



LANE COUNTY

HUMAN RESOURCES DEPARTMENT / 125 East 8th Ave. / Eugene, OR 97401
Phone: (541) 682-3665/ Fax: (541) 682-4290

W5C2

AGENDA COVER MEMO

Memorandum Date: August 9, 2011

Order Date: August 24, 2011

TO: Board of County Commissioners

DEPARTMENT: Human Resources

PRESENTED BY: Inga Aanrud, Sr. Management Analyst/HR

AGENDA ITEM TITLE: In the Matter of Establishing the Patient Care Coordinator Classification and Salary Range

I. MOTION

MOVE APPROVAL OF ORDER 11 -- _____ In the matter of establishing the Patient Care Coordinator classification and salary range.

II. AGENDA ITEM SUMMARY

The Board is being asked to create the Patient Care Coordinator classification and salary range. This classification will be utilized in the Health and Human Services/Community Health Centers. This new classification specification will assist the County in coordinating care for patients ensuring the CHC is providing high quality services and meeting health care goals.

III. BACKGROUND/IMPLICATIONS OF ACTION

A. Background

Currently Lane County does not have an established classification for a Patient Care Coordinator. Adding this position to the county will allow for the Department of Health and Human Services to provide a level of complete health care for each patient needed throughout the county. This classification will be the primary contact for patients regarding their health care and services available to them throughout the County. This position will be responsible for disseminating incoming information to the appropriate team member so as to contribute to complete preventive, responsive, and chronic care for all patients who are part of the assigned panel.

B. Policy Issues

APM, Chapter 3, Section 20, C (1a) states; If Human Resources determines that a new classification is appropriate, it shall prepare a proposed classification specification with proposed salary and prepare a Board Agenda item requesting that the Board amend the classification and compensation plans to add the new classification.

Lane Code provides the Board with the ability to modify the classification plan by creating classifications.

This proposed classification will be AFSCME represented. AFSCME is in agreement with the new job classification and proposed salary range.

C. Board Goals

The mission of Lane County is to provide high quality government services in a fair, open and economical manner to best meet the needs and expectations of our citizens and guests. The Lane County Strategic Plan clearly addresses the need for the Human Resources department to direct and coordinate the overall planning effort to identify actions to assure that workforce capabilities meet future needs, and to aim for a flexible classification and compensation system so that the system supports and does not inhibit excellent performance in the delivery of County services.

Creating this job classification with a competitive compensation level, meets the County's missions and goals. The new classification and salary range will assist in recruitment and employee retention as well as allowing the continuation of quality health care to the population.

D. Financial and/or Resource Considerations

Costs associated with the new classification and salary range will be covered through revenue generated by patient billings in the Community Health Centers. This position is self-funding.

E. Analysis

A point factor analysis was done and places the Patient Care Coordinator at grade 23 (\$37,366.00-\$51,750.40) in our compensation plan. The Department of Human Resources was unable to find a county within the state that utilizes this specific classification. Patient Care Coordinators across the county vary in compensation due to a wide range of duties and requirements for the position. The County's requirements for this position are at the high end of the spectrum. This position would allow for promotional opportunities for Medical Assistants and Licensed Practical Nurses that have the desire to coordinate patient healthcare.

F. Alternatives/Options

1. Adopt the proposed Patient Care Coordinator classification and pay grade.

Advantages: Reach health care goals by having a central person working with patients to deliver complete preventive, responsive, and chronic care.

Disadvantages: Staff was not able to identify any disadvantages at this time.

2. Reject the motion.

Advantages: Staff was not able to identify any advantages to not establishing the new classification and pay grade at this time.

Disadvantages: The Community Health Care Centers may have more difficulty delivering and providing complete health care to the members of the community.

IV. TIMING/IMPLEMENTATION

Human Resources recommend establishing the Patient Care Coordinator classification at grade 23 of the AFSCME compensation plan effective upon Board Order approval.

V. RECOMMENDATION

Human Resources recommend approval of the motion.

VI. FOLLOW-UP

If the Board approves the motion and adopts creating the proposed classification and salary grade Human Resources staff will immediately add the new classification and place it into the AFSCME compensation plan at grade 23.

VII. ATTACHMENTS

Board Order.

Patient Care Coordinator Job Classification Specification.

IN THE BOARD OF COUNTY COMMISSIONERS OF LANE COUNTY, OREGON

ORDER 11-) In the Matter of Establishing the
) Patient Care Coordinator
) Classification and Salary Range
)
)
)

WHEREAS, Human Resources has completed a review and point factor analysis of the proposed Patient Care Coordinator classification.

WHEREAS, it is the intent of Lane County to properly classify positions with regard to duties and compensation.

WHEREAS, changes to the classification and compensation plans require board approval.

IT IS HEREBY RESOLVED AND ORDERED, that there be established a new classification of

Patient Care Coordinator
Grade 23 (\$37,366.00-\$51,750.40)

Dated this _____ day of _____, 2011.

Faye Stewart, Chair
Lane County Board of Commissioners

APPROVED AS TO FORM
Date 8-16-2011 by Stephan L. [Signature]
OFFICE OF LEGAL COUNSEL

PATIENT CARE COORDINATOR

DEFINITION

As a part of the health care provider team (provider, nurse, medical assistant, etc) the PCC will coordinate the activities of the team by coordinating care to patients on the provider's daily schedule, by proactively managing and coordinating care for patients not on the schedule, disseminate incoming information (in written, verbal, or telephone form) to the appropriate team member so as to contribute to complete preventive, responsive, and chronic care for all patients who are part of the assigned panel; and to perform related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives direction from assigned management and supervisory staff.

EXAMPLES OF DUTIES - Duties may include, but are not limited to the following:

Act as a primary conduit for the transmission of information between providers and patients.

Coordinate services for all patients who are part of the assigned panel, especially those within identified population groups needing chronic care management according to established patient population management guidelines.

Provide advocacy, information and referral services to patients and families to address their medical and psychosocial needs.

Review provider schedules and individual patient charts and assist the team in coordinating care for visits and for future healthcare needs.

Handle calls from patients and resolve or transfer/redirect to other team members as appropriate.

Provide an effective communication link between patient and medical staff, including relaying messages from providers, gathering information from patients for providers, etc.

Support patients and providers in the medication refill process

LANE COUNTY
Patient Care Coordinator (Continued)

Use registry and other information to inform team members of preventive care required for each patient seen each day.

EXAMPLES OF DUTIES

Ensure that all patients are tracked and data entered into systems for follow-up and reporting.

Regularly review registry information for assigned panel of patients and arrange for care needed to proactively coordinate healthcare needs.

Coordinate with other team members to ensure that case management services are provided to patients with complex medical and/or psychosocial problems.

Work with the medical staff to develop, implement and carry out programs in chronic disease management for patients, with such problems as diabetes, asthma, congestive heart failure, hypertension and depression, based on chronic disease management model.

Assist in coordination of care with pharmacies, insurance companies and other providers in the community. Ensure that information goes when and where it is needed.

Participate in team decisions regarding data requirements for pro-actively managing the team's panel.

Use and update the directory of resources in the service area to meet basic health and human needs. Act as a back-up to other Patient Care Coordinators or to other team members as needed.

Perform other duties as assigned.

MINIMUM QUALIFICATIONS

Knowledge of:

Principles, practices and concepts of primary medical care.

Laws, rules and regulations governing the treatment and care of patients and the scope of responsibility of the provider.

Clinical processes and procedures including scheduling, paperwork and assisting other team members.

Principles and procedures of record keeping and recording.

Medical insurance processes.

Diseases, infections and preventative care of patients associated with the clinic.

Services provided by the program, clinic and department.

Community resources, services and programs for patient referral.

Clinical processing and practices.

Clinical supplies and medications.

Modern office procedures, methods and computer equipment.

First aid.

Ability to:

Ability to use the resources available within the Center with little effort.

Ability to handle protected health information (PHI) in a manner consistent with the Health Insurance Portability and Accountability Act of 1996 (HIPAA)

Understand, analyze and transmit information effectively; receive and act upon verbal and written information; learn assigned tasks quickly; anticipate patient and provider needs.

Prioritize work and practice time management to ensure timelines are met and the needs of multiple clients are addressed.

Utilize problem solving skills in a complex environment.

Coordinate and schedule patients for efficient processing in the clinic.

Keep accurate and detailed records and charts on clients.

Establish and maintain professional, effective working relationships with supervisors, peers and

LANE COUNTY
Patient Care Coordinator (Continued)

clients.

Work effectively in a team environment.

Communicate clearly and concisely, both orally and in writing.

Perform data entry and mathematical calculations as needed.\

Use Microsoft work and Excel proficiently

Perform a variety of clerical processing tasks including typing, work processing, filing and receptionist duties.

Experience and Training

Training:

Graduation from high school or equivalent; and

Graduation from an accredited Medical Office Assistant program; or

Graduation from an approved school for Licensed Practical Nursing.

Experience:

Two years experience in direct patient care as an LPN or MA.

An equivalent combination of experience and training that will demonstrate the required knowledge and abilities is qualifying.

Special Requirements:

Possession of a State of Oregon license as a Licensed Practical Nurse or;

Certification through a nationally recognized Medical Assistant certification program at the time of appointment.

Some positions may also require, at the time of appointment:

- Possession of a valid driver's license at time of application and a valid Oregon Driver's License by the time of appointment if required to drive.

LANE COUNTY
Patient Care Coordinator (Continued)

- Basic Life Saving Skills CPR/AID.