



Job Description – Staff

Job Title: RN Population Health Coach	Exempt <input checked="" type="checkbox"/> Non-Exempt <input type="checkbox"/>
Reports To: Regional Director – Clinical Operations (Care Management)	Supervisory Responsibility: no
Group: KentuckyOne Health Partners	Approval Date: 1-15-16
	Date Last Revised: 1-15-16
I. Job Summary / Job Purpose	
<p>The RN Population Health position is responsible for coordinating a wide range of self-management support and disease registry activities for entire populations. Collaboration with physicians, staff and other care team members to improve quality care and outcomes is essential to the multi-discipline approached needed to manage these populations.</p>	
II. Essential Functions	
MAJOR DUTIES & RESPONSIBILITIES: In-State Travel Required	
<ol style="list-style-type: none"> 1. Works with “at risk” members and families on Self-Management Support including: <ol style="list-style-type: none"> a. Setting short and long-term goals for self-management of chronic disease. b. Addressing medication adherence in patients not meeting outcome goals. c. Adherence to Evidence based protocols d. Working with members to create a plan for health behavior change by: <ol style="list-style-type: none"> i. Assessing and working on the patient’s readiness to change, the importance of change, and confidence in ability to change. ii. Helping the patient to identify and overcome barriers iii. Refers for appropriate service. e. Performs individual needs assessment, care plan design, documentation and implementation, and evaluation of outcomes f. Providing needed patient education regarding specific health care skills and general disease concepts. g. Facilitates collaboration, communication and coordination among all responsible parties of an individual’s multidisciplinary health care team striving to eliminate fragmentation, variation, duplication or gaps in care. 2. Assessing and collaborating with clinic managers and directors for CIN practices on strategies to achieve individual clinic goals such as quality indicators and cost-efficiency 3. Understands and self-manages to support CIN-level success goals, including improvements in quality, cost of care and member experience for the CIN’s population. 	
III. Core Expectations	
<p>At KentuckyOne Health, we expect all our employees to live the values of Reverence, Integrity, Compassion and Excellence at work by:</p> <ul style="list-style-type: none"> • Honoring and caring for the dignity of all persons in mind, body, and spirit • Ensuring the highest quality of care for those we serve • Working together as a team to achieve our goals • Improving continuously by listening, and asking for and responding to feedback • Seeking new and better ways to meet the needs of those we serve • Using our resources wisely • Understanding how each of our roles contributes to the success of KentuckyOne Health. 	
IV. Core Job Competencies	



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1. Accountability:

Focuses on results and desired outcomes setting a climate of achievement. Holds others accountable for goal attainment.

- a. Ensures accountability by providing timely feedback about team and individual progress on projects/goals.
- b. Ensures others deliver on commitments.
- c. Follows through on commitments.

2. Adaptability/Flexibility:

- a. Understands and appreciates different and opposing perspectives on an issue.
- b. Adapts one's approach as situations changes within one's own job or the organization at large.

3. Initiative:

- a. Addresses issues proactively
- b. Engages in problem-solving.
- c. Generates new ideas and solutions.
- d. Seeks out new responsibilities.
- e. Acts on opportunities for self-development.

4. Integrity & Values:

- a. Is open and honest in all interactions.
- b. Acts with moral wholeness, soundness, and truthfulness.

5. Quality:

- a. Is attentive to detail and accuracy.
- b. Is committed to error prevention.
- c. Monitors, owns and acts on quality work.
- d. Looks for and participates in opportunities for process improvements.

6. Safety:

- a. Learns and practices safety as a personal priority in your work.
- b. Addresses potential safety concerns.
- c. Willing to address unsafe behaviors in others.

7. Service Excellence:

- a. Builds confidence and is committed to increasing satisfaction.
- b. Sets achievable expectations and assumes responsibility for solving problems.
- c. Ensures commitments are met.
- d. Solicits opinions and ideas and responds to patients, coworkers, physicians, and other stakeholders.
- e. Maintains pleasant and professional image.

8. Teamwork:

- a. Collaborates with others to achieve common goals.
- b. Listens, works to resolve conflicts, supports and upholds team decisions.
- c. Builds constructive relationships by appreciating and respecting the diversity of others.
- d. Promotes an overall positive team atmosphere.



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Education / Accreditation / Licensure (required & preferred):

Required:

- Current unrestricted license by the State of Kentucky as a registered nurse
- Bachelor of Science in Nursing.
- Certification as Healthcare Coach or obtained within one year of hire.

Preferred:

- Masters of Science in Nursing
- Certification in case management, public health and/or community health

Experience (required and preferred):

Required:

- Three years of clinical, community, public health, case management, or health coaching experience.
- Must have strong organizational and time management skills, strong interpersonal skills and the ability to handle multiple priorities
- Knowledge of and practical use of good business English, spelling, arithmetic, practices and the ability to communicate effectively using written and verbal skills. Proficient in email communications and internet usage along with basic use of Microsoft Excel and Word.
- Knowledge of information technology to evaluate care effectiveness (care process, outcomes and cost) for individual users of health care and patient populations
- Ability to work autonomously within matrix environment without direct supervision or support.
- Demonstrates a wide theory base and sound clinical skills to function as a nurse generalist.

Preferred:

- CIN/ACO or Health Insurance experience
- Familiarity with the health industry including providers and vendors in the region
- Community or Ambulatory Care, home care, public health and/or social service experience preferred.
- Familiar with "Kentucky Statue 209A.030 Administrative regulation. Reports of abuse or neglect-Cabinet actions-Penalty for failure to report abuse or neglect and Kentucky One Health policy. "Guidelines and Model Policy for Responding to Government Investigations", PolicyStat ID: 384936.

V. Work Environment/Job Activities



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TRAVEL

Local

High-over 60%

Moderate-31-60%

Light-0-30%

N/A

National

High-over 60%

Moderate-31-60%

Light-0-30%

N/A

DEGREE OF FREQUENCY

PHYSICAL ACTIVITIES/EQUIPMENT USAGE

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

Activities	HIGH Over 60%	MODERATE 31-60%	LIGHT 0-30%	NONE 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				
Equipment				
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 _____