



Lifespan Health Center Job Posting

HARDIN COUNTY REGIONAL HEALTH CENTER

POSITION: Outreach Care Coordinator

REQUISITION: #1309

LOCATION: Florence Road location

Posting Date: 2/6/25

Expiration Date: open until filled

Department: Quality

Salary Range: dep. on educ. & exp.

Reports To: Quality Improvement Manager **Status:** Non-Exempt

Position Hours: Monday through Friday, 8:00am-5:00pm w/required lunch break

POSITION SUMMARY: The Outreach Care Coordinator is responsible for performing outreach efforts to patients identified as having care gaps, providing information on the needed service and coordinating appointments; the collection and reporting of quality data to close gaps in care and referral of high-risk patients into Case Management. This position includes ongoing quality improvement activities to ensure the organization's quality programs are implemented and meet all requirements for successful quality metric reporting. Work closely with the Quality Improvement team to support continuous clinical quality improvement, improve patient outcomes, and sustain Patient Centered Medical Home standards.

CORE DUTIES/RESPONSIBILITIES:

1. This position is responsible for ongoing data collection and chart reviews to support quality improvement and to close outstanding care gaps.
2. Identifies all patients with outstanding care gaps via payer rosters, payer portals, quality incentive programs, and population reports to coordinate outreach efforts.
3. Ability to use multiple insurance and quality data bases to support successful care gap closure for patients.
4. Maintains current knowledge of HEDIS and state-mandated quality metrics specifications and proficiency with the vendor's reporting software to provide analytic support with data quality review, care gap analysis, and reports.
5. Refers high risk patients with co-morbidities to the case management program for ongoing monitoring and chronic disease education and support.
6. Maintains knowledge of case management processes including enrollment, protocols, and monthly reporting.
7. Collaborates with clinical and quality team when abnormal data is obtained and verified so that proper treatment plan(s) can be made.
8. Participates directly or indirectly in Patient Centered Medical Home activities.
9. Serves as a liaison between the clinical team, quality team and patient.
10. Prepares reports by collecting, analyzing, and summarizing coordination of care efforts and results data and trends; compiling statistics, and communicating findings to clinical team, quality team, and management team as needed.
11. Educates the patient and the family/caregiver about appointment scheduling options, community resources, and insurance benefits so that timely decisions can be made.
12. Attends HCRHC's team, clinic, and staff meetings.
13. Responds to email and telephone requests daily.

EDUCATION/EXPERIENCE:

1. CMA or LPN preferred
2. Adequate clinical medical office experience can be considered in lieu of certification/licensure.
3. Greater than 3 years' experience in a medical practice preferred.
4. Ability to use general office equipment, including fax machines.
5. Familiarity with chronic care management guidelines preferred.
6. Current, valid driver's license and proof of auto insurance.

TO APPLY:

Internal Applicants: Please complete a transfer form and send to Human Resources.

External Applicants: Please submit a current resume to any Lifespan location.

EQUAL OPPORTUNITY EMPLOYER

It is the policy of HCRHC not to discriminate against any employee or applicant for employment because he or she is an individual with a disability or a protected veteran, (i.e., disabled veteran, Armed Forces service medal veteran, recently separated veteran, or other veteran who served during a war, or in a campaign or expedition for which a campaign badge has been authorized). It is also the policy of HCRHC to take affirmative action to employ and to advance in employment, all persons regardless of their status as individuals with disabilities or protected veterans, and to base all employment decisions only on valid job requirements. This policy shall apply to all employment actions, including but not limited to recruitment, hiring, upgrading, promotion, transfer, demotion, layoff, recall, termination, rates of pay or other forms of compensation and selection for training, including apprenticeship, at all levels of employment.