THE CAMBRIDGE HEALTH ALLIANCE
JOB DESCRIPTION/
PERFORMANCE MANAGEMENT
& IMPROVEMENT FORM

Job Title: Coordinator, Planned Care  
Job Code: 

Department: Ambulatory  
Reports To: Nurse Practice Manager  

Level: ___1___2___3___4___N.A.  
Grade: MO7  

Exempt: ____ Non-exempt: _____ Union: ____ Non-union: ______

Job Purpose
The Planned Care Coordinator (PCC) will work closely with patients and their health care team utilizing the 
Planned Care Model. As a member of the Planned Care team, the PCC will assume the day to day 
responsibilities for care coordination at the sites for patient’s with chronic health conditions. The PCC will 
perform a wide range of functions which safely, effectively, and efficiently support the patient and health 
care team. Responsibilities will include initiating contact with patients and their care team, working 
proactively to remove barriers which impede access to health care and prevents successful 
implementation of the treatment plan; building a supportive relationship with patients to improve the 
patient’s utilization of necessary health services which may improve the patient’s health status; assisting 
uninsured/underinsures patients in the application for public insurance; reviewing the chronic disease 
registries; outreach to patients; assisting in patient follow up after ambulatory visits, emergency room 
visits, and inpatient stays. The PCC will maintain logs, analyze data, observe patterns, prepare written 
and verbal reports, and recommend improvements based on this information. All responsibilities of the 
PCC will be consistent with the scopes of practice acts governing health care clinicians in Massachusetts.

Qualifications/Requirements
High energy individual with excellent interpersonal, organizational, and computer skills. Effectively 
interacts with all members of the health care team and with patients. Maintains confidentiality around 
patient issues. Takes initiative to proactively organize and manage the responsibilities of the job.

Language: 
Bilingual (English and Portuguese or Creole or Spanish) in the specific cultural/language group of the 
population/community served.

Education/Training: Bachelors degree, preferably in human services or a related field required.

Licensure: N/A.

Work Experience: Two years in a relevant human service field in a multi-disciplinary setting; experience 
with relevant community groups and/or in a multicultural setting preferred.

Physical Skills: Requires prolonged sitting, some bending and stretching. Requires eye-hand 
coordination and manual dexterity sufficient to operate a keyboard, photocopier, fax machine, telephone, 
calculator, and other office equipment. Requires normal range of hearing and eyesight to record, prepare 
and communicate appropriate reports.

Mental Skills: Computer proficiency as noted above. Excellent interpersonal and organizational skills. 
Ability to work effectively with many constituencies. Ability to work independently. Ability to communicate 
clearly in written and oral communication. Ability to process sensitive information in a timely manner and

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maintain strict confidentiality. Ability to handle multiple projects simultaneously and be detailed oriented. Ability to prioritize and organize work assignments. Ability to concentrate and complete tasks with ongoing interruptions and distractions.

Working Conditions and Physical Environment: Will require travel between campuses by car or shuttle. Requires occasional evenings.

**Job - Specific Duties and Responsibilities:**

1. Assumes day to day responsibilities for patient care coordination at 2-3 ambulatory care sites utilizing the Planned Care Model.

2. Initiates contact with patients and their health care team, working proactively to insure access to health care services by identifying and removing barriers

3. Builds a supportive relationship with patient to improve the patient's utilization of necessary primary care, mental health care, and social services, which will improve the patient's health status

4. Logs in to the Planned Care registries daily, or as required by the practice site, and uses available information to facilitate timely labs, follow up encounters with clinical team, prescription renewals, etc.

5. Collaborates with multi-disciplinary team, including clinical and non-clinical staff, at practice sites and across the Alliance. Specifically, works with the team leader to provide proactive outreach and support to patients.

6. Provides follow up contact with the patient after medical appointments to assess if patients understood and accepted the treatment plan and assist in removing barriers to treatments, care plans, and follow up. This would include activities such as checking if prescriptions were filled, helping prepare shopping list according to nutrition plan, if follow up appointments were made, if there were questions, etc.

7. Assess patients current health insurance status and intervenes directly or by referral when needed to assist with public insurance.

8. Provides all clinical and pertinent patient information in a timely manner to the ambulatory care nurse or care manager.

9. Assists in the coordination and execution follow up plans.

10. Documents all patient encounters in a timely manner

11. Maintains logs of clinical and functional measures to assist in evaluation of PCC role.

12. Maintains logs, analyzes data, and makes recommendations for policies and procedures based on information and observation of patterns encountered during the work day.

13. Performs other duties as assigned by supervisor

**Rating Scale:**

1. E
2. M
3. I
Identifies the unique needs and implement appropriate interventions for the Age-specific categories circled below:
Neonate
Pediatric
Adolescent
Adult (18-59)
Geriatric (60+)

Integrates growth and development needs into the delivery of patient care for the populations served

Uses communication methods appropriate for the patient developmental stage

Accurately assesses the patient's ability to follow directions for completion of treatment.

Identifies and manages any special issues, concerns and risks for age-specific populations

How have you assessed these age-specific competencies?

Organizational Duties and Responsibilities:

Is responsible for creating a respectful environment for our patients and care team. Demonstrates respect for differences in language, culture, race, religion, citizenship, gender, and sexual orientation and does not discriminate on the basis of income, insurance status, immigration status, or disability.

Complies with the Alliance policy on confidentiality of information regarding patients, families and co-workers.

Adheres to dress code; appearance is neat and clean.

Completes annual educational requirements and training as required.

Wears identification while on duty.

Reports to work as scheduled and ready to receive assignments.

Attends meetings and participates in committees as required.

Rating Scale:

This job description is intended to describe the general nature and level of work performed by persons assigned to this classification. It is not intended to be an exhaustive list of all responsibilities, duties and skills required of employees who hold this position.

I understand that I am responsible for learning the rules and regulations that affect my position as communicated to me or as required by my position's professional standards. I am also

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responsible for complying with these rules and regulations at all times, and to report all known violations to my supervisor or to the Compliance Manager.

______________________________  ______________________________
Employee Signature                Date                           Supervisor Signature

______________________________  ______________________________
Human Resources Concurrence:

HR Reviewer                       Date

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