



RCHC Sharing Promising Practices:
CommuniCare Health Centers
Preventive Care Coordinator Position

Categories: Clinical Practice Operations Compliance Finance

Aim:

To improve health center clinical quality measures, increase clinic capacity to engage in population health management and better support CCHC's population health programs such as Preventing Heart Attacks and Strokes Every day (PHASE).

Target Population:

CommuniCare Health Centers (CCHC) patients and all staff.

Promising Practice Overview:

In summer of 2016, CCHC created new Preventive Care Coordinator (PCC) positions. A PCC position was added for each of the three primary care sites with .5 FTE dedicated to population health management or panel management activities and .5 FTE dedicated to another project. The additional job responsibilities include outreach to assigned Partnership HealthPlan members, immunization coordinator, and mammogram/pap tracking.

Measures:

CCHC's PHASE Clinic Assessment demonstrated a significant improvement in capacity to engage in QI activities such as ensuring QI activities are conducted by practice teams supported by a QI infrastructure, the clinic has worked on many (>5) quality and process improvement initiatives over the last three years and has demonstrated improvements across multiple clinical outcomes, and has standardized many of these across the organization.

Pre-existing infrastructure:

- Previously panel management was done by MAs at each site.
- Panel management was separated out by topic, however there wasn't one person responsible for all measures.
- One site (Davis) already had provider teams acting on patients not at goal or overdue for visits.
- Three site specific positions were filled for .5 with responsibilities such as immunization coordinator (Davis), outreach to Partnership members (Salud), and mammogram/pap tracking (Woodland). These positions were initially developed to streamline activities such as outreach to Partnership members. For example, printing labels and hand entering addresses.
- Three existing staff members (2 MAs and 1 behavioral health counselor) assumed these roles at .5 FTE.
- At the same time, CCHC hired more data support which increased capacity for developing and maintaining regular reports for outreach. This helped with efficiency by providing actionable lists.

Changes:

- At the same time as designating the three existing staff members for site specific responsibilities, CCHC hired more data support which increased capacity for developing and maintaining regular reports for outreach. This helped with efficiency by providing actionable lists.
- The PCC position was created in the summer of 2016 for .5 FTE per primary care site and the three individuals with .5 FTE projects already assigned were selected to fill these three positions.
- The PCCs report to the clinic manager at each site to assist with navigation. They use monthly registries from e-reports and a homegrown app on their intranet where they access a database to facilitate panel management activities.
- The PCCs have been focused on improving colorectal cancer screening rates and other QIP measures and are expanding to the PHASE population next.
- Identifying the right individuals for the PCC position is key; the position needs someone willing to do what it takes with strong leadership skills.

Results:

The addition of the PCC position at CCHC provides a dedicated team member at each site responsible for all panel management for CCHC primary care patients. This has increased CCHC's capacity for quality improvement activities including outreaching to patients overdue or not at goal. This new position has also been a successful MA retention strategy, however after about two years in the role, they will be likely ready to move on to a different leadership position.

Conclusions:

The addition of Preventive Care Coordinators (PCCs) at each health center site support health centers in advancing clinical quality goals through continuous monitoring of identified QI measures, identification of areas of data quality and clinical performance in need of improvement. While this position may be challenging to hire (finding the right match), this is an essential team member impacting care quality and supporting care teams in achieving goals.

Companion Documents:

Preventive Care Coordinator Job Description

JOB TITLE: Preventative Care Coordinator-Immunization Services

REPORTS TO: Clinic Manager

OVERVIEW: The Preventative Care Coordinator/Immunization Services Lead works as part of a multi-disciplinary team to ensure CommuniCare's patient population receives quality care. This position is responsible for coordinating CommuniCare's immunization services and ensuring compliance with State-funded vaccine programs and registries. The PCC is also responsible for supporting clinic staff members in providing patients with comprehensive immunization services. The PCC ensures that CommuniCare is in compliance with annual employee flu vaccine and TB testing requirements. *CommuniCare Health Centers is a federally qualified health center providing comprehensive patient-centered primary care services including medical, dental, substance abuse treatment, mental health and outreach services to low income, multi-ethnic, uninsured and underinsured populations.*

SITE/HOURS: Full time, 40 hours per week, Monday - Friday. Primary location is Davis Community Clinic with travel required between clinics. Occasional evenings and weekend work as needed.

RESPONSIBILITIES:

The following reflects management's definition of essential functions for this job, but does not restrict the tasks that may be assigned. Management may assign or reassign duties and responsibilities to this job at any time with reasonable accommodation.

1. Serves as the Quality Improvement Program Lead for Davis Community Clinic (DCC). Coordinates and supports QI activities for Davis Community Clinic in collaboration with the Chief Quality Officer, the CommuniCare QI Committee, the DCC clinic manager and lead MA. Activities include continuous monitoring of identified QI measures, identification of areas of data quality and clinical performance in need of improvement.
2. Provide agency-wide coordination and oversight of immunization services and ensure compliance activities are met as outlined under the Vaccines for Children (VFC), Vaccines for Adults (VFA) (317 Program) and CAIR program guidelines. Key activities:
 - a. Maintain and update the Routine Vaccine Management Plan and the Emergency Vaccine Management Plan, and train key clinic staff in the emergency plan.
 - b. Coordinate and submit Annual VFC and VFA Recertification.
 - c. Coordinate, prepare and facilitate annual state site visits.
 - d. Coordinate and conduct VFC and VFA program trainings for Medical Assistants.
 - e. Assist clinical staff in monitoring and maintaining vaccine transportation supplies and train key clinic staff in how to properly transport vaccines.
 - f. Working with the Facilities Director, ensure proper replacement and maintenance of storage units, including defrosting freezer units based on ice buildup (minimum every four months); this process may include moving vaccines.
 - g. Collect and prepare data indicators to ensure program compliance required by VFC, VFA, and CAIR.
 - h. Work with clinical staff at all sites to ensure providers and other medical staff have up-to-date knowledge of current health and immunization standards.
 - i. Monitor ongoing changes and updates as required by VFC, VFA and CAIR.

3. Coordinate and ensure appropriate storage compliance for purchased vaccines.
4. Coordinate annual flu vaccination activities for employees and patients. Assist the Clinic Managers in ensuring flu vaccine inventory is assessed, ordered, monitored and returned on time.
5. Working with the Director of Nursing and Registered Nurses, coordinate TB testing for employees.
6. Work with clinic staff to ensure appropriate storage compliance of miscellaneous items located in refrigerator and freezer units. Miscellaneous items may include but are not limited to: Insulin, A1C cartridges, pharmaceutical samples.
7. Establish and maintain a collaborative working relationship with Yolo County Health and Human Services Agency's immunization employees and attend coordination meetings, as needed.
8. Develop and participate in other activities to promote and increase timely immunizations.

MINIMUM POSITION REQUIREMENTS:

Education and Experience: Medical Assistant certification strongly preferred. College degree *or* high school diploma with 1+ years of related work experience required. One or more years working in a clinic setting, health education, counseling or health-related program required. Experience with program supervision and immunizations preferred. Work experience in health clinic preferred.

Special Skills/Equipment: Bilingual Spanish/English required. Must be able to type and use a computer at intermediate level. Must demonstrate ease delivering injections to infants, children, adolescents and adults. Must demonstrate excellent interpersonal skills and the ability to communicate effectively with patients and their family members. Must be able to drive and must have a car for regular use. Data collection and reporting experience preferred.

Expectations: Attendance and punctuality is necessary. Ability to work well with a multidisciplinary team and demonstrate initiative and motivation. Must have a commitment to excellence and high standards and demonstrate strong written and oral skills, organizational, problem-solving and analytical skills. Must have ability to multitask, manage priorities and workflow. Required to have flexibility and willingness to adapt to changing priorities with enthusiasm, while consistently demonstrating an acute attention to detail. Expected to have strong interpersonal skills and have the ability to understand and follow written/verbal instructions. Able to work independently with little or no supervision. Required to have the ability to deal effectively with a diverse group of individuals at all organizational levels and with external customers.

***Physical Requirements:** **The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

Requires a moderate to high level of mobility, dexterity and flexibility in order to perform essential functions. Ability to operate office equipment, including computer and copier equipment. The employee is occasionally required to walk, bend, reach with hands and arms, and to lift 25 lbs. Must be able to sit or stand for long periods of time. Close vision is required. Work is performed in a typical clinic environment with moderate equipment noise. Occasional travel to other clinics and locations required.

SALARY/BENEFITS:

Compensation depends on experience. Medical, dental, vision, flexible spending account, life insurance, long- and short-term disability, accident/critical illness plans, retirement with match, EAP, paid holidays, continuing education, vacation and sick leave available.

RESUME:

CommuniCare Health Centers
Human Resources Department
P.O. Box 1260, Davis, CA 95617
Email: employment@communicarehc.org

Fax: (530)758-2109

CommuniCare Health Centers requires pre-employment drug testing

This document does not create an employment contract, implied or otherwise, other than an "at will" relationship. My signature below is to acknowledge that I have received a copy of this job description. I have read and I understand the information contained herein. If I have any questions about the content of this job description, I can contact my Supervisor/Manager or Human Resources.

Employee Name (please print)

Employee Signature

Date