

# UNIVERSITY OF SOUTHERN CALIFORNIA

## Clinical Nurse Coordinator

Job Code: 187625

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Grade:	HH
OT Eligible:	No
Comp Approval:	7/1/2006

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### JOB SUMMARY:

Manages the patient's health status across the continuum of care. Coordinates with physicians, staff and providers/facilities regarding patient care/population based management for patients in order to plan and implement a comprehensive, multidisciplinary approach to manage health conditions, utilization of resources and protocols, patient self-care, and a comprehensive treatment plan across the care continuum (primary, secondary, tertiary, home health and continued care). Collaborates with physician and health care team to develop a comprehensive treatment plan of care, assesses the needs of the individual/family, provides patient/family education, monitors all clinical activities and evaluates the effectiveness of interventions. Makes recommendations for alternative levels of care. Identifies cost-effective protocols and care paths and develops guidelines for care that may involve comorbidities requiring coordination within a system of multi-specialty care.

### JOB ACCOUNTABILITIES:

\*E/M/NA    % TIME

_____	_____	Plans, develops, assesses and evaluates care provided to patients in areas such as acute care, primary care, home health and continuing care. Evaluates individualized patient care/treatment plans, recommends alternative levels of care after evaluating and comparing various options and ensures compliance with federal, state and local requirements in conjunction with primary care and specialist physicians. Makes assessments of physiological and or functional status utilizing protocols. Initiates appropriate diagnostic testing and interprets finished results.
_____	_____	Implements strategies to achieve and ensure patient follow-up according to clinical strategic measures/outcomes. Produces population based reports on outcomes specific to defined patient populations. Participates with health care team/providers in actualizing outcomes by planning, evaluating and implementing decisions and strategies to achieve predetermined cost, clinical, quality, utilization and service outcomes.
_____	_____	Develops individualized patient/family education plan focused on self-management. Determines content of education plan and when and how it is delivered. Delivers patient/family education specific to a disease state. Coordinates ongoing education of patients and their families. Assists patient and family to integrate implications of illness recovery and health promotion into their lifestyle. Assists in identifying patients' educational needs and provides health-related information to enhance patients' understanding of medical condition and related treatments. Instructs and counsels patients and families regarding preventive care, medical problems, psychological problems and use of prescribed treatments and drugs. Assists in teaching procedures.
_____	_____	Conducts in-depth interviews with patients and/or family. Administers medication and parenteral fluids, obtains specimens, performs physical examinations and performs injections. Performs appropriate procedures independently and assists physician with more complex procedures.

- \_\_\_\_\_ Participates in teaching/coaching staff in the management of patient condition. Assesses staff educational needs and develops educational programs. Promotes opportunities and activities.
  - \_\_\_\_\_ Participates in policy formation, long-range planning and policy-making for department. Assists in establishing operational policies, objectives and major plans for the department. Develops and implements administrative policies and procedures. Ensures adherence to policies and procedures and provides interpretation as needed.
  - \_\_\_\_\_ Interprets regulations, health plan benefits, policies and procedures for patients, physicians, medical office staff, contract providers and outside agencies. Coordinates transmission of clinical and benefit treatment to patients, families and outside agencies.
  - \_\_\_\_\_ Directs and coordinates activities of patient care programs. Reviews patient care programs to determine effectiveness in meeting established goals for care, treatment and/or procedures, adherence to department policies and procedures, and conformance with established patient care standards. Assists with activities of quality assurance programs for patient care provided by unit. Initiates appropriate action to correct or enhance patient care programs. Directs compliance with regulatory and accreditation agency standards and federal and state regulations regarding patient care. Prepares for inspections by agencies.
  - \_\_\_\_\_ Serves as a consultant on clinical issues. Consults with internal and external physicians, health care providers, discharge planning and outside agencies regarding continued care/treatment or hospitalization or referral to support services.
  - \_\_\_\_\_ Identifies and recommends opportunities for cost savings and improving quality of care across the continuum. Monitors/facilitates desired patient/family/physical outcomes while maintaining sensitivity to cost, timeliness and system efficacy. Develops, collects and evaluates data including performing trend analysis on the utilization of health care resources.
  - \_\_\_\_\_ Secures resources to ensure that multiple health care needs are met.
  - \_\_\_\_\_ Coordinates the interdisciplinary approach to providing continuity of care including utilization management, transfer coordination, discharge planning and obtaining all authorizations/approvals/transfers as needed for outside services for patients/families.
  - \_\_\_\_\_ Coordinates client appointments, outpatient testing and surgery scheduling. Monitors scheduling of patients for special tests. Arranges and monitors follow-up appointments. Provides comprehensive medical record documentation that reflects all aspects of care provided during each encounter. Documents on appropriate hospital-wide information systems and/or databases. Encourages patient to follow prescribed course of care. Makes referrals to appropriate community services.
- Performs other related duties as assigned or requested. The University reserves the right to add or change duties at any time.

**\*Select E (ESSENTIAL), M (MARGINAL) or NA (NON-APPLICABLE) to denote importance of each job function to position.**

**EMERGENCY REPSONSE/RECOVERY:**

Essential:  No

Yes In the event of an emergency, the employee holding this position is required to "report to duty" in accordance with the university's Emergency Operations Plan and/or the employee's department's emergency response and/or recovery plans. Familiarity with those plans and regular training to implement those plans is required. During or immediately following an emergency, the employee will be notified to assist in the emergency response efforts, and mobilize other staff members if needed.

**JOB QUALIFICATIONS:**

**Minimum Education:**

Bachelor's Degree  
Combined experience/education as substitute for minimum education

**Minimum Experience:**

3 Years

**Minimum Field of Expertise:**

California licensed Registered Nurse, current BCLS certification, and clinical experience in directly related field. Demonstrated knowledge of utilization management, discharge planning, transfer coordination, Nurse Practice ACT, JCAHO and other federal/state/local regulations.

**Preferred Experience:**

5 Years

**Skills: Other:**

- Analysis
- Assessment/evaluation
- Communication -- written and oral skills
- Interpretation of policies/analyses/trends/etc.
- Knowledge of applicable laws/policies/principles/etc.
- Networking
- Organization
- Planning
- Problem identification and resolution
- Research
- Scheduling
- Staff development
- Teaching/Training

**Skills: Machine:**

- Computer Network (Department or School)
- Personal Computer

**Supervises: Level:**

May oversee student, temporary and/or casual workers.

**SIGNATURES:**

Employee: \_\_\_\_\_ Date: \_\_\_\_\_

Supervisor: \_\_\_\_\_ Date: \_\_\_\_\_

The above statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified.

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