



JOB DESCRIPTION

Job Title:	Care Coordinator
Reporting Relationship:	This position will report to the Executive Director of the Southside Coalition of Community Health Centers.
FLSA Status:	Non-Exempt

Position Summary

The Care Coordinator will serve as the liaison between the Southside Coalition Community Health Centers (SCCHC) and California Hospital Medical Center (CHMC). The primary function of this position is to connect/reconnect SCCHC patients admitted to CHMC to ongoing primary care at their assigned primary care medical home upon discharge. The goal of the program is to improve patient outcomes, reduce unnecessary emergency room visits and preventable hospitalizations at CHMC and to promote the utilization of a primary care medical home. The Care Coordinator will work with SCCHC patients, primary care providers and staff, CHMC providers and staff to maximize patient use of appropriate and established health services; assist and guide patients in receiving post hospital follow up visits; educate patients on the appropriate utilization of care, appointments and treatments services; ensure that patients are able to access and keep medical appointments, and follow-up with patients as needed. This position will require flexibility with respect to responsibilities as the program evolves over time.

Duties and Responsibilities

The Care Coordinator duties include:

- Make bedside visits to identified patients at CHMC within 24 hours of admission.
- Determine if the patient has established a "medical home" with one of the partnering clinics.
- Notification of the Primary Care Provider (PCP) at the patient's Primary Care Medical Home (PCMH) for Emergency Room (ER) visits and hospitalizations.
- Make referrals from ED/Hospital to Primary Care Medical Home. Schedule a follow-up patient appointment with appropriate clinic within 72 hours of discharge.
- Assemble information concerning patient's referral needs. Maintain ongoing tracking and appropriate documentation to promote team awareness and ensure patient safety.
- Facilitate communication of patient health information between PCP and ER/Hospital.
- Track the activity for the patients receiving care coordination using information technology framework HIE*Lite.
- Assist patients in problem solving potential issues related to the health care system, financial or social barriers (e.g., request interpreters as appropriate, transportation services or prescription assistance).
- Identify and utilize cultural and community resources. Establish and maintain relationships with identified service providers.
- Tracks progress and assists patients encountering difficulties.
- Provide and/or arrange for health education on chronic disease management.

- Attend collaborative meetings with partnering clinics, CHMC and Transworld Health.
- Maintain confidentiality and ensure compliance with HIPAA regulations.
- Assist with the development of reports and other required documents as needed.
- Other duties as assigned by Supervisor.

Minimum Qualifications and Experience Requirements

- Current or prior experience working in a community clinic or hospital setting.
- Associate degree with two years of experience; LVN or Medical Assistant certification with three years of experience; high school/GED with four years of experience. Bachelor's degree in social sciences field, health education or related field of study; Relevant experience considered will be inclusive of health education, public health, social work/case management or other related fields.
- English and Spanish fluency is required.
- Working knowledge of basic medical terminology.
- A demonstrated commitment to working with families living in disadvantaged communities, of diverse racial and ethnic backgrounds is essential along with a familiarity of the health disparities, challenges and areas of need among the South Los Angeles community.
- In addition, the ideal candidate must combine:
 - Good verbal and written communication skills and the ability to convey information clearly to others;
 - Strong customer service focus;
 - Basic computer and internet skills required for routine data collection, data entry and reporting experience with Microsoft Word and Excel Spreadsheets;
 - Ability to identify and resolve problems in a timely manner; and to work well in a group and independently;
 - Excellent time management skills and ability to complete tasks on time; ability to multi-task;
 - Ability to adhere to HIPAA requirements, maintaining confidentiality and to use discretion and independent judgment;
 - Willingness and aptitude to work effectively and independently.

Interested Candidates should send a cover letter and resume to Andrea Williams, Executive Director via email at andrea@southsidecoalition.org.