

Position: Care Coordinator



POSITION SUMMARY

The main goal of care coordination is to meet patient needs and preferences in the delivery of high-quality, high-value health care. Care coordination involves organizing patient care services and sharing information among all of the participants concerned with a patient's care to achieve safer and more effective care.

Under the supervision of the Quality Improvement/Assurance Director, the Care Coordinator works to integrate and coordinate care services for patients of Hidalgo Medical Services (HMS) to help meet patients' current and future health needs. HMS views care coordination as a key strategy for improving the effectiveness, safety, and efficiency of the healthcare system and as a driving force for improving individual and population-level health outcomes.

POSITION ACCOUNTABILITIES

1. Carry a minimum caseload of 40 individuals at a time
2. Complete care coordination touchpoint calls with individuals actively enrolled in care coordination
3. Complete in-person (or televideo) touchpoint visits
4. Complete Health Risk Assessments (HRAs) to determine a need for a Comprehensive Needs Assessment (CNA)
5. Complete CNAs at required intervals for patients actively engaged in care coordination and when an HRA confirms a need for a CNA
6. In consultation with patients, providers, and other interdisciplinary team members, develop and update Comprehensive Care Plans (CCPs) for patients actively engaged in care coordination
7. Monitor treatment and coordinate with providers to encourage best practice as it relates to tests, appointment frequency, and adherence to condition-specific protocols
8. Educate patients about condition-specific disease management strategies and their ability to have an Advance Directive
9. Identify, address, and evaluate care gaps
10. Coordinate with providers to facilitate a patient-centered approach to care
11. Ensure that documentation for patients actively engaged in care coordination meets all applicable standards
12. Monitor and evaluate emergency room, hospitalization, and behavioral health crisis service utilization to determine the reason for these visits
13. Develop and complete transition of care plans for patients, as required
14. Complete all notification and case file documentation according to the required timelines and program guidelines

15. Complete and submit program activity reports and care coordination membership rosters, as required
16. Reach out to patients attributed to HMS who are not active HMS patients to help them establish care with an HMS provider

MINIMUM QUALIFICATIONS

1. Bachelor's degree from an accredited university **and/or** two years of related experience
2. Must pass required background checks and drug screenings
3. Must be able to use a personal vehicle over the course of employment
4. Must have and maintain current, valid NM Driver's License.
5. Must have and maintain clean driving record, as well as auto insurance

REQUIRED QUALIFICATIONS

1. Must be computer literate to maintain compliance with all documentation, tracking, and reporting standards and requirements
2. Professional communication and interpersonal skills (e.g., responding to all emails and correspondence in a timely manner, using professional language, and speaking professionally and compassionately to patients enrolled in care coordination)
3. Maintain current CPR certification

PREFERRED QUALIFICATIONS

1. Previous care coordination, peer support, healthcare, or case management work experience
2. Expertise in Microsoft Office programs (e.g., Word, Excel, Outlook)
3. Fluency in Spanish, both verbal and written
4. Demonstrated interest in rural and community health
5. Commitment to the highest ethical standards of the profession
6. Ability to maintain confidentiality and discretion as a rule
7. Ability to meet specified deadlines and manage time effectively
8. Exhibit skills in comprehending, interpreting, and completing delegated tasks efficiently
9. Self-starter; must have the ability to work independently and follow up on all work assignments given
10. Ability to multi-task, prioritize, and work under pressure without losing sight of objectives
11. Exemplarily organizational skills

TO APPLY

Completed HMS Employment Application may be emailed to jobs@hmsnm.org or dropped off or mailed to:

1105 N. Pope Street, Suite C, Silver City, NM 88061

Or

530 DeMoss Street, Lordsburg, NM 88045

For more information call 575-247-6036