



ETSUHealth

JOB DESCRIPTION

JOB TITLE: Population Health Coordinator
EXEMPTION STATUS: Exempt Non-Exempt
REVISED DATE: July 30, 2021

SUMMARY: Under the supervision of the Director of Population Health, the Population Health Coordinator will assist in the management of ETSU Health's value-based programs.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following; other duties may be assigned:

1. Working in conjunction with the Director of Population Health and the Population Health Program Analyst, work components of various programs on a weekly basis, including, but not limited to:
 - o Medication adherence lists
 - o Assist with data entry and management for closing gaps of care
 - o Entering structured data into the EMR
 - o Reviewing patient lists for needed care
2. Work with Excel spreadsheets to provide concise, meaningful data back to the team.
3. Schedule patients for annual exams ~ approximately 5 to 10 hours a week.
4. Promote positive working relationships with providers, staff, managers, executive leadership, patients, and health plan partners
5. Demonstrate excellent oral and written communication skills
6. Work with employees from diverse backgrounds and educational levels

QUALIFICATION REQUIREMENTS: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION AND/OR EXPERIENCE: Proficiency with Excel required. Ability to focus on detailed data for long periods of time required. Able to speak with patients telephonically in a clear, concise, and compassionate manner. Medical experience preferred. Knowledge and experience with electronic health record systems preferred.

LANGUAGE SKILLS: Ability to read, analyze, interpret, and comprehend instructions, (whether written or verbal), correspondence, documentation, professional journals, technical procedures, or governmental regulations. Ability to compose correspondence, documentation, reports, and procedures. Ability to effectively present information and

respond to questions in one-on-one and small group situations to patients, third parties, physicians, and other employees of the organization, whether in person or on the telephone. Ability to respond to inquiries in a manner that the respondent can comprehend. Ability to respond effectively to the most sensitive inquiries, complaints, and situations.

MATHEMATICAL SKILLS: Ability to add, subtract, multiply, and divide in all units of measure, using whole number, common fractions, and other routine mathematical functions.

REASONING ABILITY: Ability to learn new concepts quickly and with little supervision. Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to interpret and solve practical problems with an extensive variety of information that deals with several abstract and concrete variables. Ability to apply common sense, good judgment, and problem solving skills in difficult situations.

OTHER SKILLS AND ABILITIES: Working knowledge of computers, keyboards, printers. Ability to operate the phone system. Skill in composition, compiling and preparing a variety of correspondence, documentation, reports, and other materials. Ability to establish and maintain an effective working relationship with faculty members, students, residents, staff, patients and other third parties. Ability to concentrate under high demands and listen effectively. Ability to organize tasks, work as a team member and/or independently using good judgement with a variety of professional disciplines. Must convey a professional and positive image and attitude.

WORK ENVIRONMENT: The work environment characteristics are representative of those an employee encounters while performing the essential functions of this job within a medical office. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually moderate.

PHYSICAL DEMANDS: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to stand or sit for long periods of time, walk and use hands and fingers to handle or feel objects, tools, or other controls and talk or hear. The employee is frequently required to reach with hands and arms; climb or balance, bend, stoop, kneel, crouch, and/or crawl.

The employee occasionally must lift, carry and/or move more than 50 pounds. Rapid mobility may also be required on occasions. Specific vision abilities required by this job include close vision, peripheral vision, depth perception, and the ability to adjust focus.

Stress level may increase due to frequently dealing with employees, physicians and other healthcare providers. Demands high levels of concentration and the ability to work in an emotionally charged and fast-paced environment.

DISCLAIMER: The above statements and performance expectations are intended to

describe the general nature and level of work by individuals assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties, skills, and abilities required by personnel so classified.

I have received information regarding ETSU Health Policies and Procedures and understand how to access them online.

I understand and agree that in the performance of my duties as an employee of ETSU Health, I must hold information of a confidential nature in the strictest of confidence. I must not use or disclose any Protected Health Information other than as permitted by HIPAA requirements. I understand that any violation of the HIPAA policies may result in disciplinary action, which may include termination.

Management has the right to revise this job description at any time. The job description is not a contract for employment, and either you or ETSU Health may terminate employment at any time, for any reason.

By signing below, I acknowledge that I have reviewed this job description and will comply to the best of my ability.

Employee Signature

Date

Supervisor's Signature

Date

Human Resources Director

Date