

UW HEALTH JOB DESCRIPTION

Bone Marrow Transplant Coordinator

Job Code: 850003	FLSA Status: Exempt	Mgt. Approval: B Campbell	Date: 11-17
Department : 5325 Bone Marrow Acquisition		HR Approval: M Buenger	Date: 11-17

JOB SUMMARY

The Bone Marrow Transplant (BMT) Coordinator is responsible for coordination of the evaluation and preparation of patients for Hematopoietic Stem Cell (HSC) transplantation, cellular therapies, and long-term management of patients post-treatment. The BMT Coordinator is responsible for coordinating patient care across multiple areas –the outpatient clinics, the inpatient nursing unit and the community – in order to provide continuity of patient care across settings.

Problems encountered have a significant level of complexity due to both clinical and logistical issues. Independent thinking and a high degree of problem solving and innovation are required to resolve complex and unanticipated problems, applying appropriate interventions to individual patients and patient problems while performing daily tasks.

The BMT Coordinator is also expected to serve as a clinical resource for other team members, patients/family/caregivers, referring case managers and community clinicians. Although supervision and direction are provided by the BMT Program Manager and physicians, the BMT Coordinator has wide latitude in decision making within written organizational and department policies and principles (i.e. Delegation Protocols and Clinical Program SOP Manual).

A wide variety of internal and external relationships are involved in performance of the BMT Coordinator's duties:

- Interacts daily with patients, families/caregivers, nurses, pharmacists, social workers, discharge planners and physicians (both UW Health faculty/fellows and referring physicians) to provide and facilitate care.
- Communicates and collaborates with community physicians, pharmacists, laboratory personnel, home health agencies, insurance company case managers and medical directors to ensure a successful continuum of care.
- Utilizes his/her knowledge of transplant/cellular therapy contract requirements, in conjunction with the Financial Coordinator and the appropriate UW Health. personnel, to help ensure contract compliance.

Organizational skills and problem solving abilities are paramount. In addition to independently planning and scheduling his/her own daily schedule, the Coordinator must be able to prioritize clinical issues and case manage a large number of patients in various stages of the transplant/cellular therapy processes including outpatients pre-treatment, inpatients at UW HEALTH and long-term post-treatment patients. Additionally, the BMT Coordinator must integrate the clinical responsibilities noted above, provide assistance and guidance to other program staff, and participate in program development, research and educational activities.

The BMT Coordinator must demonstrate knowledge and competence regarding the management and care of patients with oncologic and hematologic malignancies and other diseases that are treated with HSC transplantation and cellular therapies, including knowledge of disease pathophysiology, diagnostic testing, coordination and timing between completion of standard care and transplant/cellular therapy, treatment eligibility criteria, pre-treatment conditioning regimens, immunosuppressive regimens, side effects and supportive care protocols. He/she must be knowledgeable in the management of post treatment complications. The Coordinator must also demonstrate knowledge and competence in the evaluation and eligibility criteria for autologous, related family and unrelated donors, as well as the methods of cell collection and anticipated side effects and management.

MAJOR RESPONSIBILITIES

The incumbent provides direct patient care including education of patients and families/caregivers regarding transplantation/cellular therapy, and assessment, monitoring and management of patients' pre- and post- treatment course including side effects and complications. Incumbent performs his/her job demonstrating technical ability, understanding of job expectations and compliance with organizational policies and procedures. The incumbent is also facile with computer work including medical record navigation, and use of Microsoft Office products to generate documents. The incumbent performs the following **job responsibilities, including others, as assigned**:

A. PATIENT CARE

The BMT Coordinator coordinates and promotes the clinical activities of adult and pediatric autologous and allogeneic HSC transplantation, and other cellular therapies.

1. Schedule patient appointments with referring physicians, obtaining necessary demographic, financial and medical information. Provide written notification of appointment to both patient and referring physician.
2. Conduct pre-treatment interviews with prospective transplant/cellular therapy patients and families. Interpret eligibility criteria for

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patients, families, physicians and outside agencies. Obtain medical and social histories.

3. Conduct donor searches and interpret Human Leukocyte Antigen (HLA) testing results for recipients and donors including presence of recipient HLA antibodies. With the HLA staff and medical team, help identify the best donors for patients.
4. Schedule and coordinate pre-treatment testing of potential HSCT/cellular therapy candidates and/or donors. Provide written notification of testing schedule to patient/caregiver.
5. Conduct pre-treatment evaluation of donors with the provider and educate regarding collection method.
6. Secure insurance approval for all services scheduled, including transplant and cellular therapies. Prepare letter of medical necessity and pre-treatment evaluation results and submit to insurer. Work closely with Transplant Financial Coordinators and Case Managers to ensure insurance authorization is obtained for all transplants and cellular therapies.
7. Prepare and analyze pre-treatment clinical data and collaborate with other medical personnel in preparation of patients and families for transplantation and cellular therapies.
8. Educate patients and families/caregivers and donors regarding all aspects of transplantation/cellular therapy and serve as their advocate.
9. Contribute to the collaborative development of the weekly transplant admission schedule, taking into account each patient's priority status as well as the availability of the Operating Rooms, Infusion Center, Radiation Oncology, Cell Processing Laboratory, adult/pediatric nursing units and medical staff.
10. Participate in the HSCT patient care conferences, working closely with the outpatient/inpatient medical, nursing and support staff personnel.
11. Provide back-up support to peers (BMT coordinators).
12. Provide telephone consultation and follow-up support to patients and their families. This requires the ability to recognize and assess patient problems and symptoms, apply appropriate medical interventions in compliance with written transplant/cellular therapy protocols and interpreting these to community physicians and health professionals involved in the care of transplant patients.
13. Assist BMT Social Worker with completion and forwarding of insurance and disability forms for HSCT patients.
14. Document appropriately in HealthLink.

B. CONSULTATION

1. Provide consultation to UW Health Medical Faculty, other physicians, nurses and other health care professionals who provide health care to HSC transplant or cellular therapy patients.
2. Provide patient status reports to community and referring physicians and third party payors.

C. PROGRAM DEVELOPMENT

1. Collaborate in the development and update of protocols and guidelines for the Clinical Program SOP Manual.
2. Collaborate with HSCT/cellular therapy team members in the development of standardized treatment/admission orders and patient care protocols.
3. Along with other Coordinators, develop, implement and evaluate comprehensive patient education literature and programs.
4. Participate in the development and execution of quality improvement programs and projects.
5. Provide program guidance to other professionals and staff within the HSCT/Cellular Therapy Program.

D. RESEARCH

1. Support the enrollment of transplant and cellular therapy patients in clinical trials by working collaboratively with the Research Coordinators.
2. Foster continued BMT and cellular therapy research by complying with requests for patient schedules that accommodate research trials and providing data, as needed.
3. Complete training required by the Carbone Cancer Center and consent patients to trials involving the Center for International Blood and Marrow Transplant Research (CIBMTR) or procurement of unlicensed umbilical cord blood units.
4. Complete paper or electronic data reporting forms for the CIBMTR and the National Marrow Donor program as needed.

E. EDUCATION

1. Participate in teaching activities within UW Health for interdisciplinary team members and students and in the community for professional groups and referring practices.
2. Assure appropriate orientation and training for new transplant coordinators.

F. PROFESSIONAL DEVELOPMENT / EFFECTIVENESS

1. Maintain knowledge of current practices in transplantation/cellular therapy, oncology and hematology, including changes in SOPs, FACT standards (Foundation for the Accreditation of Cellular Therapy), workflows, guidelines, etc.
2. Identify professional strengths and areas for growth and demonstrate professional development in formal and informal learning experiences.
3. Participate in professional organizations in the area of hematopoietic stem cell transplantation/cellular therapy and other areas of professional interest.

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4. Participate in local, regional and national conferences on HSC transplantation or cellular therapies.

PERFORMANCE MEASURES:

- Return telephone inquiries within 24 hours for patient referrals and information inquiries.
- Forward letter of medical necessity and supporting pre transplant/cellular therapy evaluation results to third party payors within 24 hours of completion of pre-treatment evaluation and/or at least 7-10 calendar days prior to planned start of treatment. Secure insurance approval prior to every transplant or cellular therapy.
- Collaborate weekly to update to HSCT team and allied health professionals of treatment schedule.
- Provide HSCT or cellular therapy information and consultation within 1-2 weeks of request.
- Attend SOP Manual development meetings and provide updates to SOPs within timeframes set by the team.
- Participate in ongoing discussions regarding standardized orders and treatment protocols.
- Maintain list of educational activities on a yearly basis.
- Attend and participate in discussions/tasks of the HSCT Performance Improvement Committee and monthly staff meetings/protocol discussions.

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

JOB REQUIREMENTS

Education	Minimum	Bachelor's degree in nursing
	Preferred	Master's degree in nursing
Work Experience	Minimum	Two (2) years of clinical experience as an RN caring for acute and chronically ill adults and/or children.
	Preferred	Two (2) years of experience in Blood and Bone Marrow Transplant or Hematology. Two (2) years of experience with clinical research and insurance prior authorization, or transplant contracting.
Licenses & Certifications	Minimum	RN License in the state of WI
	Preferred	Certification as a Blood and Marrow Transplant Certified Nurse (BMTCN) or a Certified Hematopoietic Transplant Coordinator (CHTC)
Required Skills, Knowledge, and Abilities		<ul style="list-style-type: none"> • Demonstrated knowledge of clinical needs of adults and/or children living with acute and chronic life threatening illness, caregiver needs, and coordination of clinical care across disciplines and the care continuum • Excellent communication skills and ability to work effectively within teams • Ability to work after hours and on weekends. • Proficient in Microsoft Office (Excel, Word, PowerPoint, Outlook). • Knowledge of stem cell transplant and cellular therapies strongly preferred. • Awareness of hematologic malignancies commonly treated with blood and bone marrow transplant is preferred. • Familiarity with Epic systems including medical records, ordering and scheduling is preferred

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 type="checkbox"/>	Adolescent (13 – 19 years)
<input type="checkbox"/>	Toddlers (1 – 3 years)	<input type="checkbox"/>	Young Adult (20 – 40 years)
<input type="checkbox"/>	Preschool (4 – 5 years)	<input 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.*

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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.