



## CHRISTIANA CARE

### JOB SPECIFICATIONS INSTRUCTIONS

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|---|------------------|--------------|
| <b>TITLE:</b> Care Coordinator II         | <b>CODE</b>      | <b>GRADE</b> |
| <b>DEPARTMENT:</b> Cancer Care Management | <b>LOCATION:</b> |              |

#### **PRIMARY FUNCTION:**

To manage the care of identified patients with cancer in conjunction with the patient's multi-disciplinary care team, according to agreed upon clinical guidelines, with the objective of coordinating high quality patient care across all care delivery sites.

#### **PRINCIPAL DUTIES AND RESPONSIBILITIES:**

1. Participates in the development of assessment tools, care management guidelines, pathways and algorithms for cross-continuum care of patients with cancer at all points in the care continuum.
2. Organizes and facilitates Health Improvement Team (HIT) meetings. (Minutes, coordination with physicians and ancillary services, data collection, updating algorithms and review new information on Cancer Care management program).
3. Facilitates and motivates Health Improvement Teams, outlining current and best practices of processes care including issues related to access, care delivery, education, research and outcomes. Collects data on HIT clinical questions for appropriate disease site. Reports on all data collected on clinical question/s.
4. Responsible for completing the Peer Review Worksheet as appropriate.
5. Review annually the National Comprehensive Cancer Network (NCCN Algorithms for assigned disease sites, review prior year changes with Health Improvement Team.
6. Completes data collection tool for assigned tumor conferences. Reviews outcome of plan of care as outlined on data collection tool.
7. Facilitates and motivates Health Improvement Team and Multidisciplinary Teams to develop, implement, and evaluate new processes of care as determined by the team including but not limited assessment tools, Care management pathways, Care management Guidelines, and Care management Algorithms.
8. Facilitates and motivates Health Improvement Teams to ensure consensus, latest research, and best practice.



9. Collaborates with Tumor Registry for Data Collection for Health Improvement Teams, assists in guiding the team in the analysis and synthesis of the outcome and registry reports to identify both strengths and opportunities for improvement based on the evaluation of clinical.
10. Responsible for coordinating with Oncology Data Center for any data requests.
11. Assess health status of patients who are targeted for participation in cancer care management program; conduct initial assessment interview and screening.
12. Coordinates with multi-disciplinary care team the development of the patient's clinical care plan.
13. Completes a comprehensive assessment of patient on admission, refers patient to appropriate support services.
14. Conducts patient education; collaborates with patient to establish realistic goals and activities to enhance patient self-management and participation in plan of care.
15. Monitors patients progress; consults with primary physician or designee and other members of the care delivery team as needed; refer to appropriate physician or program when needed. Notifies CNS of complex patient care issues or concerns.
16. Promotes and provides patient, family, staff and community education through use of expert clinical knowledge base.
17. Tracks patient outcomes and relevant data throughout the System using either automated or manual systems.
18. Assists in the implementation performance improvement programs for the care management of cancer patients. Monitors progress in achieving demonstrable care management, clinical and administrative outcomes.
19. Maintains collaborative professional working relationship with clinicians and administrative staff necessary to develop and implement a successful cross-continuum care management for cancer.
20. Participates in system-wide care management and other program activities as requested.
21. Maintains required credentials; assumes responsibility for ongoing personal professional growth.



22. Exhibits a high level of professionalism, providing a role model and others in the organization.
23. Maintains confidentiality of patient/members and staff information.
24. Attends meetings and in-services educational programs, as required.
25. Performs assigned work safely, adhering to established departmental safety rules and practices; reports to supervisor, in a timely manner, any unsafe activities, conditions, hazards, or safety violations that may cause injury to oneself, other employees, patients and visitors.
26. Performs other related duties as required.

**SCOPE, PURPOSE, AND FREQUENCY OF CONTACTS:**

- Daily contact with patients, family members, visitors, employees, clinical staff and medical staff.
- Frequent contact with ancillary department, health care and community facilities/agencies.
- Regular communications with Cancer Program Manager or designee, and cancer clinicians/providers.

**DIRECTION/SUPERVISION OF OTHERS:**

None

**DIRECTION/SUPERVISION RECEIVED:**

Cancer Program Manager or designee  
CNS Care Coordinator

**EDUCATION AND EXPERIENCE REQUIREMENTS:**

1. RN licensure or clinical license required.
2. Advanced degree or Oncology Certification or Oncology Certification must be received within one year.
3. Five or more years of combined clinical experience in breast cancer or oncology care.
4. Education and or experience in one or more of the following is preferred: Outcomes analysis, project management, education, case management or utilization management.
5. An equivalent combination of education and experience may be substituted.



**KNOWLEDGE, SKILL, AND ABILITY REQUIREMENTS:**

- Knowledge of nursing principles practices and process.
- Knowledge of case management principles practices and process.
- Knowledge of disease management principle, practices and process.
- Knowledge of breast cancer care and management.
- Knowledge of performance improvement principles practices and process.
- Knowledge of patient teaching principles practices and process.
- Skill in verbal and written communication.
- Ability to use computer systems for data input and retrieval.
- Ability to collaborate with clinicians and administrative staff.
- Ability to exercise tact, judgment, and diplomacy.
- Ability to maintain confidentiality of patient and system information.
- Ability to perform in leadership capacity.

**SPECIAL REQUIREMENTS:**

None

**PHYSICAL DEMANDS:**

Occasional assistance with transporting patient via wheelchair.

**WORKING CONDITIONS:**

Frequent travel between System campuses, private offices, community organization, patient homes, etc. Travel as required to clinical conferences. Flexible day and evening hours; available for on-call. Potential for exposure to infectious diseases, blood-borne pathogens, bodily fluids.

**E.E.O.C.:** 2 **EXEMPT**

**Approvals:**

**DEPT. HEAD:** \_\_\_\_\_ **EFFECTIVE DATE:** \_\_\_\_\_

**HUMAN RESOURCES:** \_\_\_\_\_ **REVISION DATE:** \_\_\_\_\_