



**Job Code:** 6244

**Grade:** 23

**HCWR:** N

**Job Title**

Trauma Program Coordinator

**Department**

Trauma and Burn

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

**Job Summary**

The Trauma program Coordinator has primary responsibility for Cook County Health & Hospitals System (CCHHS) Trauma and Burn reporting to state authorities. The position also supports the department by acting as coordinator of services and systems necessary to ensure a multidisciplinary approach throughout the continuum of trauma care. This is an essential position for maintaining Level I status as a Trauma Center. This is a highly confidential position with access to patient information per HIPAA, as well as participation in staff performance evaluations of the registry coders. The position also involves management of trauma registry medical record technicians and data entry specialists, which includes responsibility for potential disciplinary actions.

**Typical Duties**

- Ensures multidisciplinary approach to delivery of Trauma and Burn Care through the coordination of patient services and interdepartmental communication.
- Oversees the data collection and electronic recording function for the CCHHS Trauma department. This includes review of trauma patient information and entry of critical factors into the Trauma Registry, IDPH database, and NTDB.
- Acts as a liaison to EMS Coordinators and Trauma Directors in Region XI as well as representing the CCHHS Trauma Department in statewide conferences.
- Acts as educator to liaison to referring hospitals providing updates on transferred Trauma patients and educating hospital emergency teams on Trauma services provided by CCHHS.
- Participates in organizing the Annual Trauma Symposium
- Participates in CCHHS quality assurance activities and research projects by collecting data and preparing reports.
- Participates in process improvement projects as requested by the Department Chair or the designated Medical Director.
- Conducts patient visits and clinical follow-up for trauma and burn patients to ensure appropriate coordination of care.
- Participates in trauma resuscitations of acutely injured patients as needed.
- Engages in nursing education activities within CCHHS.
- Supports the department with the accreditation (and sustainment) of a Level 1 Trauma Center designation from IDPH and the American College of Surgeons
- Communicates with hospital administrators, IDPH and American College of Surgeon representatives, HIS, regional and state EMS and Trauma directors and trauma nurse coordinators, Chicago Police and Fire, and Gift of Hope
- Implementation and maintenance of Trauma Quality Improvement Plan (TQIP), a national Quality Assurance registry, with a high level of detail beyond the national trauma data bank, a registry-required for higher than the Illinois Department of Public Health Level 1 Trauma



### **Typical Duties**

- Center verification registry reporting
- Over-site of trauma registry and trauma registrars with goal for all data entry within 60 days of discharge - required for the American College of Surgeons (ACS) Level 1 Trauma Center, which is more stringent than the Illinois Department of Public Health Level 1 Trauma Center)
- Identification of quality improvement parameters based on departmental deficiencies and data collection from registry to support changes in real time, daily
- Establishment of regional trauma network which provides transfers into CCHHS
- Coordinate and provide education for all these centers
- Provide feedback on every patient transferred in every day and their outcomes
- Creation and tracking of quality metrics and data collection of all trauma admitted patients providing monthly report of all areas for improvement across multiple service lines- orthopedics, anesthesia, Radiology, neurosurgery etc.
- Management and communication (daily and monthly) of lessons from all service lines that interact with the trauma service
- Community outreach and prehospital education for outpatient and community care
- Registry report running, providing data inquiries from the registry to support research and publication within the department. Research and publication is an absolute requirement to achieve ACS level 1 certification
- Creation and maintenance of protocols of trauma processes and data to support the meeting of the 211 (two hundred and eleven) criteria required by ACS for level 1 verification
- Implementation of two separate quality improvement committees, one for clinical indicators and the other for system-wide issues. Must organize these committees to ensure all members attend at least 75% of the meetings.
- Liaison to the Division of Pediatric Trauma
- Co-Coordinate the Trauma Nurse Specialist Course per IDPH Administrative Code
- Assist (as needed) with medical education including medical students, residents, and fellows

### **Minimum Qualifications**

- Bachelor's Degree or higher education
- Current State of Illinois license as a Registered Nurse
- Minimum five (5) years of total nursing experience
- Minimum three (3) years of experience as a trauma/ED nurse
- Minimum two (2) years of experience, including current experience, with trauma registry and data reporting requirements
- Current BLS and ACLS Certification
- Completion of Trauma Nurse Core Course (TNCC) or Trauma Nurse Specialist (TNS)
- Prior experience consolidating data and running reports
- Familiar with Trauma reporting software programs, such as EMR, IDPH trauma registry, NTDB registry.
- Proficiency in Microsoft Word, Microsoft Excel

### **Preferred Qualifications**

- Familiarity with TQIP



**Preferred Qualifications**

- Currently employed and working in a Level 1 or 2 Trauma Center
- Proficiency in Access

**Knowledge, Skills, Abilities and Other Characteristics**

- Knowledge of the specific programs: EMR, Microsoft Word and Microsoft Excel, IDPH, trauma registry, NTDB registry
- Excellent verbal and written communication skills necessary to communicate with all levels of staff and a patient population composed of diverse cultures and age groups
- Strong customer service and empathy skills
- Strong interpersonal and decision-making skills
- Strong project management skills
- Demonstrate analytical and organizational, problem-solving, critical thinking and conflict management, resolution skills
- Ability to be flexible and adaptable in performing work duties
- Ability to adhere to department policies and standards utilizing best practices incorporating the use of electronic health record (EHR)
- Ability to work and make sound judgments in a stressful and fast paced environment.
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- Ability to maintain a professional demeanor and composure when challenged
- Ability to function autonomously and as a team member in a multidisciplinary team
- Ability to tolerate exposure to unpleasant noise, odor and temperature and follow hospital protocol
- Ability to meet appropriate confidentiality standards for protected health information (PHI)

**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.**