

Bilingual Diabetes RN Care Coordinator

May 19, 2020

The RN Diabetes Care Coordinator provides support to diabetic and pre-diabetic patients and care plan management. The goal is to provide individualized education, coaching and follow-up to improve patients' self-management skills. Interventions are intended to help patients and patient populations adhere to treatments and maintain their quality of life with chronic diseases and/or complex illnesses. The RN Care Coordinator provides direct patient care and facilitates the coordination of care between others involved in the care of the patient, including the patient's primary care team, medical specialists, hospitals, and mental health counseling.

CORE JOB RESPONSIBILITIES

Diabetes Patient Care and Care Coordination

- Coordinate the care of complex patients using culturally appropriate and evidence-based practice
- Transitional care management (coordinate ER and hospital follow up as well as care setting transitions)
- Perform medication reconciliation
- Develop and manage care plans in collaboration with the primary care providers and other members of the care team
- Participate in and/or lead team huddles
- In individual or group settings, provide patient and family member education on diabetes management and preventive health behaviors
- Use motivational interviewing to support health goal-setting
- Demonstrate proficiency and act as an expert role model in the performance of patient care
- Utilize standing orders to manage the care of patients
- As a templated provider, see scheduled patients for nurse-led visits, including but not limited to diabetes care, education and management,
- Perform patient outreach and/or follow-up as directed
- Provide direct patient care in any clinical role within scope of practice and current competencies, including in-person and telephone triage
- Serve as a clinical support resource for volunteer staff and other care team members
- Provide in person and/or remote coverage at other clinic sites on an as-needed basis; travel within the VIM service area
- Document all interactions in the EHR in a timely, thorough, and accurate manner

Supporting Job Responsibilities

- Room patients, perform tests and collect and/or process specimens or supervise those who do
- Attend meetings, team huddles and assigned trainings
- Participate in quality improvement efforts and initiatives
- Collect data and assist with grant writing and reporting
- Address in a timely manner, correspondence which includes but is not limited to Outlook, EHR encounters, in-basket, etc.
- Comply with all policies, procedures, guidelines, and workflows
- Perform safe work practices to protect the health and safety of employees and patients
- Protect individually identifiable health information per HIPAA regulation

COMPETENCIES:

Championing Patient Needs: Provides timely and professional care for patients; is responsive to patient needs and requests; is always courteous to the patients and considers the needs of the patient when making decisions.

Adapting to Change: Accepts and adapts to change in a professionally appropriate and thoughtful manner. Is willing to offer a different perspective or approach as part of a health care team.

Communicating Effectively: Shares information. Listens and involves others. Clearly conveys ideas in a manner that engages others and helps them understand and retain the message.

Teamwork: Meets all team deadlines and responsibilities, listens to others and values opinions, helps team leader to meet goals, welcomes newcomers, and promotes a team atmosphere. As a team leader, works well with others and motivates team members to achieve care goals. Builds relationships with team members to provide better care.

Decision Making/Judgment: Approaches problems and decisions methodically and objectively; involves others as needed; uses sound judgment in making decisions and understanding the impact to themselves, customers, their team, and the organization; conducts the appropriate analysis to identify the symptoms and root cause of issues; makes timely decisions.

Delivering High Quality Work: Makes sure responsibilities central to the role meet all requirements and expectations. Finishes tasks promptly and critically reviews work to ensure quality and accuracy. Considers impact of work to others and takes steps to mitigate.

Demonstrating Initiative: Takes action on his/her own without being prompted; handles problems independently; able to resolve issues without relying on extensive help from others; does more than is expected or asked.

Results Orientation: Is focused on outcomes and accomplishments; follows through on commitments; can be counted upon to successfully execute on goals; motivated by achievement and a need for closure; has an attention to detail and is both efficient and effective in achieving a high level of measurable outcomes; persists in achieving goals despite obstacles.

Supporting VIM Mission: Actively supports VIM's mission and values; uses individual skills to add value to the mission of improving "improve the health and wellness of the medically uninsured or critically underserved"; aligns actions around organizational goals; gives priority to organizational mission and value when making decisions

QUALIFICATIONS:

Work Experience: Minimum two years of RN clinical experience in acute or ambulatory care required. Care coordination experience in an ambulatory setting preferred. Experience in nurse-led patient visits preferred (i.e. diabetes and chronic disease education, and management)

Education, certification and licensure:

Required: Current, unrestricted Oregon RN License; BLS/CPR Certification; Valid Oregon State driver's license
Preferred: Bachelor of Science in Nursing (BSN)

Skills & Knowledge:

- Required: Superior nursing process skills. Critical thinking and problem-solving skills. Excellent written, verbal, telephone and interpersonal communication skills In English and Spanish. Familiarity/experience with client interaction on the telephone.
- Knowledge of community resources. Basic typing and computer skills and comfort with Microsoft Windows operating system.
- Preferred: EHR experience - EPIC experience a plus. Fluency in Spanish required. Involvement with quality improvement processes. Knowledge of health insurance plans, standard office policies and procedures as well as regulatory requirements including CLIA and OSHA standards.

Equal Opportunity Employment Statement:

Volunteers in Medicine provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, gender, sexual orientation, national origin, age, disability, marital status, amnesty, or status as a covered veteran in accordance with applicable federal, state and local laws. VIM complies with applicable state and local laws governing non-discrimination in employment in every location in which the organization has facilities. This policy applies to all terms and conditions of employment, including, but not limited to, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation, and training.

Compensation: DOE

Relocation incentive may be provided; amount will be determined upon selection.

Above all, VIM is a warm and friendly place to work with over 200 people who volunteer their time to ensure that everyone has access to healthcare.

To apply:

Send a resume and cover letter outlining your interest to info@vim-cascades.org .

The position is open until filled.