

**Cayuga Medical Associates**  
**Job Description**

**Job Title: Clinical Coordinator**

**Purpose:** The Clinical Coordinator performs, coordinates, and supervises clinical functions for the practice. Collaborates as needed with other health care disciplines to meet the needs of the patient and/or family. Demonstrates and promotes the organization's philosophy of excellent customer service and high quality care. The Clinical Coordinator acts as the patient's advocate, manages supplies and equipment, and promotes teamwork with staff, providers, and personnel in other departments. The Nurse practices in accordance with Cayuga Medical Associates' Clinical Policies and Procedures, and operates within the scope of practice established by the New York State Office of the Professions. Maintains performance improvement (PI) activities within the department and participates in PI activities.

**Reports to:** Practice Manager

**CMA Pledge to Service Excellence:**

All CMA employees are required to display the following cornerstones in representing themselves as an employee of Cayuga Medical Associates:

- *Patient- Centered Excellence:* We will provide exceptional and compassionate care, one patient at a time.
- *Teamwork:* We will work together as a cohesive team.
- *Safety:* We will maintain a safe, clean, and welcoming environment.
- *Respect:* We will maintain a respectful and peaceful atmosphere.
- *Professionalism:* We will act in a professional and positive manner.

**Essential Job Functions:**

**Customer Service**

1. Supports the corporation's customer service philosophy.
2. Consistently initiates interaction to provide assistance to individuals who may not be direct customers of the employee (i.e. asks patients who appear to be lost if they need assistance in finding their way).
3. Interacts with all customers in a consistent manner, providing attention, support, and assistance to foster an environment of exceptional personal service.
4. Ensures that all clinical staff provides the highest customer service.
5. Takes appropriate action to recover from a service difficulty, ensuring that the necessary action is taken to affect a resolution to the customer's problem.

6. Assists with implementation processes to establish customer service strategies.

#### **Administrative Duties**

1. Completes reports and statistics as requested by the Practice Manager.
2. Assists in the development and implementation of policies and procedures with practice manager.
3. Plans, controls, directs and coordinates clinical duties to ensure the functioning of the department and staff.
4. Assists in facilitating cooperation between clerical and clinical functions.
5. Assists in developing and analyzing systems for effectiveness and efficiency of work flow and seeks input from providers/staff.
6. Ensures that all changes to operations are effectively communicated to clinical and/or providers prior to implementation.
7. Facilitates cooperation with different CMA practice sites and Departments.
8. Completes other duties as assigned by practice managers and providers, within the scope of nursing practice.

#### **Scheduling**

1. Schedules and assigns staff to increase efficiency and coordination of department staff according to standards; delegates specific duties and tasks.
2. Monitors schedule to prepare for the day/week ahead.
3. Monitors clinical vacation schedules for equity and fairness.

#### **Supervision/Leadership**

1. Supervises nursing care given to children, adult and geriatric patients within the practice according to nursing principles.
2. Gains commitment of subordinates to the facility's mission, values and goals and to the department's focus statement. Translates this into operational guidelines that achieve patient, family, physician and staff satisfaction.
3. Provides leadership and direction in accordance with organizational goals and objectives.
4. Promotes team building, trust and respect in every aspect of the organization.
5. Establishes a positive work environment through recommendation of use of spot awards, participating in CMA Special Events, and site specific special events.
6. Maintains a good working relationship with all staff members within the organization.
7. Demonstrates the ability to be flexible, organized, and function under stressful situations.

#### **Staff Training/Performance Evaluations**

1. Provides orientation for new staff members.
2. Ensures that all clinical staff are trained in core competencies for their position.
3. Plans and conducts monthly staff meetings. Allows staff to participate in problem solving.

4. Provides for professional growth and development of patient care staff through identification of needs, sponsoring training programs, encouraging education (formal and continuing)
5. Works with Practice Manager to coach and develop employees in job related skills through work assignment, establishment of deadlines, direct training and regular feedback.
6. Conducts post-performance improvement monitoring; analyzes and evaluates services to improve nursing care.
7. Evaluates each clinical staff member on regular basis (according to scope of practice) to determine that they maintain their skill level in basic competencies for the assigned position. New employees are evaluated at the end of 90 days.
8. Responsible for ongoing review of all clinical personnel records to ensure that all licenses are current and all requirements to maintain licenses are met.

#### **Human Resources**

1. Participates in interviews and hiring process for clinical personnel.
2. Ensures payroll data is accurately completed as required.
3. Resolves personnel problems in assigned areas following policies and procedures.
4. Applies appropriate progressive disciplinary action.

#### **Budget**

1. Assists in critically evaluating budgeted expenses and makes recommendations to facilitate submissions of an accurate budget.
2. Participates in cost reduction efforts.

#### **Purchasing**

1. Verifies availability of all supplies and equipment required for correct operation of department.
2. Evaluates need for new or different stock items in regard to new trends, needs of the department.
3. Meets with vendors, examines new products.
4. Orders clinical supplies as needed, and completes purchase orders for manager's approval.
5. Verifies each delivery for accuracy and completion.

#### **Safety and Infection Control**

1. Performs all aspects of patient care in an environment that optimizes patient safety and reduces the likelihood of medical/health care errors.
2. Ensures staff follows the five medication rights and reduces the potential for medication errors.
3. Directs all safety measures to prevent accidents, harm or injury in any way to patient, staff or equipment.
4. Supervises and oversees the cleaning and sterile packaging of instruments and the cleaning of equipment.

5. Supervises care of examination/procedure rooms and equipment to ensure cleanliness, sterility and operational ability.
6. Controls traffic to avoid infection.
7. Observes the use and handling of supplies to decrease mishandling and breakage.
8. Verifies that proper temperature and lighting are maintained to provide a comfortable work environment.

### **Personal Development**

1. Demonstrates knowledge of nursing theory and management. Keeps informed of new developments in nursing procedures.
2. Assumes responsibility for own personal continuing education and developmental needs; attends meetings, workshops to enrich personal knowledge, growth and management skills.
3. Completes annual educational requirements.
4. Attends annual review and department in-services as scheduled.

### **Organizational Requirements**

1. Follows policies and procedures related to medicolegal matters, including confidentiality, amendments of medical records, patients' rights, medical records as legal evidence, informed consent and release of information.
2. Maintains a pleasant and helpful demeanor, and presents a professional appearance toward all internal and external customers at all times.
3. Conducts all work activities with respect for coworkers, including the maintenance of a pleasant and professional environment, fostering calmness during stressful situations.
4. Interacts with supervisory personnel in a professional, supportive and courteous manner, venting emotions appropriate to time and place.
5. Demonstrates a commitment to service by consistent attendance and punctuality, scheduling absences according to departmental requirements, and incurring unplanned absences only when unavoidable circumstances exist.
6. Meets dress code standards for the department; including identification.
7. Maintains confidentiality of information at all times.

The above statements are intended to describe the general nature and level of work being performed by people assigned to this position. They are not intended to be an exhaustive list of responsibilities, duties and skills required for successful performance of this role.

### **Knowledge, Skills and Abilities**

- Able to communicate effectively in English, both verbally and in writing.
- Additional languages preferred.
- Basic computer knowledge.
- Operates different equipment utilized in the practice.

**Education and Training**

- Current LPN or RN licensure in the state of New York.
- Current American Heart Association Healthcare Provider BLS Certification required.
- Minimum of two years of nursing management experience preferred.
- Minimum of two years of experience in physician's office preferred.

**Physical requirements:**

- Sitting-- 30%
- Standing-- 70%
- Reaching-- 50%
- Bending- 30%
- Lifting-- must be able to lift 40 lb.

**Working environment:**

- Pleasant conditions; comfortable indoor climate with suitable equipment and tools to carry out the responsibilities of the job.
- Persons in this job may be exposed to communicable disease through patient care and interaction.

I have reviewed the above job description and accept this position with the acknowledgement that I am willing and able to meet all requirements and expectations.

Date \_\_\_\_\_

Employee\_\_\_\_\_

## Appendix

Clinical Coordinator Priority Matrix			
Priority	Function	Description	Frequency
1	Clinic	<ul style="list-style-type: none"> <li>• Monitor the needs of the clinics               <ul style="list-style-type: none"> <li>Staffing</li> <li>Supplies (injections, etc)</li> </ul> </li> <li>• Monitor provider schedules and assist in clinics as needed</li> <li>• Huddle with staff               <ul style="list-style-type: none"> <li>Identify patient needs</li> <li>Discuss clinics</li> <li>Staffing issues</li> <li>Number of providers in office</li> </ul> </li> <li>• Monitor cleaning in the clinics               <ul style="list-style-type: none"> <li>See CMA General Practice Cleaning</li> <li>COVID Cleaning Protocol</li> <li>Nurse Station Cleaning Guide 2020</li> </ul> </li> <li>• Round on clinical team members in morning, lunch, afternoon               <ul style="list-style-type: none"> <li>Check on staff – do they need help</li> <li>Do they have all tools needed to perform duties</li> <li>Any patient concerns</li> <li>Evaluate delays in clinic and work arounds</li> <li>Check in with providers</li> </ul> </li> <li>• Oversee nurse triages</li> <li>• Answer phones</li> <li>• Follow CMA policies and procedures and ensure staff are following them as well</li> </ul>	Daily
2	Staffing	<ul style="list-style-type: none"> <li>• Work with Practice Manager on clinical schedule               <ul style="list-style-type: none"> <li>Request float pool assistance if required – float pool request form</li> </ul> </li> </ul>	Weekly
3	Reports	<ul style="list-style-type: none"> <li>• Operative reports – if applicable</li> <li>• Injection reports – if applicable</li> <li>• Clinical reports – practice specific</li> </ul>	Weekly
4	Point of Care Testing	<ul style="list-style-type: none"> <li>• Ensure all clinical staff are up to date with POC competencies</li> <li>• Ensure machines are validated, as required by the CMC lab</li> <li>• Follow-up with staff on audit results and implement process improvement just in time, as appropriate</li> <li>• Share audit results with practice manager and physician leader</li> <li>• Participate on POC Committee calls</li> </ul>	
5	Inventory Management	<ul style="list-style-type: none"> <li>• Ensure staff verify expiration dates on all clinical supplies</li> <li>• Verify staff have completed all the necessary safety checks for the emergency boxes, AED, and oxygen tanks</li> <li>• Work with Practice Manager to ensure that adequate inventory levels are maintained and</li> </ul>	Weekly

		<ul style="list-style-type: none"> <li>necessary orders are placed</li> <li>• Inform Practice Manager if equipment needs maintenance/repair</li> </ul>	
6	Meetings	<ul style="list-style-type: none"> <li>• Operational meeting with Office Coordinator and Practice Manager</li> </ul>	Weekly
7	Staffing	<ul style="list-style-type: none"> <li>• Clinical Competency – reference policy 6.01</li> <li>• Assist with feedback regarding yearly staff evaluations to the Practice Manager</li> </ul> <p>See Non-salaried employee evaluation</p>	Yearly
8	Meetings	<ul style="list-style-type: none"> <li>• Clinical Practice Counsel</li> <li>• Large Group</li> <li>• Staff meeting</li> </ul> <p>Assist with agenda items Take meeting minutes</p>	Monthly
9	Staffing	<ul style="list-style-type: none"> <li>• Train incoming staff</li> <li>• Sign off on competency of new staff</li> </ul> <p>Competency tool in policy 6.01</p>	Time frames may be more or less depending on frequency