

BENTON COUNTY POSITION DESCRIPTION

CLASSIFICATION	BAND	GRADE	SUBGRADE	FLSA STATUS
Program Specialist	B	2	2	Non-Exempt
POSITION TITLE:	Population Health Coordinator		POSITION#:	
<input checked="" type="checkbox"/> New <input type="checkbox"/> Revised	Date:	05/01/2021		
SERVICE TYPE:	AFSCME			
Employee Name:		Department:	Health Center	Supervisor: Population Health and Engagement Manager
FTE:	1.0	Employment Status:	Regular Full Time	

Position Summary:

The Population Health Coordinator (PHC) assists teams with primary care delivery to clients of the Community Health Centers. PHCs work in a patient centered, team based care setting serving a diverse patient population. The PHC supports teams through care outreach, facilitating wellness care, and supporting quality metrics. This role focuses on implementing best practices with care teams and helping patients and clinics to achieve health goals.

Essential Duties:

No.	Major Functional Area (MFA)	% of Time
1	<p>MFA: Patient panel and characteristics management</p> <p>Essential Duties:</p> <ul style="list-style-type: none"> Evaluate panel characteristics (diagnoses, age, disease status, registries, etc.) to understand the composition of patients being seen by providers, teams, and clinics. Identify potential gaps in care and quality improvement opportunities Support the care team (providers, nurses, medical assistants, behavioral health consultants, health navigators, pharmacists, etc.) to coordinate care and outreach around metrics, care plans, and quality focus areas for the Community Health Centers Assist with provider panel transfers, removal from panels, and insurance systems updates Review, manage, and update Health Maintenance reminders and support engagement in wellness care through education, scheduling, addressing Social Determinants of Health Assist in design processes and tools to reach out to patient populations overdue for preventive health screening Utilize a population health lens to plan for individual health needs and improvements of the overall panel Develop and design communication tools for teams to understand population and panel management goals, activities, and impacts (metrics boards, job aides, work tools, information sheets) Conduct outreach to patients and families through phone calls, letters, MyChart, bulk ordering, mail campaigns, and other tools to engage them in care and connect to resources 	40%

2	<p>MFA: Data utilization, interpretation, and care gap focus</p> <p>Essential Duties:</p> <ul style="list-style-type: none"> • Ensure complete panel records through use of Electronic Health Record (EHR) and related tools to review, pull, and manage patient data • Manage documents for tracking patients, needs, and follow up • Develop systematic and collaborative plans to improve screening and preventive care. • Review and utilize program-relevant data systems to assist in service delivery, monitor health status indicator measures, and program outcomes compliance, improvement, and evaluation • Complete or contribute to program reports, as needed or assigned • Close care gaps through outreach, engagement, and understanding social needs/determinants to optimize care for individuals 	30%
3	<p>MFA: Clinical team support</p> <p>Essential Duties:</p> <ul style="list-style-type: none"> • Evaluate electronic health records (EHR) and data systems to support management of patient care • Review provider schedules on a daily basis with advance scrubbing of charts to support patient, care team, and provider needs • Effectively collaborate and communicate with care team members • Support patients in achieving their self-management goals • Provide health education and instructions as determined by care team members, with consideration to patients understanding and literacy level • Create and maintain communication tools for patients to remind them about preventive health screenings • Ensure effective communication through the use of appropriate translation services or use bilingual resources for non-English speaking patients • Ensure timely completion of in basket requests, follow up, and document actions in a timely manner 	30%
And other duties as assigned.		
Percentages should total 100%		100%

Special Requirements:

<p>Experience in a health related field such as: clinical care, allied health, or public health Knowledge of medical terminology, disease processes, medical decision making Quality improvement and innovation orientation Experience with Microsoft Office programs- Word, Excel, Outlook This position requires knowledge of health care processes, clinical procedures, and medical terminology. Excellent critical thinking and process improvement skills</p>
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Physical Requirements:

<p>Positions in this class typically require: reaching, standing, walking, fingering, grasping, feeling, talking, hearing, seeing and repetitive motions. Sedentary Work: Exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to life, carry, push, pull or otherwise move objects, including the human body. Sedentary work involves sitting most of the time.</p>

NOTE: The above job description is intended to represent only the key areas of responsibilities; specific position assignments will vary depending on the business needs of the department.