

## Job Description



### Case & Quality Coordinator

#### Position Summary:

Assists the Long-term Case Manager in the management of long-term cases by assuring appropriate services are generated in a timely and cost-effective manner. Coordinates Care at Home's quality and training programs by assisting in the development, implementation, and evaluation of both programs. Identifies trends, prioritizes and recommends improvements, decreases duplication, assists with agency benchmarking and maintains compliance with applicable state, federal, and other regulatory bodies. Performs administrative functions to assist the Director of Patient Care Services as needed.

#### Responsibilities include, but are not limited to:

- Assisting the licensed nursing staff with the non-clinical tasks associated with the performance of the entire life cycle of the case management process for long-term patients.
- Coordinating with the Long Term Case Manager to ensure that all aspects of patient care and compliance are met.
- Identifying clients and outreach/networking with referral sources.
- Supporting patient/family from admit to discharge in regards to care needs--see Care Management Checklist.
- Acquiring care authorizations from third-party payers.
- Communicating with providers on status of outstanding requests.
- Determining member benefit coverage and verifying member eligibility.
- Performing duties in such a way as to insure agency meets CHAP guidelines and health plan delegation requirements for utilization management.
- Providing administrative support to the Case Manager in the development, implementation and ongoing management of patients.
- Acting as a liaison with insurance companies regarding provider and member reimbursement/claim questions.
- Collaborating with appropriate office RN's, caregivers, physician's, insurance case managers, and referral sources to assist in coordinating and planning necessary care services.
- Ensuring that the identified needs are satisfied by assisting in the monitoring of services, supplies, and outcomes.
- Assisting the Director of Patient Care Services with management and administrative duties as necessary.
- Assisting with the interpretation and implementation of quality assurance standards.
- Monitoring unusual occurrences, reporting follow-up procedures, and reporting monthly and year-to-date comparisons.
- Assisting with records form revisions and procedures.

- Reviewing quality assurance standards, studying existing policies and procedures, and interviewing personnel and patients to evaluate effectiveness of quality assurance program.
- Writing quality assurance policies and procedures.
- Reviewing and evaluating patients' medical records, applying quality assurance criteria.
- Performing quality-assurance functions to accomplish business coordination, monitoring, and reporting of quality-assurance studies.
- Constructing and maintaining patient charts and archiving patient records.
- Replenishing clinical note supplies and insuring that admission packets are stocked and complete.
- Researching current QA regulations and informing the Director of any new and/or revised regulations imposed.
- Compiling statistical data and writing narrative reports summarizing quality assurance findings.
- Assisting departments with the coordination of audit information, and recommending appropriate data-gathering mechanisms, procedures, etc.
- Assisting in the review of patient records, and applying utilization review criteria, to determine need for admission and continued home health care.
- Assisting with development and maintenance of an unusual occurrence procedure including preparing action-taken reports for the Quality committee.
- Reviewing quality control, and other testing reports for accuracy, completeness and compliance to ensure that quality assurance standards and regulatory requirements are met.
- Assisting with revisions to the quality plan for staff review.
- Maintaining current and accurate records of all relevant communications, audits, corrective action plans, and effectiveness monitoring processes.
- Assisting with the scheduling of training sessions, and booking / notifying all relevant parties.
- Sending out appropriate pre-course information to attendees in advance of training courses.
- Keeping data of training suppliers and training materials up to date, ensuring approval of course content in advance.
- Printing of training support materials / handouts for training courses, and assisting with the creation or formatting of these where relevant.
- Assisting in training course set up/tear down before and/or after a training event.
- Sending out course evaluation questionnaires following training courses and compiling / communicating feedback to the trainer.
- Recording training attendance.
- Coordinating with the HR Assistant to keep training records and personnel files up to date.
- Coordinating with the HR Assistant to prepare manuals and orientation binders for all new employees.
- Assisting in the delivery of training sessions at a basic/administrative level if required.
- Coordinating with staff members to insure that annual CEU and mandatory course requirements are met.

- Performing client satisfaction surveys by either calling and asking discharged clients survey questions or emailing the questionnaire to clients for completion.
- Performing other duties as assigned.

**The qualifications for this position are as follows:**

- Associates degree in Health and Human Services, Nursing or other related field preferred.
- At least six months experience in a home health environment preferred.
- Valid driver's license and auto insurance with a satisfactory driving record for the past three (3) years.
- CPR certification and ability to meet health requirements as per company policy.
- Must be willing to submit to a background check.
- Excellent written and verbal communication skills
- Proficient in Windows/Microsoft Office.
- Highly accurate and detail oriented with strong organization skills.
- Must possess the ability to prioritize and multi-task in a fast paced, high volume work environment.

**The working conditions for this position are as follows:**

- **Physical Demands:** While performing the duties of this position, the employee is regularly required to use hands to perform intricate, dexterous procedures. The employee is required to talk and hear. The employee is required to stand, walk, sit, reach with the hands and arms, climb or balance, stoop, kneel, crouch, or crawl; and taste or smell. The employee must frequently lift and / or move / shift up to 50 pounds. Specific vision abilities required include: close, distance, color and depth perception. The physical demands described here are representative of those essential functions.
- **Work Environment:** While performing the duties of this job, the employee is exposed to standard office equipment. The noise level is usually moderate.
- **Potential Occupational Exposure:** Duties may have the potential for exposure to blood or other potentially infectious material and are determined to have a reasonably anticipated risk of exposure to blood borne pathogens. The procedures and precautions for this exposure is acknowledged and detailed in the company's Exposure Control Plan.

**Reports to:** Director of Patient Care Services

**Department:** Nursing Administration

**Status:** Full-time, occasional evenings and weekends

**Last Revision Date:** 04/15/2011