

INLAND NORTHWEST HEALTH SERVICES
INLAND NORTHWEST HEALTH PARTNERS
Job Description/Performance Appraisal

Job Title: Clinical Coordinator
Reports to: Chief Operating Officer
Department: INHP

Job Code: N235
Date: 8/19/99
Salary Range: E10 /Exempt

JOB PURPOSE:

The Clinical Coordinator functions as a liaison between INTS, INHS and participating hospitals. Proactively develops and implements clinical activities regional hospitals, managed contracts and the Telehealth program. Ensures that high quality clinical services are delivered via telemedicine. Functions as a member of INHP in providing services to the region.

PHYSICAL, SENSORY, ENVIRONMENTAL:

Frequent travel by car either as day trips or overnight. Flexible working schedule, including evening or weekends. Position may receive calls during off duty hours during implementation and problem resolution.

Blood-Borne Pathogen Category III – No exposure to blood-borne pathogens.

JOB DIMENSIONS:

Assists in the coordination of clinical planning through active participation in the development and implementation of Telehealth activities.

Provides analysis of existing programs and services. Makes recommendations to management for alternative methods to enhance cost efficiencies, productivity, improved process performance and capital utilization in regional facilities.

Is familiar with Telehealth equipment, specialized clinical equipment and accessories and is able to train regional/clinic hospital staff in their proper operation in order to facilitate successful clinical consultations.

Is able to work well with medical staff and patients to facilitate safe and effective clinical consultations.

Works closely with Regional Outreach and Telehealth staff to provide Telemedicine exposure to patients, communities and regional hospital/clinic staff in the INHS service area.

Is knowledgeable of applicable regulations and standards to aid staff in achieving compliance with said regulations and standards.

Clinical Coordinator – Job Description/Evaluation

JOB DIMENSIONS - continued:

Strives to develop and implement new areas of clinical utilization for Telehealth activities.

Assists in the development of outcome measurement and other tools necessary for the success of regional outreach.

Works closely with INHP staff to ensure a timely and accurate reporting system.

Works with other telemedicine programs to evaluate effective methods of clinical consultation and evaluation.

QUALIFICATIONS:

ESSENTIAL/NON ESSENTIAL

BA, BS degree in Health Care or equivalent experience, Registered Nurse

E

Five (5) to (10) years experience in operational areas of hospitals. Experience in healthcare essential

E

Demonstrated knowledge in PC operation and applicable software.

E

Detail oriented with analytical and comprehensive skills.

E

Excellent oral and written communication/presentation skills.

E

EVALUATION RATING STRUCTURE:

0 = Does Not Meet Standard

1 = Meets Standard

2 = Exceeds Standard

Clinical Coordinator - Evaluation

RESPONSIBILITIES/JOB FUNCTIONS/PERFORMANCE STANDARDS:

RATING

1. *Assists participating hospitals and INHS in the development and coordination of Telehealth clinical programs and activities:*

- a. Assists in the planning, development, implementation and coordination of Telehealth activities. _____
- b. Makes recommendations for program changes that will assist in achieving program clinical goals. _____
- c. Demonstrates comprehensive detail-oriented analytical skills. _____
- d. Assists in development of outcomes measurement and other telemedicine tools. _____
- e. Strives to develop and implement new areas of clinical utilization for Telehealth activities. _____
- f. Reviews clinical functions and suggests improvements, assists with implementation as directed. _____

Comments: _____

2. *Communications Skills:*

- a. Works well with medical staff and patients to facilitate safe and effective clinical consultations. _____
- b. Works closely with Regional Outreach and Telehealth staff in the promotion of Telehealth activities in Washington State. _____
- c. Works well with outside entities/groups to develop joint programs to improve access to telemedicine activities. _____
- d. Assists hospital in evaluating patient care areas. Develops plan as directed related to those areas. _____
- e. Offers expertise in development of policies and procedures, improvement, as well as other areas. _____
- f. Demonstrates excellent oral and written communications/presentation skills. _____
- g. Works closely with INHP staff to ensure timely and accurate reporting. _____
- h. Works closely with INTS staff to fulfill grant reporting and requirements. _____
- i. Maintains confidentiality regarding all patient and company information according to policy. _____

Comments: _____

RESPONSIBILITIES/JOB FUNCTIONS/PERFORMANCE STANDARDS:

RATING

3. Program Knowledge:

- a. Is familiar with the operation of Telehealth equipment and specialized clinical equipment and accessories. _____
- b. Is able to train staff in the proper and safe operation of telemedicine equipment and specialized clinical equipment, procedures and protocols. _____
- a. Troubleshoots with network members concerning problems with systems and protocols. _____
- b. Is knowledgeable of applicable regulations and standards to aid staff in achieving compliance with regulations and standards. _____
- c. Works with project director and insurance carriers to demonstrate quality of care and obtain reimbursement for telemedicine services. _____
- d. Assists in promotion of project, gathers information and writes articles concerning clinical usage. _____
- e. Speaks before various clinical and other groups concerning system and specific clinical applications. _____
- f. Acts as an effective ambassador for telemedicine within and outside network. _____

Comments: _____

4. Personal Leadership:

- a. Plans task(s) or project(s), including setting objectives and involving others accordingly. _____
- a. Anticipates problems and plans ways to avoid them. Communicates changes and delays to those affected. _____
- b. Contributes to meetings, establishes agendas and priorities. _____
- c. Initiates and identifies quality/productivity improvements. _____
- d. Serves as a role model in conduct, goal orientation and other qualities that characterize a responsible employee. _____
- e. Demonstrates problem solving skills. _____

Comments: _____

RESPONSIBILITIES/JOB FUNCTIONS/PERFORMANCE STANDARDS:

RATING

5. *Mission and values:*

- a. Demonstrates behaviors that reflect the key moral commitments, ethical principles, values and philosophies of Inland Northwest Health Services.
- b. Approaches each person, patient, staff and team member as a unique person with inherent value as a human being; treating them as a whole person, showing concern for their physical, intellectual and cultural well-being.
- c. Demonstrates awareness of department mission and goals; reviews and participates in establishing annual goals for the department.

Comments: _____

6. *Departmental standards and personnel policies:*

- a. Adheres to departmental standards and personnel policies.
- a. Works as a team member and provides excellent customer service internally and externally.

Comments: _____

7. *Internal and external customer service:*

- a. Maintains a clean appearance and demonstrates personal dignity and a positive attitude while representing INHP.
- b. Maintains and promotes positive, open and honest relationships with employees, patients, and health care providers.
- b. Takes the initiative to protect the dignity of the patient within the limitations of the situation and required protocols.
- d. Promotes a work environment conducive to producing high quality work.
- e. Treats all individuals with respect.

RESPONSIBILITIES/JOB FUNCTIONS/PERFORMANCE STANDARDS:

RATING

#7 Comments: _____

8. Promotes a positive teamwork atmosphere:

- a. Consistently promotes a positive teamwork atmosphere by providing positive feedback to peer/colleagues. _____
- b. Consistently extends self to assist colleagues in the completion of their tasks when requested or volunteering when the need is obvious. _____
- c. Demonstrates appropriate follow-through on both assigned and volunteered tasks. _____
- d. Uses good teamwork skills to help identify concerns and solutions. _____

Comments: _____

9. Interpersonal Relationships:

- a. Demonstrates responsible and answerable behavior for personal choices and actions. _____
- b. Takes the initiative to teach, coach and mentor fellow team members in an affirming and positive way. _____
- c. Listens to and accepts both technical and interpersonal feedback from co-workers and supervisors. _____
- d. Takes the initiative to recognize his or her technical and interpersonal limitations and asks for help when necessary, allowing others to help without taking offense. _____
- e. Functions to keep personal biases and private life separate from work issues. _____
- f. Consistently works well with those in positions of authority. _____
- g. Demonstrates good mental and emotional tolerance when dealing with other INHP team members and their respective job functions. _____
- h. Demonstrates respect for the rights, property, and privacy of others. _____

Comments: _____

10. Interpersonal communication and conflict resolution:

- a. Demonstrates good listening skills when interpersonal conflict, misunderstandings, or issues arise.
- b. Demonstrates good feedback, coaching, and conflict resolution skills with other team members.
- c. Gives constructive feedback and discusses issues of concern with co-workers on a 1 to 1 basis in a private and constructive manner within 72 hours of occurrence.
- d. Reports irreconcilable differences to the Supervisor for intervention.

Comments: _____

11. Performs other duties as required:

- a. Accepts and/or requests other projects and responsibilities. Works cooperatively with others. Assists where needed to ensure a smooth functioning department.

Comments: _____

Employee Goals (including education and training): _____

Total points attained _____

OVERALL RATING (0 – 2) _____

SIGNATURES:

The undersigned have read this job description and agree that it defines the position as it currently exists. The undersigned know the established salary range for this position.

Employee

Date

Director

Date

Chief Operating Officer

Date

Human Resources Director

Date

