



Job Code: 6887
Grade: FE
HCWR: N

Job Title

Nurse Transitional Care Coordinator

Department

Health Plan Services

Job Summary

The Nurse Transitional Care Coordinator works with an identified patient population to support the transition from facility based care to community based care and between care providers. The Nurse Transitional Care Coordinator may work with patients being discharged from the hospital, skilled nursing or Cermak Health Services, those needing linkages to behavioral health services, those whose care may be impacted by changes in physician availability or those who have experienced a disruption in their insurance. Interfaces with patients, managed care representatives, physicians and community organizations. Additionally, may interact with the patient at the patient's home, physician office or health care facility.

Typical Duties

- Outreaches and responds to the patient and/or care giver and introduces self, performs screening if appropriate and interviews patient and/or caregiver to assess understanding of situation.
- Reaches out to facility contact to obtain information regarding discharge needs and associated plan. Where appropriate secures medical records to support post-transition care. May visit patient in facility prior to discharge.
- Develops a plan with the patient to meet the identified post discharge needs. The plan supports the patient's continuity with their medical home team, ongoing care needs and addresses social determinants that may impact the patient's ability to complete care plan activities. The plan may include home visits by the Transition Coordinator, accompanying patients to their first visits, or scheduled phone calls.
- Documents all activities in care management system according to established policy and procedure.
- Addresses social determinants through utilization of the Purple Binder software/database.
- Provides feedback to medical home teams according to departmental policy and procedure.
- Completes all training and attends educational sessions as appropriate.
- Protects PHI (Protected Health Information) and complies with Cook County Health and Hospitals System Privacy Policy.
- Reports incidents of suspected abuse, neglect and exploitation to supervisor immediately upon discovery.
- Collaborates with Integrated Care Management staff in other departments to leverage resources to support patient needs.

Minimum Qualifications

- Licensed as a Registered Professional Nurse in the State of Illinois
- Bachelor's degree from an accredited college or university
- Three (3) years of health care work experience
- Two (2) years of experience electronic medical record, care management systems, or scheduling software



Minimum Qualifications

- Basic proficiency using Microsoft Office (i.e., Word, Excel)
- Valid Driver's license and mandatory vehicle insurance or other means of transportation

Preferred Qualifications

- Prior healthcare experience in multiple healthcare settings, i.e. inpatient, ambulatory, home care, etc.

Knowledge, Skills, Abilities and Other Characteristics

- Knowledge of use of best practices for software systems
- 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
- Solution-oriented skills
- Ability to work at a fast-paced
- Ability to prioritize, plan and organize projects and tasks
- Ability to meet appropriate confidentiality standards for protected health information (PHI)
- Ability to adhere to department policies and standards utilizing best practices incorporating the use of electronic health record (EHR)

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.