TRANSITIONAL CARE COORDINATOR

JOB SUMMARY

The Transitional Care Coordinator may be a Registered or Licensed Practical Nurse and shall serve as the liaison between the agency and an assigned group of facilities. In addition, the FC will facilitate communication between the agency and the referral sources at the assigned facilities.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Communication
1. Takes referrals and orders from physicians, social workers, discharge planners and Hospital case managers and assures that agency staff is aware of referral source requests and concerns.
2. Communicates information, questions and status reports from the patient care staff to the referral source. Establishes a system for handling all non-admits and communication to the referral source.
3. Takes orders from the physician regarding patient care and communicates it to agency staff and maintains a current referral base of all referral sources within the service area.

Marketing
1. Supports the marketing team through a routine additional visitation schedule to referral sources and the community at large.
2. Continuously updates referral sources and staff of current and revised agency policy and revisions in state and federal regulatory requirements that pertain to the agency and referral source.
3. Identifies new referral sources and educates them to available services provided by the agency.
4. Assist the marketers in educating the referral sources of available technology for reviewing patient information.
5. Contacts hospitalized agency patients.
6. Coordinates and communicates care needed and relays concerns of physician and staff prior to admission or resumption of care for a patient to the agency staff and during course of treatment.
7. Facilitates patient referral for admission if requested prior to the patient’s discharge from the hospital.
8. Makes visits to patients in the home when necessary for staffing.

PERSONAL PERFORMANCE

1. Seeks opportunities to serve and respond to needs of others.
2. Manages workload with minimal unplanned absences.
3. Reports actual workload, work time and mileage with honesty and integrity and completes entries on a timely basis.
4. Submits Bright Ideas in support of company pillars of success.
TRANSITIONAL CARE COORDINATOR, CONT’D.

5. Identifies problems and seeks appropriate resolution to ensure quality care and a cooperative work place.

6. Demonstrates respectful, professional communication when interacting with patients, families, caregivers, physicians, co-workers and others.