

## Job Description

Job Title: Nurse Care Coordinator  
Department: Women's Wellness Center  
Reports To: Women's Health Center Director  
FLSA Status: Exempt  
Prepared By: -  
Prepared Date: June 1, 1999  
Approved By:  
Approved Date:

### SUMMARY

The Diagnostic Care Coordinator functions as an integral member of the multidisciplinary team of care providers who reflect a culture of cooperation, enthusiasm and mutual respect. The Diagnostic Care Coordinator is responsible for coordinating the interdisciplinary team of resource providers to best serve the diagnostic patient. This process includes assessment, education and continuity of care for the diagnostic patient as well as for the community as a whole.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

Responsible for knowing all policies, procedures and protocols of the Women's Health Center. Attending mandatory yearly inservices. Assume responsibility for maintaining licensure.

Assist in maintaining an Accredited Mammography program with QA, QI, etc.

Plan and implement the plan of care with input from the patient/family and other members of the healthcare team. Formulates a goal directed plan of care which is prioritized and based on determined diagnosis and patient outcomes. Implements care in a safe, knowledgeable, skillful, consistent and continuous manner.

Uses communication and PR skills in collaboration with the Medical Director to maintain effective physician relationships and assure needs are met.

Reports to and assists with the cancer registrar.

Assists with the coordination of breast conferences to assure all cases have the opportunity for presentation and discussion. Coordination of follow up as appropriate.

Build relationship with referring physicians and implement appropriate pathways.

Facilitate and conduct educational programs/talks to community organizations as well as hospital staff.

Strong personality skills to assist patients dealing with difficult problems.

Willingness to obtain OCN certification within first two years.

Partners with the professional community agencies and organizations to achieve improved breast health and well being of women in our region. Seeks grants and other opportunities for research and support to assist in reaching these goals.

Develops and maintains working knowledge of clinical research protocol criteria. Promotes and supports opportunities for participation in clinical trials.

Adheres to the safety policies and procedures of the organization. Recognizes and reports potential safety issues.

Identifies patient/family individualized learning needs and implements measures to meet these needs based on patient/family capabilities to learn.

Maintains confidentiality and actively supports patient/family rights. Responsible for safeguarding sensitive internal information, whether written or verbal.

Supports and contributes to organizational cost-saving initiatives.

Responsible for initiating appropriate oral and written communications to the appropriate person when problems arise. Responsible for communicating observations to appropriate members of the interdisciplinary health care team.

Utilizes computer system to obtain and document pertinent patient information.

Respond to life saving situations based on standards, policies, procedures and protocols.

Participate in continuing education sessions related to department functions.

Provide positive customer service by treating all customers (patients, visitors, physicians, etc.) with courtesy and respect and utilizing the "Yes We Can" approach.

Support the Corporate Responsibility Program. This includes conduct in executing duties in accordance with all policies and regulations affecting one's job and reporting all concerns or violations of medical center policies, procedures and governmental regulations.

Follow all radiation safety procedures for self, patient and others.

Participates in department quality improvement activities.

Maintain good working relationships with physicians and all women's center staff.

Perform support duties as needed - answering phones, transporting patients, etc.

Thoroughly understand and operate the Radiology Information System and the Mammography Information System as it pertains to your job functions.

Trouble shoot computer hardware problems and report unresolved problems to the RIS and MIS coordinator.

Practices the Core Values - EXCELLENCE, HUMAN DIGNITY, JUSTICE, MERCY, SACREDNESS OF LIFE, and SERVICE.

#### LEADERSHIP RESPONSIBILITIES

This job has no supervisory responsibilities, but responsible for coordination of interdisciplinary activities.

Participate in performance improvement activities.

Demonstrate appropriate conflict resolution skills.

Act as a patient advocate.

#### QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

#### EDUCATION/EXPERIENCE

##### Minimum:

Graduate of an accredited school of nursing.

Licensed registered nurse.

3-5 years nursing experience.

##### Preferred:

Oncology background.

Care management experience.

Experience in breast health/disease.

Strong interest in women's health issues.

## COMMUNICATION/INTERPERSONAL SKILLS

Demonstrates excellent communication skills. Develops and maintains effective communication with internal and external customers. Incumbents must be able to explain information to patients and families in a way that the patient understands, and/or explain departmental or hospital procedure to employees, visitors, and patients. Ability to read, analyze, and interpret professional journals, technical procedures, or governmental regulations. Ability to write clear, professional, understandable reports and general correspondence.

## ANALYTICAL SKILLS

Ability to analyze and solve problems that require the use of basic clinical or technical principles. Recognize patients' changes, concerns, and analyze priorities to facilitate optimum work performance.

## DECISION MAKING

Ability to solve practical problems and deal with a variety of complex situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form. Seeks input/resources to facilitate decision-making process.

## CERTIFICATES, LICENSURE, REGISTRATIONS

Must have current registration and licensure in the State of

## OTHER SKILLS AND ABILITIES

Must demonstrate the ability to provide care appropriate to the age of patients served. Must be able to use life span knowledge in order to assess and appropriately identify requirements for each patient relative to his or her age specific requirements, and provide necessary care as described in departmental policies and procedures.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to stand, use hands to finger, handle, or feel, and talk or hear. The employee frequently is required to walk and reach with hands and arms. The employee is required to sit, stoop, kneel, crouch, crawl, and smell. The employee must be able to lift and/or move up to on occasion 100 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

## WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee will occasionally be exposed to risk of radiation and contagious and infectious diseases. The employee will be occasionally exposed to moving mechanical parts, fumes or airborne particle, toxic or caustic chemicals, and risk of electrical shock. The noise level in the work environment is usually moderate.