

MERCY CLINICS, INC.
JOB DESCRIPTION

TITLE: Population Health Coach

FLSA STATUS: Non-exempt

DEPARTMENT: Mercy Clinics, Inc.

JOB CLASS: 4030

GENERAL SUMMARY:

Assists physician and clinical staff with clerical/clinical functions for patients requiring chronic disease coordination. Works closely with the Quality Committee as well as the Vice-President of Quality and the Clinic Director of Quality Improvement.

CORPORATE PHILOSOPHY STATEMENT:

It is the obligation of each employee of Mercy Clinics, Inc. to abide by and promote the mission and core values of the Spirit of Mercy.

CORPORATE POLICY STATEMENT:

It is the obligation of each employee of Mercy Medical Center to comply with Mercy's mission, values, standards of conduct, policies, procedures, and related practices (e.g., Dress Code, Time and Attendance, and other policies).

HIPAA SECURITY COMPLIANCE:

Security Access: High "Incumbent has access to restricted or confidential patient information and must comply with the terms of the Mercy Medical Center Security Policies as it applies to their job role."

ESSENTIAL FUNCTIONS:

Behavior Standards:

- Demonstrates professional, appropriate, effective and tactful written, verbal, and nonverbal communication with patient, families, medical staff, colleagues, vendors, and other departments throughout the continuum of care to promote continuity of care and services and enhance clinic image.
- Demonstrates positive professional customer service being respectful of all patients, co-workers and providers, treating all with equality regardless of their sex, color, race, medical problem, sexual orientation, religion or socio-economic status.
- Demonstrates a positive attitude by smiling and being courteous to all patients, co-workers and providers, making every effort to be non-judgmental with comments and conversation.
- Acknowledges patient's rights on confidentiality issues, maintains patient confidentiality at all times, and follows HIPAA guidelines and regulations.
- Participates in orientation and staff development activities as requested.
- Proactively acts as patient advocate, responding with empathy and respect to resolve patient concerns and recognizes opportunities for improvement through patient concerns.

- Complies with dress code and strives to act professionally in words and actions at all times.
- Participates effectively as a team member in the clinic being accountable, helpful and welcoming to co-workers, providers and patients.
- Proactively continues to educate self to provide quality care and improve professional skills.

Population Health Coach

- Assists and coordinates various functionality and utilization of disease registry database including data entry; assuring database is kept up to date; identifying patients overdue for visits, labs, or referrals; identifying patients not meeting clinical goals; and creating patient, physician, and clinic level quality performance reports.
- Proactively contacts patients to arrange follow-up on process or outcome goals that registry queries show are not being met.
- Conducts pre-visit chart review to identify all needed preventive health maintenance, immunizations, and chronic disease interventions. Needed interventions will be communicated to providers or ordered by protocol.
- Makes referrals as ordered by providers or by protocol.
- Educate patients about the Mercy Clinic's chronic care program and the importance of meeting their goals and assists with goal setting and plans for behavior change.
- Meets on a regular basis with other MCI Population Health Coaches and Population Health Nurses, as coordinated by Clinic Administration, for information sharing and continuing education activities.
- Assist with clinic QI activities.
- Types correspondence (memos and letters), statistical forms and procedures and is able to maintain complete patient records while keeping complete patient confidentiality.
- Demonstrates effective organizational skills.

MARGINAL FUNCTIONS:

- Answers and routes multiple telephone calls and faxes, takes and directs messages and information pertinent to chronic disease management. Receives and arranges appointments for providers and patients for patient meetings, procedures, and appointments and sends correspondence as designated.
- Miscellaneous office duties such as greeting patients, answering phone, filing and/or retrieving medical records, and scheduling patient appointments.
- Assists with the clerical operation of office equipment (PC/word processor, CRT, printer, typewriter, copy machine and fax) to effectively and efficiently perform secretarial duties for management purposes.
- Inventories, orders and receives office supplies and printed materials. Maintains general files and supplies.

MINIMUM KNOWLEDGE, SKILLS AND ABILITIES REQUIRED:

- Post high school clinical health-related degree or certification required (i.e. CMA, LPN, or BA). Three years of medical experience or equivalent background with a strong understanding of the medical field preferred.

- Knowledge of and practical use of good business English, spelling, arithmetic, practices and the ability to communicate effectively using written and verbal skills.

PHYSICAL ACTIVITY REQUIREMENTS: (Constant = 67-100% of work day, Frequent = 34-66% of work day, Occasional = 33% of work day)

Constant: Talking: Expressing or exchanging ideas by means of the spoken word to convey information to co-workers, patients, visitors, etc.

Hearing: Ability to receive detailed information through oral communication from others in person or on the telephone.

Fingering: Picking, pinching, typing or otherwise working, primarily with fingers rather than with the whole hand or arm while typing.

Seeing: Ability to view for reading patient information, correspondence, computer terminal, instructions, etc.

Frequent: Repetitive Motions: Substantial movements of the wrists, hands, and/or fingers during typing, writing, filing, etc.

Grasping: Applying pressure to an object with the fingers and palm while picking up supplies, telephone, etc.

Reaching: Extending arm(s) and hand(s) to obtain needed items and during filing of cine films and folders.

Walking: Moving about on foot to accomplish tasks.

Stooping: Bending body downward and forward by bending spine at the waist to obtain supplies and to file.

Kneeling: Bending legs at knee to come to a rest on knee or knees during filing.

Pushing: Using upper extremities to press against something with steady force in order to thrust forward, downward, or outward while moving objects such as file drawers and supplies.

Pulling: Using upper extremities to exert force in order to draw, drag, haul, or tug objects while opening supply boxes and file drawers.

Lifting: Raising objects from a lower to a higher position or moving objects horizontally from position-to-position.

Occasional: Ascending or descending a short step stool using feet and legs and/or hands and arms to reach patient records on higher shelves.

PHYSICAL DEMAND REQUIREMENTS:

Light Work: Exerting up to 20 pounds of force occasionally and/or up to 10 pounds of force frequently, and/or a negligible amount of force constantly to move objects.

VISUAL ACUITY REQUIREMENTS:

Work involves preparation and analysis of data, keyboard entry and extensive reading of pertinent literature.

INTELLECTUAL/EMOTIONAL REQUIREMENTS:

- Adaptability to performing a variety of duties, often changing from one task to another of a different nature without loss of efficiency or composure.
- Adaptability to situations involving the interpretation of feelings, ideas, or facts in terms of personal viewpoint.
- Adaptability to influencing people in their opinions, attitudes, or judgments about ideas or things.
- Adaptability to making generalizations, evaluations, or decisions based on sensory or judgmental criteria.
- Adaptability to making generalizations, evaluations or decisions based on measurable or verifiable criteria.
- Adaptability to dealing with people beyond giving and receiving instructions.
- Adaptability to performing under stress when confronted with emergency, critical, unusual, or dangerous situations; or situations in which working speed and sustained attention are make-or-break aspects of the job.
- Adaptability to accepting responsibility for the direction, control, or planning of an activity.
- Adaptability to maintain both a high standard of courtesy and cooperation in dealing with co-workers, patients and visits with satisfactory job performance despite the stress of a medical work environment.

TOOLS/EQUIPMENT:

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| * Typewriter | * CRT/Printer |
| * PC/Word Processor | * Copy Machine |
| * Telephone | * Fax |

WORKING CONDITIONS:

- Employees in this job classification have been identified as likely to be exposed to blood or other potentially infectious materials.

REPORTING RELATIONSHIPS:

- Direct Reports to Clinic Manager or Designee
- Indirect Report to MCI Clinic Director of Quality Improvement

The above is intended to describe the general content of and requirements for this job. It is not intended to be a complete statement of duties, responsibilities or requirements. .

APPROVALS:

Name	Vice President, Mercy Clinics, Inc.	Date
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Name	Director, Mercy Clinics, Inc.	Date
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Name	Human Resources Representative	Date
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