
Community Health Net Job Description

Title: PCMH Specialist
(Primary Care Medical Home Specialist)

Original: November 2011
Revised:

Department: Medical
Reports To: Health Education Coordinator

FLSA Status: Non-exempt

Approval Signatures

Chief Executive Officer

Human Resources Chairman

Board Chairman

Summary

Responsible for the delivery of quality healthcare for clients of Community Health Net. Primary duties include working in partnership with primary care providers and clinical staff to develop, implement and maintain health and disease management initiatives and programs. All nursing duties assigned are pending training and successfully passing competencies. Performs other related duties as assigned or as may be necessary to meet emergency situations.

Essential Duties and Responsibilities

- Facilitates patient flow by assisting providers and providing timely telephone and walk-in triage. Including but not limited to; requests for lab results, inquiries regarding current condition, chief complaint, and determines the need for a visit or a request to speak with the Provider.
- Assist with ongoing staff training of Electronic Health Records
- Triage patient phone calls
- Develops collaborative relationships with other health care partners to facilitate and support quality chronic disease education and teaching services;
- Provides patient support and outreach;
- Provides counseling and referrals over the telephone to select health plan members with high-risk conditions such as, but not limited to diabetes and asthma, as well as those who demonstrate high ED use;
- Collaborates with Quality Improvement to track and prompt for services due (HgA1c, annual eye exam, etc.);
- Collaborates with senior management regarding decisions to meet business needs and initiatives related to health and disease management projects;
- Scans the medical literature routinely for updates on clinical practice guidelines, new developments in the management of chronic diseases, benchmarking of best practices in others managed care environments, and communicates and disseminates information to internal and external professional clinical audiences as well as translating technical clinical findings into understandable information for members;
- Evaluates the chronic disease education program on a continuing basis;
- Monitors and evaluates short and long-term member responses to interventions; tracks and maintains necessary follow-up for members.;

PCMH Specialist

- Participates in quality improvement activities involving chronic disease and health management programs;
- Makes internal and external social services assistance referrals as necessary;
- Ensures the development of culturally sensitive services to chronic disease members;
- Maintains records of member and provider contacts, identifying problems, interventions, goals and outcomes;
- Monitors and reports on plan population based chronic disease management outcomes;
- Coordinates and document referrals to physicians and other medical or social agencies.
- Consistently provides and documents health education for client/family and follow up based on individual needs assessment.
- Complies with the duties and responsibilities of CHN's Nurse job description
- Perform CHN Nurse duties on an add needed basis
- Maintains an awareness of medical equipment and supplies in a cost effective, safe manner.
- Adheres to Community Health Net, JCAHO, and OSHA policies related to infection control practices.
- Maintains an awareness of differences in insurance plans and how this impacts patient care.
- Maintains current knowledge of nursing practice issues consistent with scope and licensure.

Interpersonal

- Establishes and maintains a cooperative relationship with patients, providers, co-workers.
- At all times exhibits positive client relationships and interpersonal skills, consistent to Community Health Net's Mission and Vision.
- Able to work in and promote a team environment.
- Always addresses patients, staff and providers in a professional, pleasant manner

Education/Development

- Maintains and advances educational and skill level to perform functions of position. Complies with annual JCAHO and organizational competencies. Attends continuing education and staff meetings to improve job performance.
- Participate in educational programs, reads current literature, attends in-service meetings, and workshops as required by supervisor.

Policies/Procedures

- Maintains confidentiality in all aspects of the position.
- Meet or exceed Community Health Net's Attendance and Punctuality Policy.
- Complies with all Community Health Net Policies and Procedures.
- Reports all safety concerns/issues to supervisor immediately.

Physical Demands

Reasonable accommodations may be made to perform the essential physical functions.

- The employee is regularly required to move around health care facility, walking and climbing stairs to facilitate appointments and to obtain medical records.
- Ability to move or lift up to 50 pounds.

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Requirements/Qualifications

A current Pennsylvania Licensed Practical Nurse or Registered Nurse license to practice in Pennsylvania and CPR certification required. Position requires continual standing, walking, repetitive reaching, bending, and frequent lifting and moving of patients supplies, and equipment. Confidentiality in handling patient and organizational information mandatory. PC knowledge and keyboarding skills required.

Supervisory Responsibilities

None

Education/Experience

Current Pennsylvania Licensed Practical Nurse or Registered Nurse license and CPR certification required. Three (3) years related experience preferred.

Certificates, Licenses, Registrations

Current Pennsylvania Licensed Practical Nurse or Registered Nurse license and CPR certification

Employee

Signature: _____ Date _____

Reviewer

Signature: _____ Date _____