# UW HEALTH JOB DESCRIPTION

## HEALTH UNIT COORDINATOR

<table>
<thead>
<tr>
<th>Job Code: 440012</th>
<th>FLSA Status: Non Exempt</th>
<th>Mgt. Approval: T. Abitz</th>
<th>Date: 2-10</th>
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</thead>
<tbody>
<tr>
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<td>HR Approval: C. Richard</td>
<td>Date: 2-10</td>
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### JOB SUMMARY

The Health Unit Coordinator position in the inpatient units works under the close supervision of the unit Clinical Nurse Manager. The Health Unit Coordinator is responsible for performing duties related to patient admission, transfer, and discharge, communication, computer data entries including but not limited to patient charges as directed by clinical nursing staff, working with the nursing coordinator as directed by the Care Team Leader (CTL) or Clinical Nurse Manager (CNM) for bed placement, and other duties of a clerical nature.

The Health Unit Coordinator needs to possess a thorough working knowledge of departmental and hospital policy and procedures, medical terminology, principles of effective communication, and knowledge of data entry systems. A prime importance to this position is the ability to maintain control and order under stressful conditions and periods of high unit activity.

### MAJOR RESPONSIBILITIES

The incumbent performs the following job responsibilities:

#### I. Completely Performs Health Unit Coordinator Practice Role  (Customer Service, Initiative, Collaboration)

- A. Admits, transfers, and discharges patients from inpatient units and Surgical Services.
- B. Enters and/or discontinues orders for equipment and patient escort as necessary.
- C. Maintains proper order of paper medical record. Files additional forms for maintenance of complete paper medical record.
- D. Performs clerical tasks and record-keeping.
- E. Appropriately directs medical staff and personnel on unit.
- F. Acquires, prints, and organizes discharge packets to be sent to post-acute care agencies and facilities.
- G. Distributed mail.
- I. Maintains a neat, organized unit desk area.
- J. Establishes and maintains filing system for records and paper supplies.
- K. Possesses the ability to use multiple systems necessary for role i.e. paging system, nurse call system, pagers, computer programs, fax machines etc.

#### II. Coordination of Communication  (Customer Service, Initiative, Collaboration, Problem Solving)

- A. Answers incoming calls, determines appropriate triage of calls and relaying of messages.
- B. Promptly and courteously greets visitors and provides assistance as required.
- C. Provides patient care unit with appropriate information for patient needs and equipment.
- D. Initiates pages to physicians and other personnel.
- E. Updates unit white boards with appropriate patient, MD, and caregivers.
- F. Revises and updates primary nurse assignment in Health Link (electronic medical record).
- G. Maintains open and appropriate communication with staff, patient care units, medical personnel, and departments.
- H. Prints diet list and verifies accuracy; making changes as necessary based on current active orders in Health Link.
- I. Ensures patient location in Health Link matches patient’s physical location.
- J. Inputs and maintains information on Patient Itinerary in the Communication Patient Summary report in Health Link.
- K. Uses the nurse call system effectively to communicate the needs of patients.
- L. Assigns and tracks pagers and tracer tags.
- M. Verifies isolation signage/sticker presence; ensure sticker placed on chart and sign given to nurse to post at bedside.
- N. Ensures allergy stickers are placed on chart.
- P. Schedules discharge appointments and transcribe information to D/C Instructions Report (Facesheet) as needed in Health Link.
- Q. Faxes discharge packet information to post-acute agencies and facilities.
- R. Maintains copies of discharge packets to be stored in unit area space for one week.
- S. Initiates Health Link downtime procedures per policy.

#### III. Computer Data Entry  (Problem Solving, Technical Skill)

- A. Enters, discharges and charges PACU patients appropriately using patient classification levels.
- B. Enters orders and charges for equipment needed.
- C. Obtains patient information via computer for lab results, bed placement, equipment pre-ordered.
- D. Monitors the HUC Follow-Up Orders icon routinely for schedule appointment requests and discharge scripts to be printed.
- E. Monitors the New Orders icon routinely to be aware of patient status and notify RN if STAT orders are noted. Evaluates and orders equipment as needed for patient based on MD orders. Consults with clinician as needed to ensure correct and appropriate equipment/supply acquisition. Completes ADT (Admission, Discharge, Transfer) transactions based on orders.
such as: Admission status [Inpatient (IP), Observation (OBS), Outpatient Short Stay (OSS)], Attending Physician change and ensure correctness in Health Link “Complete” tasks as appropriate.

F. Schedules discharge appointments and transcribe information to D/C Instructions Report (Facesheet) as needed in Health Link.

IV. Record Maintenance (Technical Skill)

A. Maintains accurate patient log book to include name, medical record number, procedure, bed location, receiving unit and time of admission and discharge.
B. Revises diet classification (1, 2, and 3) as requested by clinical staff.
C. Ensures that old medical records (per files) are obtained as needed and are removed from storage space on unit when patient discharges, transfers, or expires.
D. Ensures OBS/OSS charge form is provided to nurse when needed.
E. Monitors Advance Directives to assure presence in chart/EMR as well as sticker on chart indicating one exists.
F. Verifies patient daily and incremental charge levels are accurate with CTL and make any appropriate changes (i.e. level 5 trauma, head injury, flap, bariatric)
G. Verifies that patient isolation status is correct and notifies Admissions to adjust charge, if necessary.
H. Ensures the appropriate Quick Release documentation is completed when required within Health Link.
I. Collects and maintains data as directed by Nurse Manager.

V. Support Duties (Customer Service)

A. Assists in transport of lab work, labeling of documents and obtaining blood products from Blood Bank.
B. Assists in reviewing Quadramed work list and reminds clinical staff as needed to ensure timely completion.
C. Reviews equipment lists with clinical staff to ensure that equipment and supplies not in use is returned and appropriately discontinued in computer systems.
D. Assembles “admit packets” for unit as requested.
E. Prints labels and requisitions for unit collect labs and specimens.
F. Prints wristbands, CS (Central Supply) barcode sheets, and Blood Bank request forms as needed from Health Link.
G. Orders supplies from CS Online Catalog as requested by clinical staff.
H. Prints CS supply charge sheets and post daily. Send daily completed sheets to CS for charge entry.
I. Assembles “discharge packets” for unit as required
J. Cleans desk area (wipe down phones, computer keyboards, counters, charts etc.)
K. Enters charges as directed by clinicians for OBS and OSS patients.
  ▪ Enters charges from current documentation
  ▪ Copies OBS/OSS charge form for manager
  ▪ Places charge form in designated location for manager review
  ▪ Sends OBS/OSS paperwork upon discharge to medical records with the rest of the disassembled brown chart.

VI. Orientation (Customer Service)

A. Acts as a resource for less experienced staff.

VII. Quality Assurance/Improvement (Problem Solving)

A. Contributes to quality improvement activities for the unit by collecting data as directed. This may include involvement in activities such as specimen labeling initiatives or blood product verification.
B. Identifies projects and participates in the problem solving/quality improvement process.

VIII. Personal Growth and Development (Professionalism)

A. Participates in continuing education and inservice programs.
B. Identifies own educational needs and communicates with Nurse Manager on the development of plans to meet identified needs.

IX. Values

A. Integrates personal values with UW Health Mission and Nursing Vision and Aspiration Statements.
   1. Verbalizes own values and how they may impact on practice.
   2. Demonstrates flexibility and adaptability to changes.
B. Demonstrates sensitivity to the values of self and others, respecting the dignity and individuality of every person.
C. Involves patient/family in plan of care, incorporating their belief systems.
D. Demonstrates trust, respect, honesty, and caring attitudes with patients/families and other members of the health care team.
E. Provides unconditional positive regard for patients and families (i.e. does not respond to patient/family behavior, situation, or
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F. Follows peers’ plan of care/or modifies as condition warrants.

G. Accountable for personal actions in advocating for patients/families, nursing, and the health care environment.

H. Preserves privacy and dignity of patients.

I. Maintains patient confidentiality.

J. Enhances patient’s responsibility and self-determination in decision-making concerning health, treatment, and well-being.

K. Advocates for patient in discussions with other health care workers and/or significant others.

L. Recognizes value conflicts with other staff’s practices and resolves them in a constructive manner.

M. Seeks available resources to help with troublesome ethical issues (e.g. charge nurse, nursing supervisor, a member of Pastoral Care, Central Nursing Ethics Committee, and/or Ethics Committee).

X. Communication

A. Identifies personal strengths and areas for an improvement as a communicator.

B. Communicates effectively in written and verbal mode.
   1. Uses approved abbreviations, professional language and language skills, (grammar, spelling, format) in written and spoken communication.
   2. Incorporates humor as appropriate.
   3. Adapts speaking style to the current situation.

C. Provides honest, direct, and respectful communication to peers, colleagues, patients, and families.

D. Verbal communication with patient, families, and members of the health care team is clear, concise, professional, tactful, therapeutic, and appropriate to the situation.

E. Gives appropriate feedback and remains open to feedback from others.
   1. Appropriately accepts constructive feedback.

F. Recognizes and demonstrates congruence between verbal and non-verbal behavior.
   1. Body language, facial expression, and tone of voice are congruent with verbal message and appropriate to the situation.
   2. Recognizes and accurately interprets the non-verbal behaviors, (e.g. eye contact, facial expression, gestures, posture, and amount of space put between self and another) of others.

G. Demonstrates effective listening behavior.
   1. Examples of active listening skills are: attentive facial expression; a comfortable amount of eye contact with speaker; non-threatening, natural gestures; open posture; comfortable distance between self and another; and uses reflection, paraphrasing, clarifying, and perception checking as appropriate.
   2. Allows patient and/or family members to set own pace and take the lead in talking about their feelings and concerns.
   3. Validates patient/family observations.

H. Demonstrates basic use of computers as appropriate to practice.
   1. Uses computer software for specialty areas as applicable.
   2. Is open to learning new computer skills/applications, as needed.

I. Resolves conflict situations using theoretical frameworks and established lines of communication.
   1. Uses one-on-one communication in initial attempts at conflict resolution.
   2. Uses appropriate resources (e.g. Clinical Nurse Manager, Director) to assist with difficult conflicts.

J. Documents appropriately.
   1. Documents role appropriate data for patients to assure continuity of care.

K. Reports identified patient related problems using the appropriate supervisor channels and processes.
   1. Reports identified patient related problems using the appropriate supervisory channels and processes.

ALL DUTIES AND REQUIREMENTS MUST BE PERFORMED CONSISTENT WITH THE UW HEALTH PERFORMANCE STANDARDS.

JOB REQUIREMENTS

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<tr>
<th>Education</th>
<th>Minimum</th>
<th>Preferred</th>
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<tbody>
<tr>
<td></td>
<td>High School Diploma</td>
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<tr>
<th>Work Experience</th>
<th>Minimum</th>
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<th>Required Skills, Knowledge, and Abilities</th>
<th>Preferred</th>
<th>Minimum</th>
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<tr>
<td>Preferred</td>
<td>One (1) to two (2) years of experience in a medical environment.</td>
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### Licenses & Certifications

- Minimum
- Preferred

### AGE SPECIFIC COMPETENCY (Clinical jobs only)

Identify age-specific competencies for direct and indirect patient care providers who regularly assess, manage and treat patients.

**Instructions:** Indicate the age groups of patients served either by direct or indirect patient care by checking the appropriate boxes below. Next,

<table>
<thead>
<tr>
<th>Age Group</th>
<th>Direct Care</th>
<th>Indirect Care</th>
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<tbody>
<tr>
<td>Infants (Birth – 11 months)</td>
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<td></td>
</tr>
<tr>
<td>Toddlers (1 – 3 years)</td>
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<tr>
<td>Preschool (4 – 5 years)</td>
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<tr>
<td>School Age (6 – 12 years)</td>
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<tr>
<td>Adolescent (13 – 19 years)</td>
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<tr>
<td>Young Adult (20 – 40 years)</td>
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<td>Middle Adult (41 – 65 years)</td>
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<td>Older Adult (Over 65 years)</td>
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### JOB FUNCTIONS

Review the employee’s job description and identify each essential function that is performed differently based on the age group of the patient.

### PHYSICAL REQUIREMENTS

Indicate the appropriate physical requirements of this job in the course of a shift. Note: reasonable accommodations may be made available for individuals with disabilities to perform the essential functions of this position.

<table>
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<tr>
<th>Physical Demand Level</th>
<th>Occasional Up to 33% of the time</th>
<th>Frequent 34%-66% of the time</th>
<th>Constant 67%-100% of the time</th>
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<tr>
<td>Sedentary: Ability to lift up to 10 pounds maximum and occasionally lifting and/or carrying such articles as dockets, ledgers and small tools. Although a sedentary job is defined as one, which involves sitting, a certain amount of walking and standing is often necessary in carrying out job duties. Jobs are sedentary if walking and standing are required only occasionally and other sedentary criteria are met.</td>
<td>Up to 10#</td>
<td>Negligible</td>
<td>Negligible</td>
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<tr>
<td>Light: Ability to lift up to 20 pounds maximum with frequent lifting and/or carrying of objects weighing up to 10 pounds. Even though the weight lifted may only be a negligible amount, a job is in this category when it requires walking or standing to a significant degree.</td>
<td>Up to 20#</td>
<td>Up to 10# or requires significant walking or standing, or requires pushing/pulling of arm/leg controls</td>
<td>Negligible or constant push/pull of items of negligible weight</td>
</tr>
<tr>
<td>Medium: Ability to lift up to 50 pounds maximum with frequent lifting/and or carrying objects weighing up to 25 pounds.</td>
<td>20-50#</td>
<td>10-25#</td>
<td>Negligible-10#</td>
</tr>
<tr>
<td>Heavy: Ability to lift up to 100 pounds maximum with frequent lifting and/or carrying objects weighing up to 50 pounds.</td>
<td>50-100#</td>
<td>25-50#</td>
<td>10-20#</td>
</tr>
<tr>
<td>Very Heavy: Ability to lift over 100 pounds with frequent lifting and/or carrying objects weighing over 50 pounds.</td>
<td>Over 100#</td>
<td>Over 50#</td>
<td>Over 20#</td>
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List any other physical requirements or bona fide occupational qualifications:

**Note:** The purpose of this document is to describe the general nature and level of work performed by personnel so classified; it is not intended to serve as an inclusive list of all responsibilities associated with this position.