

UW HEALTH JOB DESCRIPTION

Patient Family Liaison

Job Code: 300042	FLSA Status: Non-Exempt	Mgt. Approval:	Date:
Department : AFCH Child Life Services/10130		HR Approval: cmw	Date: 10.2015

JOB SUMMARY

The Patient Family Liaison partners with Registered Nurses and other team members to coordinate care and provide support for patients enrolled in the Pediatric Complex Care Program and their families. The Pediatric Complex Care Program (PCCP) provides care coordination and medical management for children with medical complexity who have dysfunction in many organ systems, receive care from many pediatric specialists, and have frequent clinic visits or hospitalizations. The Patient Family Liaison will work closely with families to ensure that they are appropriately connected to clinical, social, and community resources, and will assist families with navigation of the health care system.

MAJOR RESPONSIBILITIES

1. Understand the roles of all PCCP team disciplines in order to orient and inform patients, families and referral sources about the PCCP and the team approach to care.
2. Develop long-term positive relationships with patients and families. Act as an advocate for the patients and families, and teach positive advocacy skills to parents new to caring for a child with medical complexity. Work with PCCP team members to assist in care coordination activities as described below.
3. Proactively communicate with families by telephone to gather information and follow up on ongoing issues, triaging clinical questions to PCCP clinical staff as appropriate.
4. Assist with proactive review of PCCP patients' charts to ensure recommended follow up is scheduled. Assist with scheduling patient appointments and diagnostic testing when appropriate.
5. Communicate with PCCP team and other members of the health care team to achieve optimal coordination. Attend appointments or meetings regarding PCCP program patients when requested.
6. Demonstrate knowledge about community resources. Identify potential resources for enrolled patients and families in response to family-identified needs. Work closely with the Family Resource Center and PCCP Social Worker to facilitate appropriate referrals.
7. Facilitate continuity of care for patients enrolled in the PCCP by planning and exchanging information with PCCP team members, school, and community health and other social service agencies while preserving confidentiality. Act as a liaison between families, providers, schools, nursing agencies and other community agencies as appropriate.
8. Organize and document family care conferences.
9. Utilize the electronic medical record to obtain information and document clinical activities as instructed and under the guidance of RN.
10. Type reports, letters, memos, and other correspondences. Fax and mail documents when requested.
11. Respond timely and politely to telephone calls. Take accurate messages and triage calls as appropriate.
12. Contact insurance companies and review agencies to initiate prior approval for supplies, medications, and diagnostic tests.
13. Maintain confidentiality in handling all patient and PCCP related matters.
14. Communicate with patients/families about appointment or "paperwork" needs and communicate to RN/provider as appropriate.
15. Collect and enter data into PCCP registry as instructed.
16. Treat patients, families, physicians, visitors and co-workers courteously, and with respect.
17. Attend PCCP meetings and relevant training.
18. Performs other duties as assigned.

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

JOB REQUIREMENTS

Education	Minimum	High school education or equivalent.
	Preferred	Associate or Bachelor degree strongly preferred.
Work Experience	Minimum	One year of experience in health care with an emphasis on customer service, including scheduling, registration or insurance focus.

UW HEALTH JOB DESCRIPTION

	Preferred	
Licenses & Certifications	Minimum	
	Preferred	
Required Skills, Knowledge, and Abilities		<ul style="list-style-type: none"> Ability to navigate the health care system and coordinate with multiple services. Ability to be flexible when prioritizing and multi-tasking in order to meet the needs of the patients, parents, physicians and other hospital staff. Ability to type a minimum of 50 words per minute. Experience with medical forms, letters and prior authorizations preferred. Experience with data entry and use of the electronic medical record preferred. Excellent communication skills (oral and written) are necessary. Experience working with families of diverse ethnic, cultural and socioeconomic backgrounds preferred. Possess a positive attitude, excellent teamwork skills, and professional demeanor when interacting with members of the health care team, community organizations/resources, and with patients/families. Strong organizational skills. Ability to maintain records, coordinate clinic appointments, and prioritize work independently. Ability to concentrate and pay close attention to detail. Ability to learn computer and application skills as applicable to role Ability to interact with and work around people Ability to make judgments in demanding situations Ability to react to frequent changes in duties and volume of work Effective communication skills Ability to listen empathetically Ability to logically organize details Comfortable accepting responsibility for medium to large scale projects involving multiple resources and spanning many months from start to finish Ability to manage multiple concurrent activities

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)
	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 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.*

UW HEALTH JOB DESCRIPTION

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 dockets, 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:				

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.