

DIVISION SCOPE OF SERVICE

Division: EAST FLORIDA
Classification: PATIENT CARE COORDINATOR (CM–NAVIGATORS)
Applicant Name:
<p>Patient Care Coordinator (CM–Navigators): The Patient Care Coordinator (CM–Navigators) must have equivalent qualifications, competence and function in the same role as employed individuals performing the same or similar services at the facility, as defined by facility job description.</p>
<p>Definition of Care or Service: The Patient Care Coordinator (CM–Navigators) gathers assessment information, plans, facilitates and advocates for options and services to meet an individual's health needs. Scope of Service may include:</p> <ul style="list-style-type: none"> • Communicates with available resources to promote quality cost-effective outcomes • Interprets legal or medical documents • Writes reports and professional correspondence • Implements standards and regulations that govern the individual case • Demonstrates Clinical and Service excellence behaviors to include the HCA Healthcare code of conduct core fundamentals in daily interactions with patients, families, co-workers and physicians
<p>Setting(s):</p> <ul style="list-style-type: none"> • Healthcare facilities including but not limited to hospitals • Patient care areas, all settings
<p>Supervision:</p> <ul style="list-style-type: none"> • HR VP Supervises the vetting and completion of the credentialing processes and appropriate tier assignment, for the scope of services being requested, as outlined by the DHP policy • Direct supervision by the Case Management Director/Manager Facility Case Management Director or designee: <ul style="list-style-type: none"> ○ Direct daily supervision by the CM department leader <p>Evaluator: CM Director or designee</p> <p>Tier Level: 2</p> <p>eSAF Access Required: YES</p>
<p>Qualifications:</p> <ul style="list-style-type: none"> • Associate's degree in business or healthcare related curriculum <p>Preferred Qualifications:</p> <ul style="list-style-type: none"> • Bachelor of Science degree in Sociology, Public Health Administration or related field of study preferred • Certified in Case Management, as recognized by Case Management Society of America (CMSA), or Accredited Case Manager (ACM) preferred <p>NOTE: Where education may not be defined in qualifications area of the Scope, HCA Healthcare requires the highest level of education completed (not training or courses) confirmed on your background check.</p>
<p>State Requirements:</p> <ul style="list-style-type: none"> • N/A
<p>Experience:</p> <ul style="list-style-type: none"> • At least one year experience in discharge planning and placement (Can be found on skills checklist) • Ability to work independently under general instructions (Can be found on skills checklist)

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Preferred Experience:

- Prior clinical experience in acute care, utilization management, and discharge planning preferred

Competencies:

The Patient Care Coordinator (CM–Navigators) will always work with the facility Case Manager prior to approaching the patient and will demonstrate:

- Accurate patient information review and evaluation
 - Uses at least two ways to identify patients before meeting with the patient and family unit
 - Accesses the patient medical record appropriately
 - Documents in the medical record according to the facility standard / policy
- Appropriate case management activities for each of the following as it relates to Navigators
 - Engages community resources in accordance with current laws, regulations and policies surrounding medical and behavioral healthcare
 - Engages patient and family to gather, evaluate, analyze and integrate pertinent information to complete assessment and form conclusions
 - Gathers and reviews information with attention to individual, family, and community resources
 - Respects patient and family preferences
 - Implements interventions appropriate for identified patient needs
- Infection Prevention
 - Practices consistent hand hygiene
 - Uses personal protective equipment (PPE) when required
 - Required immunizations per Division requirements
 - Complies with Isolation precautions
 - Maintains sterile field

References:

- Case Management Society of America (CMSA). (2008-2011). Retrieved from <http://www.cmsa.org/>
- American Case Management Association (ACMA) www.acmaweb.org
- Job Description for a Case Manager/eHow.com. (1999-2011). Demand Media, Inc. Retrieved from http://www.ehow.com/about_5208008_job-description-case-manager.html
- Ocean to Ocean Healthcare (2008-2011) Case Manager Description. Retrieved from http://www.oceantoocean.net/pdfs/A_Website_-_JOB_Case_Manager.pdf

Document Control:

- Content updates 6/2/2017
- Cosmetic updates 9/8/2020

Your signature confirms you will be able to comply with the Qualifications and Competencies listed within this Scope of Service and that you will confirm education via your background check.

Applicant Printed Name: _____

Signature: _____

Date: _____