clinical performance indicators and develops action plans.
- Ensures care is coordinated across the continuum to promote positive patient outcomes and efficiency.
- Oversees development of training and competencies.
- Identifies opportunities for process improvement and initiates improvement efforts within the clinic/service to increase or exceed established metrics.
- Ensures appropriate patient education and engagement strategies are implemented.
- Maintains environment of care in accordance with regulatory and licensing standards.
- Ensure that equipment is in good working order or tagged if not working.



Typical Duties

- Assists as required with new patient initiatives.
- Responds to medical emergencies in the clinical area.
- Schedules clinical and support staff based on patient care need; Approves payroll.
- Ensures that interdisciplinary staff, contractual staff, students, and volunteers meet key CCH performance requirements.
- Resolves conflicts between staff.
- Maintains relevant personnel files.
- Works with Human Resources to ensure the proper documentation, maintenance of Worker's Compensation, FMLA records, and to ensure practice compliance with all local, state and federal laws and guidelines including OSHA, ADA, FMLA and regulatory requirements, including IDPH, CMS and The Joint Commission.
- Ensures compliance with HIPAA, emergency, and disaster preparedness communication, MSDS (global harmonized system), sexual harassment, universal precautions, confidentiality, security, and privacy.
- Ensures compliance with annual staff training and documentation requirements.
- Ensures all clinical staff is current on licenses, CPR, and other job requirements.
- Performs all other duties as assigned.

Minimum Qualifications

- Licensed Registered Professional Nurse in the State of Illinois
- Bachelor's degree in Nursing from an accredited college or university
- Three (3) years of full-time clinical nursing experience
- Two (2) years of experience in a nursing supervision, nursing management and/or as a Charge Nurse
- Prior experience in education and training patients
- Must be able to work flexible hours, including nights, weekends, and holidays
- Current Basic Life Support (BLS) certification

Preferred Qualifications

- Master's degree in Nursing, Business or Healthcare Administration from an accredited college or university
- One (1) year experience in public health
- Experience working with persons experiencing homelessness
- Previous work experience in home care
- Understanding trauma informed care philosophy and practices
- Bilingual

Knowledge, Skills, Abilities and Other Characteristics

- Thorough knowledge of management principles and practices
- Thorough knowledge and understanding of the Health Insurance Portability and Accountability Act (HIPAA) to ensure the protection of the confidentiality and security of healthcare information for all patients
- Knowledge utilizing Microsoft Office (PowerPoint, Word, Excel, and Outlook)



Knowledge, Skills, Abilities and Other Characteristics

- Excellent oral, verbal and written communication skills necessary to communicate with all levels of staff and a patient population composed of diverse cultures and age groups
- Skilled in time management as it relates to situations that have competing priorities.
- Ability to work independently and simultaneously manage multiple complex projects
- Ability to function as a role model for clinical excellence
- Ability to assign, prioritize, review and evaluate the work of a variety of employees, including internal employees, vendors, consultants, and combinations thereof
- Ability to train by presenting concepts and demonstrating task
- Ability to multi-task and meet deadlines in a fast paced and stressful environment
- Ability to maintain a professional demeanor and composure when challenged
- This position requires travelling to work assignments throughout Cook County for which the employee must provide his or her own adequate means of transportation
- Must be able to work flexible hours, on call and including nights and weekends

Physical and Environmental Demands

This position is functioning within a healthcare environment. The incumbent is responsible for adherence to all hospital and department specific safety requirements. This includes but is not limited to the following policies and procedures: complying with Personal Protective Equipment requirements, hand washing and sanitizing practices, complying with department specific engineering and work practice controls and any other work area safety precautions as specified by hospital wide policy and departmental procedures.

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 the personnel so classified.

For purposes of the American with Disabilities Act, “Typical Duties” are essential job functions.