

## UW HEALTH JOB DESCRIPTION

### Clinical Program Coordinator - Procedure

<b>Job Code:</b> 800204	<b>FLSA Status:</b>	<b>Mgt. Approval:</b>	<b>Date:</b> October 2020
<b>Department:</b>		<b>HR Approval:</b> Annual Review	<b>Date:</b> October 2020
<ul style="list-style-type: none"> <li>• Palliative Care</li> <li>• Clinics - Psychiatry</li> </ul>		<b>Direct all questions, changes, and/or updates regarding this PD to HR BP</b>	

### JOB SUMMARY

The Clinical Program Coordinator (CPC) is a registered nurse who is accountable for effective coordination of patient care needs. The CPC systematically triages patients based upon clinical problems and educational needs, provides coordination of care for the patient, and is also a resource to clinic staff in regard to the direct provision of care.

The CPC is an active member of the multidisciplinary team and collaborates in the development, execution and evaluation of the multidisciplinary plan of care. He/She considers factors related to ethics, safety, effectiveness and cost in planning and delivering care.

The CPC establishes goals and strategies for meeting the continuing care needs of the patient, family, and/or other care provider. He/She provides care in collaboration with other nursing staff members. He/she works with clinical research personnel to integrate research into patient care as appropriate.

The CPC demonstrates knowledge of and participates in improving organizational performance activities. The nurse coordinator acquires and maintains knowledge in nursing practice and assumes responsibility for the professional development of self, other nursing staff and students.

The CPC works with the team to assure that systems of care are in place for patients to move across the continuum of care. This includes development of patient care protocols, order sets, and systems that allow care to take place in an effective and efficient manner. Also puts systems in place to evaluate the effectiveness of patient care.

### MAJOR RESPONSIBILITIES

#### A. Clinical Practice and Leadership

1. Integrate the principles and philosophy of the professional nursing care delivery system into practice.
2. Participate in the development of a plan of care and implement appropriate nursing interventions in conjunction with the care team.
3. Develop, implement and maintain nursing care standards for area of specialty.
4. Maintain continuity of patient care and serve as a liaison between physicians and patient, and between the Clinic Coordinators, and the clinical teams.
5. Develop the Program including policies, procedures, consent forms, patient education materials and marketing plan, in consultation with the physician medical director, ethics and legal representatives.
6. Serve as a liaison for individual patient undergoing specific procedures, providing continuity of care.
7. Provide coordination, delegation and support to clinical staff assigned to support the Program.
8. Provide continual guidance, emotional and physical support to the patient during all phases of the treatment program.
9. Serve as a role model to other nursing personnel by demonstrating effective direct patient and family care, leadership and professional behavior.

#### B. Maintenance of Quality Care

1. Serve as a role model, demonstrating effective patient care, leadership and professional behavior.
2. Act as a consultant and clinical resource to clinic staff through provision of patient care and coordination of care.
3. Support patient advocacy, the Patient's Bill of rights and UWHC Clinic Service Standards.
4. Develop, maintain and evaluate patient care standards for the clinic.
5. Maintain clinical competency by attending and participating in divisional meetings and in-service education.

#### C. Management of Resources

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1. Promote open and effective communication among clinical staff, laboratory staff, the medical faculty and other departments.
2. Is responsible for a safe and therapeutic environment for patients, visitors and staff.
3. Develop and implement efficient systems to enhance patient satisfaction and provider productivity.
4. Interact with other departments, physicians and lab staff to assure delivery of quality care to patients.

### D. Education/Research/Outreach

1. May serve as a liaison with other community groups.
2. Create an environment in which staff learning is supported and stimulated.
3. Interpret and support the philosophy, objectives, policies and procedures which guide personnel, patients and the public.
4. Participate in patient, family and staff teaching.
5. Develop and update appropriate written patient education materials.
6. Serve as a resource persona to staff in other clinics as appropriate.
7. Support and/or participate in research programs approved by the Hospital and University.

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

### JOB REQUIREMENTS

Education	Minimum	
	Preferred	Bachelor's degree in Nursing
Work Experience	Minimum	Two (2) years of nursing care experience
	Preferred	Two (2) years of nursing experience in specialty area of care
Licenses & Certifications	Minimum	Registered Nurse license in the State of Wisconsin.
	Preferred	
Required Skills, Knowledge, and Abilities		<ul style="list-style-type: none"> <li>• Excellent written and verbal communication skills.</li> <li>• Excellent organizational and time management skills, with attention to detail.</li> <li>• Experience in program development and evaluation.</li> </ul>

### 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,

<input type="checkbox"/>	Infants (Birth – 11 months)	<input type="checkbox"/>	Adolescent (13 – 19 years)
<input type="checkbox"/>	Toddlers (1 – 3 years)	<input checked="" type="checkbox"/>	Young Adult (20 – 40 years)
<input type="checkbox"/>	Preschool (4 – 5 years)	<input checked="" type="checkbox"/>	Middle Adult (41 – 65 years)
<input type="checkbox"/>	School Age (6 – 12 years)	<input checked="" type="checkbox"/>	Older Adult (Over 65 years)

### 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.*

Physical Demand Level		Occasional Up to 33% of the time	Frequent 34%-66% of the time	Constant 67%-100% of the time
<input type="checkbox"/>	<b>Sedentary:</b> Ability to lift up to 10 pounds maximum and occasionally lifting and/or carrying such articles as docketts, 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.	<b>Up to 10#</b>	<b>Negligible</b>	<b>Negligible</b>
<input checked="" type="checkbox"/>	<b>Light:</b> 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	<b>Up to 20#</b>	<b>Up to 10#</b> or requires significant walking or standing, or requires	<b>Negligible</b> or constant push/pull of

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	amount, a job is in this category when it requires walking or standing to a significant degree.		pushing/pulling of arm/leg controls	items of negligible weight
	<b>Medium:</b> Ability to lift up to 50 pounds maximum with frequent lifting/and or carrying objects weighing up to 25 pounds.	<b>20-50#</b>	<b>10-25#</b>	<b>Negligible-10#</b>
	<b>Heavy:</b> Ability to lift up to 100 pounds maximum with frequent lifting and/or carrying objects weighing up to 50 pounds.	<b>50-100#</b>	<b>25-50#</b>	<b>10-20#</b>
	<b>Very Heavy:</b> Ability to lift over 100 pounds with frequent lifting and/or carrying objects weighing over 50 pounds.	<b>Over 100#</b>	<b>Over 50#</b>	<b>Over 20#</b>
<b>Other</b> - list any other physical requirements or bona fide occupational qualifications not indicated above:				

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.