

UW HEALTH JOB DESCRIPTION

OB Medical Home Care Coordinator

Job Code: 540075	FLSA Status: Non-Exempt	Mgt. Approval: S. Johnson	Date: February 2021
Department: OBGYN		HR Approval: J. Olson	Date: February 2021

JOB SUMMARY

The OB Care Coordinator is responsible for the early identification of pregnant patients who qualify for the OB Medical Home (OBMH) program. The Coordinator is responsible for collaborating with providers and clinical care teams to enhance patient experience, identify individual health needs, and improve birth outcomes. The Coordinator will assist with scheduling obstetrical appointments both internally and externally and will work in collaboration with BadgerCare HMO Coordinators, external Prenatal Care Coordinators, and Patient Resources. The incumbent will collaboratively develop patient goals, monitor progress, address barriers to goal achievement, and evaluate outcomes of individualized care plans. This role provides training, guidance, and mentors staff and physicians on the management of complex psychosocial patient issues.

MAJOR RESPONSIBILITIES

ASSESSMENT

- Provide for early identification of potential OBMH candidates and enter patient into OBMH Registry.
- Complete a comprehensive assessment with the patient to identify areas of strength and need.
- Evaluate complex patient and family situations; utilize crisis intervention, conflict resolution, and mediation to address patient/family concerns.
- Collaboratively develop patient goals, monitor progress, address barriers to goal achievement, and evaluate outcomes of individualized care plans.

COORDINATION OF SERVICES

- Network proactively with and demonstrate a working knowledge of community resources, including transportation, housing, childcare, food scarcity, and domestic violence.
- Discuss and arrange patient home visit(s) if desired.
- Assist with insurance coverage questions and coverage continuation for mother and baby. Demonstrate and apply knowledge of state rules and federal regulations that ensure safety, quality of life, and protection of patient rights.
- Engage patient/family in the treatment and decision-making process with respect to patient rights, principles of confidentiality, respect for patient privacy, and right to self-determination.
- Provide interventions which demonstrate knowledge of and sensitivity toward cultural diversity and the spiritual, developmental, and educational backgrounds of the population served.
- Recommend improvement ideas when gaps in care or needed resources or coordination are identified.

PROVIDE SUPPORT AND EDUCATION

- Engage the patient in helping to develop the care plan and helping her understand the benefits of working with a care coordinator.
- Provide information to the patient about her specific conditions and risk factors and help her be a partner in her own care.
- Provide information on a wide array of topics that may help the patient improve her health and the health of her baby.
- Provide age specific education and information to patient/family, particularly related to coping, community resources, and advocacy.

COMMUNICATION

- Build patient relationships on trust and encouragement.
- Document and verbally communicate all assessments, interventions, and clinical services provided to reflect case activity.

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- Utilize appropriate communication style and techniques in regard to the age, developmental stage, and educational needs of the patient and family or audience.

All duties and requirements must be performed consistent with the UW Health Organizational Performance Standards.

JOB REQUIREMENTS

Education	Minimum	Bachelor's Degree in Social Work, Public Health, Psychology, Sociology, Nursing, or related field
	Preferred	Master's Degree in Social Work if an experienced Social Worker
Work Experience	Minimum	
	Preferred	Two (2) years prior experience in OBGYN care
Licenses & Certifications	Minimum	
	Preferred	<ul style="list-style-type: none"> Certified Advanced Practice Social Worker (CAPSW) or Certified Independent Social Worker (CISW) or Licensed Clinical Social Worker (LCSW) if an experienced Social Worker Registered Nurse in the state of Wisconsin if an RN
Required Skills, Knowledge, and Abilities		<ul style="list-style-type: none"> Assessment and evaluation skills Ability to work independently while collaborating effectively as a team member with other health professional team members Proven skills in identification of stressors affecting patients and their families Knowledge of and ability to work within a complex health care system Skilled in verbal and written communication Expertise in conflict mediation, abuse and neglect, advance directives, crisis intervention, and government programs Ability to travel between three (3) Ob/Gyn Clinics on a frequent basis Take creative problem-solving approaches to address complex situations Utilize critical thinking and conflict resolution skills to effectively balance competing needs and responsibilities. Demonstrates professionalism and good interpersonal skills in communicating with all customers. Utilize negotiation skills, which effectively promote constructive solutions.

AGE SPECIFIC COMPETENCY (Clinical jobs only)

Identify age-specific competencies for direct and indirect patient care providers who regularly assess, manage and treat patients.

Instructions: Indicate the age groups of patients served either by direct or indirect patient care by checking the appropriate boxes below. Next,

<input type="checkbox"/>	Infants (Birth – 11 months)	<input checked="" type="checkbox"/>	Adolescent (13 – 19 years)
<input type="checkbox"/>	Toddlers (1 – 3 years)	<input checked="" type="checkbox"/>	Young Adult (20 – 40 years)
<input type="checkbox"/>	Preschool (4 – 5 years)	<input checked="" type="checkbox"/>	Middle Adult (41 – 65 years)
<input type="checkbox"/>	School Age (6 – 12 years)	<input type="checkbox"/>	Older Adult (Over 65 years)

JOB FUNCTIONS

Review the employee's job description and identify each essential function that is performed differently based on the age group of the patient.

PHYSICAL REQUIREMENTS

Indicate the appropriate physical requirements of this job in the course of a shift. *Note: reasonable accommodations may be made available for individuals with disabilities to perform the essential functions of this position.*

Physical Demand Level	Occasional Up to 33% of the time	Frequent 34%-66% of the time	Constant 67%-100% of the time
Sedentary: Ability to lift up to 10 pounds maximum and occasionally lifting and/or carrying such articles as dockets, ledgers and small tools. Although a sedentary job is defined as one, which involves	Up to 10#	Negligible	Negligible

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	sitting, a certain amount of walking and standing is often necessary in carrying out job duties. Jobs are sedentary if walking and standing are required only occasionally and other sedentary criteria are met.			
X	Light: Ability to lift up to 20 pounds maximum with frequent lifting and/or carrying of objects weighing up to 10 pounds. Even though the weight lifted may only be a negligible amount, a job is in this category when it requires walking or standing to a significant degree.	Up to 20#	Up to 10# or requires significant walking or standing, or requires pushing/pulling of arm/leg controls	Negligible or constant push/pull of items of negligible weight
	Medium: Ability to lift up to 50 pounds maximum with frequent lifting/and or carrying objects weighing up to 25 pounds.	20-50#	10-25#	Negligible-10#
	Heavy: Ability to lift up to 100 pounds maximum with frequent lifting and/or carrying objects weighing up to 50 pounds.	50-100#	25-50#	10-20#
	Very Heavy: Ability to lift over 100 pounds with frequent lifting and/or carrying objects weighing over 50 pounds.	Over 100#	Over 50#	Over 20#
List any other physical requirements or bona fide occupational qualifications:				

Note: The purpose of this document is to describe the general nature and level of work performed by personnel so classified; it is not intended to serve as an inclusive list of all responsibilities associated with this position.