



## Job Description - Staff

|   |  |
|---|--|
| <b>Job Title:</b> Population Health Assistant   | <b>Exempt</b> <b>Non-Exempt</b> ■              |
| <b>Reports to:</b> Regional Director, Clinical Operations   | <b>Supervisory Responsibility:</b> Yes    ■ No |
| <b>Supervises:</b> None   | <b>Approval Date:</b>                          |
|   | <b>Date Last Revised:</b>                      |
| <b>I.      Job Summary / Job Purpose</b>  |  |
| <p>The Population Health Assistant supports the administrative and patient contact team by interacting directly and indirectly with patients, their families, providers and community resources. Completes administrative dues, generates reports, abstracts data, and supports other team members as designated.</p>   |  |
| <b>II.     Essential Functions</b>  |  |
| <ol style="list-style-type: none"> <li>1. Actively engages with specified managed populations to gather information about current health status. Protects the confidentiality of individual’s information. Coordinates member services, and shares information as needed with other members of the care management team.</li> <li>2. Obtains demographic and clinical information about members, including interactions with acute care facilities, member eligibility and participating requirements, and meaningful data from the clinical records for specific patient populations. Enters data accurately into the care management system as required.</li> <li>3. Generates periodic reports from the care management information system, to support the activities of the team members. Continually evaluates the most effective method for generating information needed by the care management team.</li> <li>4. Actively participates in quality activities by communicating and coordinating with the care management team in the development of tool for optimal consumer outcomes.</li> </ol> |  |
| <b>III.    Core Expectations</b>  |  |
| <p>Employee demonstrates our Core Values:</p> <ul style="list-style-type: none"> <li>· <b>Reverence:</b> Having a profound spirit of awe and respect for all creation, shaping relationships to self, to one another and to God and acknowledging that we hold in trust all that has been given to us.</li> <li>· <b>Integrity:</b> Moral wholeness, soundness, uprightness, honesty and sincerity as a basis of trustworthiness.</li> <li>· <b>Compassion:</b> Feeling with others, being one with others in their sorrows and joys, rooted in the sense of solidarity as members of the human community.</li> <li>· <b>Excellence:</b> Outstanding achievement, merit, virtue; continually surpassing standards to achieve/maintain quality.</li> </ul>   |  |
| <b>IV.    Core Job Competencies</b>   |  |
| <p><b>Accountability:</b> Takes full responsibility for the conduct and results of own work. Holds self/ others accountable for goal attainment. Demonstrates an understanding of the link between one’s own job responsibilities and overall organizational goals, priorities and needs. <i>Fulfills all commitments made to peers, co-workers, and supervisor. Shows commitment/dedication and accountability in one’s work, and follows through on all projects, goals, aspects of one’s work. Informs appropriate individuals when assigned tasks will not be completed in agreed upon time frame.</i></p>  |  |



**Adaptability/Flexibility:** Understands and appreciates different and opposing perspectives on an issue. Adapts one's approach as situations change and accepts changes within one's own job or the organization at large. *Recognizes the merits of different approaches and uses them in accomplishing work activities. Modifies own behavior to fit the situation at hand or to meet the expectations of others. Adjusts easily to changes at work.*

**Initiative:** Takes appropriate independent action, addresses issues proactively, engages in problem solving, generates new ideas and solutions, seeks out new responsibilities and acts on opportunities for self-development. *Goes beyond expectations in the assignment, task, or job description without being asked. Demonstrates a sincere positive attitude towards accomplishing tasks. Takes action before being asked or before the situation necessitates action (i.e., forced to by events).*

**Integrity & Spirituality:** Is open and honest in all interactions. Acts with moral wholeness, soundness and truthfulness. *Demonstrates an understanding of the link between one's own behavior and the organization's values. Accountable for one's actions and performance. Honors and cares for the dignity, safety and well-being of all persons in mind, body and spirit. Exhibits high ethical standards of conduct that promote doing the right thing.*

**Quality:** Is attentive to detail and accuracy, is committed to error prevention, monitors, owns and acts on quality work. Looks for and participates in opportunities for process improvements. *Completes all work according to procedures, policies and standards. Notices opportunities to improve quality in work processes, service and care delivery then takes action to do so. Looks beyond the requirements of one's own job to offer suggestions for improvements of overall organization operations. Personally seeks to add value in every work assignment with commitment and accuracy. Safety: Learns and practices safety as a personal priority in your work. Addresses potential safety concerns. Willing to address unsafe behaviors in others. Commits to team safety.*

**Safety:** Learns and practices safety as a personal priority in your work. Addresses potential safety concerns. Willing to address unsafe behaviors in others. Commits to team safety. *Complies, models and promotes safety practices and expectations within the work environment. Addresses potential safety concerns by actively participating in the detection and reporting of all safety and health concerns, unsafe practices, hazardous conditions and deficiencies that could adversely impact a patient, resident, visitor or other employee. Learns and practices safety as a personal priority through the application of the SafetyFirst Error Prevention Expectations and Techniques in daily work as described below:*

- **Assures clear and complete communication by practicing the following techniques** - Taking ownership of the patient or project until handed off to the appropriate person through use of "5Ps"-(Patient/Project, Plan, Purpose, Problems, Precautions); utilizing SBAR (Situation, Background, Assessment, Recommendation) as a communication tool when a decision is needed; using Repeat Backs and Read Backs to communicate routine but important information; and documenting legibly and accurately by providing factual detail in a timely manner. Seeks clarity with the original source if questions arise.
- **Addresses unsafe behaviors in others by practicing personal, patient and team safety** – Demonstrates an open, personal and team commitment to safety as evidenced by: Practicing team member checking and team member coaching; and elevating concerns using ARCC (ask a question, request a change, voicing a concern and utilizing the organization's Chain of Command policy when appropriate.
- **Uses critical thinking skills to ensure actions are the best given the situation and having a Questioning Attitude** - Validating and verifying when questions arise; and stopping and resolving in the face of uncertainty.
- **Pays attention by focusing on the details at hand to prevent unintended errors.** Pausing and practicing self-checking before engaging in safety critical tasks by utilizing-STAR (Stop, Think, Act, Review)

**Service Excellence:** Builds confidence, is committed to increasing satisfaction, sets achievable expectations, assumes responsibility for solving problems, ensures commitments are met, solicits opinions and ideas and responds to patients, coworkers, physicians, and all other stakeholders. Maintains pleasant and professional image. *Intentionally seeks out the customer needs. Asks questions to accurately identify customer needs/expectations and to assess customer satisfaction with service being provided. - Adheres to Service Excellence Practice: Rounding - Patient hourly rounds, internal customer rounding, etc. Engages with customers in a manner that fosters positive association with team/department/facility/CHL/community. Adheres to Service Excellence Practice: Maximize Confidence/Managing Up) Provides appropriate service recovery when needed .Adheres to Service Excellence Practice: 4 A's- Anticipate, Acknowledge, Apologize, Amends greets customers. Adheres to Service Excellence Practice: SMILE or AIDET. Recognizes peers when they are providing excellent care. Adheres to Service Excellence Practice: Recognize & Appreciate, Commend & Praise*

**Teamwork:** Collaborates with others to achieve common goals. Listens, works to resolve conflicts, supports and upholds team decisions. Builds constructive relationships by appreciating and respecting the diversity and contributions of others. Promotes an overall positive team atmosphere. *Puts goals of the group ahead of one's own agenda, and supports and acts in accordance with final group decisions even when such decisions may not entirely reflect one's own position.*



**KentuckyOne Health Partners**

KentuckyOne Health®

*Participates in the team, seeking together the common good and well-being of all. Creates a workplace that fosters community. Honors and respects each individual's unique diversity. Solicits opinions from many diverse perspectives that are affected by plans or actions and gives credit and recognition to others who have contributed.*

**Education / Accreditation / Licensure (required & preferred):**

**Required:**

- High school diploma or GED

**Preferred:**

**Experience (required and preferred):**

**Required:**

- Previous experience as a nursing assistant or medical assistant, or complement of one semester of healthcare related clinical experience.
- Demonstrated proficiency in use of electronic systems, including Microsoft Office platforms
- Familiarity with medical terminology
- Effective communication skills, verbally and written.

**Preferred:**

- At least one year of administrative support
- Knowledge of Kronos, Concur, Cerner, and Allscripts.
- Demonstrated ability in project coordination
- Demonstrates familiarity with local demographics, geography and community

**V. Work Environment/Job Activities**



# KentuckyOne Health Partners

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### TRAVEL

Local  
National

### DEGREE OF FREQUENCY

|  |   |   |                              |
|--|---|---|------------------------------|
| <input type="checkbox"/> High-over 60% | <input checked="" type="checkbox"/> Moderate-31-60% | <input type="checkbox"/> Light-0-30%            | <input type="checkbox"/> N/A |
| <input type="checkbox"/> High-over 60% | <input type="checkbox"/> Moderate-31-60%            | <input checked="" type="checkbox"/> Light-0-30% | <input type="checkbox"/> N/A |

### PHYSICAL ACTIVITIES/EQUIPMENT USAGE

(Please note the percentage of time the activity or equipment is used as part of the job.)

| Activities        | HIGH<br>Over 60%                    | MODERATE<br>31-60%                  | LIGHT<br>0-30%                      | NONE<br>0%               |
|-------------------|-------------------------------------|-------------------------------------|-------------------------------------|--------------------------|
| Sitting           | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> |
| Standing          | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> |
| Bending           | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> |
| Walking           | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> |
| Driving           | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> |
| Dexterity         | <input type="checkbox"/>            | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| Vision            | <input type="checkbox"/>            | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| Hearing           | <input type="checkbox"/>            | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| Lifting (20 lbs.) | <input type="checkbox"/>            | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| Repetitive        | <input type="checkbox"/>            | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| Motions           |                                     |                                     |                                     |                          |
| <b>Equipment</b>  |                                     |                                     |                                     |                          |
| Computer          | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/> |
| Telephone         | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/> |
| FAX               | <input type="checkbox"/>            | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| Scanner           | <input type="checkbox"/>            | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| Copier            | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> |

Other physical activity or equipment usage if moderate or high (please explain):

### VI. Disclaimers

- This job description reflects KYOne Health Partner's assignment of essential functions; it does not prescribe or restrict the tasks that may be assigned.
- Critical features of this job are listed above. They may be subject to change at any time due to reasonable accommodation or other reasons.

### VII. Acknowledgement

I have read and received a copy of this job description.

Employee's Signature/Date \_\_\_\_\_