

UW HEALTH JOB DESCRIPTION

ACO Outreach Coordinator

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| Job Code: 310054 | FLSA Status: Non-Exempt | Mgt. Approval: A. Thomas | Date: February 2023 |
| Department: Population Health | | HR Approval: J. Olson | Date: February 2023 |

JOB SUMMARY

Under the direction of UW Health Accountable Care Organization (ACO) Leadership, the ACO Outreach Coordinator will serve as a community outreach specialist, responsible for outreach to patients/beneficiaries who are overdue for health maintenance/preventive screenings such as breast cancer and colon cancer screening. The ACO Outreach Coordinator will primarily focus on the ACO beneficiary patient population for purposes of patient outreach and closing gaps in care. The ACO Outreach Coordinator will use motivational interviewing and care coordination techniques for tracking and follow-up purposes to reduce disparities in underserved populations. The ACO Outreach Coordinator will engage with care teams and will meet with the ACO Leadership team regularly.

MAJOR RESPONSIBILITIES

- Provide indirect services such as patient outreach, appointment scheduling, chart reviews, appointment reminders, and follow-up
- Provide culturally responsive and appropriate health education, preventive health information, and outreach
- Effectively maintain caseload and perform proactive chart reviews to determine health maintenance services/prevention screenings which are overdue
- Facilitate patients to schedule appointments and overcome barriers to access, including coordination with social work
- Provide education through coaching and materials approved by ACO Leadership and UW Health
- Ensure appropriate language access
- Follow-up with patient after appointment for feedback

ALL DUTIES AND REQUIREMENTS MUST BE PERFORMED CONSISTENT WITH THE UW HEALTH PERFORMANCE STANDARDS.

JOB REQUIREMENTS

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| Education | Minimum | High School diploma or equivalent |
| | Preferred | Associate Degree in Healthcare or related field |
| Work Experience | Minimum | One (1) year of experience in community outreach, health education, or population health |
| | Preferred | <ul style="list-style-type: none"> • Three (3) years of experience in community outreach, health education, or population health • Previous experience in a health care setting |
| Licenses & Certifications | Minimum | |
| | Preferred | |
| Required Skills, Knowledge, and Abilities | | <ul style="list-style-type: none"> • Demonstrated ability to function as a team member • Demonstrated ability to work independently • Ability to build collaborative relationships • Ability to be flexible • Interest in learning about health care, human relations, administration, or other related medical fields • Ability to communicate effectively and relate to individuals from various economic, social, and cultural backgrounds • Well connected to the community and resources within community/population served • Effective written and verbal communication skills, demonstrating respect and cultural awareness during interactions with clients • Computer technical skills for word processing and database management |

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,

| | |
|-----------------------------|----------------------------|
| Infants (Birth – 11 months) | Adolescent (13 – 19 years) |
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| Toddlers (1 – 3 years) | Young Adult (20 – 40 years) |
| Preschool (4 – 5 years) | Middle Adult (41 – 65 years) |
| School Age (6 – 12 years) | Older Adult (Over 65 years) |

JOB FUNCTION

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 |
|---|-------------------------------------|---|---|
| X Sedentary: Ability to lift up to 10 pounds maximum and occasionally lifting and/or carrying such articles as docket, ledgers and small tools. Although a sedentary job is defined as one, which involves 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. | Up to 10# | Negligible | Negligible |
| 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: | | | |

Work/Environmental: Moderate noise level consistent with an office environment, varied public event settings indoor and outdoor, frequent travel by car and foot..