

CITY OF PHILADELPHIA PERSONNEL DEPARTMENT

4C19

HEALTH CARE COORDINATOR

GENERAL DEFINITION

This is managerial level health care coordination work planning, developing, reviewing, evaluating and coordinating the provision of health care services to patients in a district health center, or by contracted agencies to inmates in the City's correctional system. Employees in this class develop, implement and monitor policies, practices, standards and procedures and ensure the delivery of appropriate health services. Employees coordinate the daily operations and activities of a multi-disciplinary health services staff including medical, dental, nursing, technical, clerical and social services staff to ensure the efficient flow and quality of health services to patients, or supervise nursing and technical staff in the monitoring of inmate medical treatment plans to resolve problems and insure compliance with service standards. Coordination of health services with ambulatory specialty, and in-patient care staff at associated hospitals and contracted health service agencies and supervision of nursing and technical staff are significant aspects of the work. Work is performed under the general direction of an administrative superior.

ALLOCATING FACTORS: (The following conditions must be met for a position to be allocated to this class.)

- health care coordination work planning, reviewing and coordinating the provision of health care to patients in a district health center ;or
- health care program compliance and coordination work, planning, reviewing, evaluating and monitoring the provision of health care to patients in the City's correctional system.

TYPICAL EXAMPLES OF WORK (ILLUSTRATIVE ONLY)

Coordinates the provision of health services in an assigned area to promote compatibility and continuity of care; monitors and reviews provision of patient services; evaluates and ensures the application of health care principles and practices and applicable professional standards, and makes recommendations to improve standards of care and the quantity and quality of patient services; coordinates the activities and reviews the work performance of subordinate staff; conducts meetings to discuss changes in procedures and to resolve problems; reviews and evaluates staffing practices and patterns and recommends improvements; identifies staff training needs and develops training programs for subordinates

Formulates policies, standards and procedures governing the provision of health care programs administered by contracted agencies; provides advisory services to officials of public and private agencies in the planning, development and implementation of services; develops and initiates new programs and standards for evaluation; researches needs for new programs through meetings with staff

members and provider agency officials; reviews agency plans for integration with existing city plans and priorities.

Reviews reports submitted by contracted agencies and subordinates; evaluates the provision of patient services in accordance with program policy; implements standards for patient care; makes recommendations for facility changes and improvements; performs site visits of agency facilities.

Completes appropriate reports; keeps informed of, and evaluates federal, state and private sources for funding of services and research; interprets funding laws and regulations and advises agencies in procedures for submitting applications.

Coordinates the provision of health services in a district health center or in the correctional system in accordance with established policies; arranges for patients with appointments to be seen and walk-in patients to be evaluated in accordance with program policy; secures coverage for information and referral functions for patients and the general public; facilitates and coordinates the provision of specialty ambulatory health services and in-patient care at various hospitals, nursing homes, health care programs and home health service agencies.

Monitors the provision of health services in the City's correctional system in accordance with policies to promote compatibility and continuity of care; directs, through subordinate nursing personnel the review of patient care programs at the institutions; determines the specific functions to be performed by nursing personnel within the program; oversees the selection and placement process; reviews overall program goals to determine applicability to projected needs of the City's inmate population; ensures compliance with correctional security regulations.

Coordinates the activities and reviews the work performance of the health services delivery staff; develops training programs for subordinate nursing, administrative and technical personnel; instructs subordinates and implements changes to improve training programs; evaluates necessity for revising nursing procedures and implements new procedures to improve patient care efficiency and effectiveness.

Consults with physicians; implements standards for nursing and patient care; makes recommendations for facility changes to bring nursing and patient care up to desired standards; makes personal inspection of health center, clinic and infirmary areas.

Meets with patients and their representatives, contractors, subcontractors and managers; maintains records of nursing and medical treatment and related services as required by the nursing staff; interprets funding laws and regulations and advises health and welfare agencies in procedures for submitting applications.

Performs related work as required.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES

KNOWLEDGE OF:

- the principles, practices and techniques of nursing and their application to patient care.
- the principles, practices and techniques of program and policy development
- the systems and techniques of comprehensive patient care as they apply to the job

assignment

- the principles and practices of managed health care
- the appropriate use of professional personnel and various health disciplines and the ability to analyze and assign functions accordingly
- medical, social, and support services as they apply to the job assignment
- the administrative and supervisory principles and practices involved in patient care and nursing administration
- supervisory methods and techniques
- applicable regulations and laws pertaining to the provision of medical services to inmates for the position working in the prison system
- prison security, practices and policies pertaining to the operation of a nursing and medical services program for the position working in the prison system.
- current developments in the field of nursing with emphasis on the administrative aspects as they pertain to a clinic operation
- in-service teaching principles and methods as they apply to nursing

ABILITY TO:

- evaluate and resolve health service delivery problems
- gather information on service programs and operations to analyze and evaluate service data for compliance with contract terms and stated goals and objectives
- prepare detailed written reports of findings, conclusions and recommendations and to express ideas effectively both orally and in writing
- plan, organize and supervise nursing and patient care service
- coordinate the provision of health care services associated with a variety of managed health care plans
- coordinate health service team operations and to provide clinical supervision for positions in a health center
- write policies pertaining to the provision of medical services to inmates for the position working in the prison system
- perform a variety of administrative and supervisory tasks related to the operation of the nursing and patient care services
- interpret local, state and federal laws, regulations and ordinances and to resolve related agency problems
- provide training, instructions and supervision of nurses and orientation for personnel of various health care disciplines
- supervise the implementation and maintenance of adequate records relating to nursing, patient care services and health maintenance organization providers and service requirements
- use personal computers and software packages as required by assignment
- establish and maintain effective working relationships with personnel of various disciplines, health maintenance organization representatives and federal, state and local agency officials, staff associates, and court officials
- maintain an empathetic attitude toward and harmonious relationships with patients and the public

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE

(The following statement represents the minimum training and experience standards which will be used to admit or reject applicants for tests. Applications submitted by candidates for this class will be

reviewed based on training and experience requirements as approved on 4/07.)

EDUCATION

Completion of a bachelor's degree program at an accredited college or university with major course work in nursing.

AND**GENERAL EXPERIENCE:**

Two years of experience as a registered nurse in a hospital or ambulatory healthcare setting.

AND**SPECIFIC EXPERIENCE:**

Two years of supervisory nursing experience in a hospital or ambulatory health care setting for positions in a Health Center.

OR

Two years supervising a small nursing service in a correctional institution for the position working in the Prison System.

OR

Any equivalent combination of education and experience determined to be acceptable by the Personnel Department, which has included completion of a bachelor's degree program in nursing as an educational minimum and the specific experience as described above.

PHYSICAL AND MEDICAL REQUIREMENTS

Ability to physically perform the duties and to work in the environmental conditions required of a position in this class.

LICENSES, REGISTRATIONS AND/OR CERTIFICATES

Possession of a license as a Registered Nurse by the Pennsylvania State Board of Nursing prior to appointment.

PAY RANGE: EP25**Class Established: (4C51)**

6/89

Class Established: (4C19)**CSC: 10/81, Ad Board: 11/81****Consolidation of Classes:**

CSC: 1/98, Ad Board: 4/98

Spec. Revision:
CSC: 12/04, Ad Board: 01/05

Latest Spec. Revision:
CSC: 11/06, Ad Board: 4/07

MMcA/jl

END OF JOB CLASS SPECIFICATION - 4C19