

## **Medical Clinic Care Coordinator/Quality Assurance**

Adair County Health System is searching for a full-time Registered Nurse who works in our Medical Clinic, working side-by-side with our Providers for care coordination. This position also supports our Orthopedic Surgeon and General Surgeon with their weekly clinical visits. This role will be Monday – Friday with flexible scheduling options available.

This individual will be an integral member of the healthcare team who works to ensure safety, best practice and high-quality standards of care are maintained. They will be coordinating a wide range of self-management support and disease registry activities for the clinic's entire patient population. Performs patient care activities for patients of diverse ages and their families. Responsible for the knowledge, awareness and the practice of the Adair County Health System's Safety, Quality and Corporate Compliance Plan.

- Completes pre-visit chart review of patients monitoring any gaps in care that the appropriate clinical staff can address at the office visit.
- Participates in QI activities such as chart audits and service excellence.
- Assist specialty Providers with care coordination in collaboration with the specialty Providers' nurse.
- Assist with same day testing/procedure prior authorizations with insurance companies.
- Attends daily Patient Advocate Team meeting to review cases, formulate or revise plan of care.
- Documents basic assessment and care/instructions given.
- Reports results and pertinent information to patients and physician.
- Evaluates understanding of treatment plan and/or instruction.
- Adheres to and promotes the established values of the organization, i.e., customer service, safety, compliance standards and all others.
- Works with MercyOne ACO to ensure regulatory standards are met.
- Provide oversight of the disease registry database, assuring that it is kept up to date and identifying patients overdue for visits, labs or referrals and assisting in arranging for follow-up services as appropriate.
- Provide oversight and/or conducts pre-visit review of patients including the identification of all needed preventive health maintenance, immunizations, and chronic disease interventions.
- Prepare annual wellness visits and assist with scheduling these visits.
- Provides Coordination of Care by proactively acting as a patient advocate, responding to and working to resolve patient concerns and providing a link to community resources.
- Provides proactive outreach to patients including: Identifying patients overdue for visits, labs, or referrals and arranging for follow-up services as appropriate. Identifying patients not meeting clinical goals, such as BP control or glucose control, and arranging for follow-up services as appropriate.

#### MINIMUM KNOWLEDGE, SKILLS AND ABILITIES REQUIRED:

- Current Registered Nurse Licensure State of Iowa.
- One-year recent experience as a Registered Nurse in a physician office preferred.
- Good verbal and written communication skills. Motor coordination and manual dexterity required. Organizational and problem-solving skills required. Adaptable to changing work schedules and patient needs.

#### Benefits:

- Dental insurance
- Disability insurance
- Flexible spending account
- Health insurance
- Life insurance
- Paid time off
- IPERS
- Vision insurance
- And more!