



Job Description

Department: Integrated Health Home

Job Title: IHH Care Coordinator

Reports to: IHH Director and Team Lead

Job Purpose: This position serves as an integral member of the interdisciplinary team for the Integrated Health Home Initiative. The Care Coordinator's primary responsibility is to respond to the needs of adults and children with a Serious Mental Illness (SMI) using a patient-centered approach which removes silos of care and supports an integrated system. This position will provide whole-person care coordination across medical, behavioral, and social service community systems.

Essential Duties and Responsibilities:

- Establish and maintain routine collaborative meetings with system partners to promote partnership between Managed Care Organizations and the system partner toward achieving benchmark standards and improving patient care.
- Participate in Quality Improvement activities, including data collection, tracking, and analysis.
- Maintain an active work load in accordance with Managed Care clinical quality standards and quality management plan protocols.
- Conduct in-depth interviews/assessments and use specialized knowledge to gather complicated information from patients to be enrolled in the IHH program.
- Synthesize information from treatment records, risk stratification, and other sources to assess program enrollees. Apply evidence-based clinical guidelines for behavioral and physical health issues, in addition, knowledge of care coordination techniques in assessing the needs of recipients and determining interventions to address those gaps.
- Demonstrate excellent customer service and collaborate with physicians, consumers, members, visitors, staff, and the health care community.
- Collaborate with Integrated Health Home Team and treating providers in developing and implementing care coordination plan to address treatment barriers for each low to moderate risk patient. Refer high-risk patients to Nurse Care Manager.

- Record and maintain documentation in Electronic Health Record system. Maintain patient confidence and protect operations by keeping information confidential.
- Demonstrate flexibility in job duties and schedule in order to aid in better serving the organization, the consumers, and to assist reaching benchmark standards set forth by Managed Care Organizations. Allow for flexibility in scheduling to accommodate crisis situations for patients.
- Attend regularly scheduled meetings and training sessions to enhance team performance.
- Adhere to all policies and procedures set forth by Siouxland Mental Health, Managed Care Organizations and Iowa Medicaid Enterprise. Complete all necessary paperwork for insurance and billing. Abide by all deadlines set forth by Siouxland Mental Health, Managed Care Organizations and Iowa Medicaid Enterprise.
- Uses available data, such as exams/assessments scores, participant evaluations, and service observations to identify health and wellness needs to develop comprehensive assessments and care plans.
- Participates in various workgroup and committee activities to support departmental and organizational efforts to improve the quality of services throughout our systems of care.

Additional Duties and Responsibilities:

- Accomplish all tasks as appropriately assigned or requested.

Competencies:

- Social Skills—the individual professionally interacts with members and models appropriate behaviors.
- Problem solving—the individual identifies and resolves problems in a timely manner and gathers and analyzes information skillfully.
- Oral communication—the individual speaks clearly and persuasively in positive or negative situations, demonstrates group presentation skills and conducts productive meetings.
- Written communication—the individual edits work for spelling and grammar, presents data effectively and is able to read and interpret written information.
- Leadership—the individual inspires and motivates others to perform well, accepts feedback from others.
- Quality management—the individual looks for ways to improve and promote quality and demonstrates accuracy and thoroughness.

- Judgment—the individual displays willingness to make decisions, exhibits sound, accurate, and ethical judgment and makes timely decisions.
- Planning/organizing—the individual prioritizes and plans work activities, uses time efficiently and develops realistic action plans.
- Safety and security—the individual observes safety and security procedures and uses equipment and materials properly.
- Interpersonal skills—the individual maintains confidentiality, remains open to others' ideas and exhibits willingness to try new things.

Experience and Education:

Required:

- Bachelor Degree in a human service field.
- Knowledge of, and experience in working with adults with mental illness.

Preferred:

- Knowledge of ICD-10 or most current diagnostic edition.
- Knowledge of utilization management procedures, mental health and substance abuse community resources and providers.

“This job description is not intended to be all-inclusive and does not constitute a written or implied contract of employment. The employee will be expected to perform other reasonably related duties as assigned by the immediate supervisor and / or other management personnel.”