

MASON CITY CLINIC
Job Description

Job Title: Orthopedic Coordinator
Job Code:
Department: Orthopedics

FLSA Status: Non-Exempt
Employee Group: Non-management

JOB SUMMARY

- A. Under direction of physician and according to prescribed procedures, develops and implements a system to ensure patient satisfaction. In doing so, prepares necessary forms, contacts and rounds on patients giving pre-surgery and post-surgery education to the patient and caregiver, coordinates surgeries and home health service needs. Answers telephone calls from patients, responds to inquiries, and prescription inquiries. Responsible for the overall administration and operations of the Total Joint Program under the direction of the Chair of the Orthopedic Department and MercyOne North Iowa Specialty Clinic Leadership Team. This includes all total joints (hips, knees and shoulders) scheduled at MercyOne, ASC and Outreach. Develops department's physicians and advanced practice providers staff's monthly on-call schedule for each future quarter. Tallies the call points for each physician's call days each quarter and year-to-date with the goal of achieving close to equal call points amongst the physicians. Tallies the call days, weekends & holiday call assignments for APP staff with the goal of achieving close to equal days amongst the APPs.

ORGANIZATIONAL SUMMARY

- A. Reports to: MercyOne Clinic Manager/Clinic Nurse Supervisor
- B. Supervises: None
- C. Key Working Relationships: Providers, Vendors, MercyOne and Mason City Clinic Administration, Mason City Clinic Administrator, MercyOne Director, MercyOne Clinic Nurse Manager/Clinic Nurse Supervisor, clinic staff, and other departments/representatives within Mason City Clinic, MercyOne-North Iowa, and network hospitals/clinics.
- D. Primary Customer Groups: Patients and families served within MercyOne-North Iowa
- E. Age/Population of Patients Served:

<input type="checkbox"/>	Neonatal	<input type="checkbox"/>	Adolescent	<input type="checkbox"/>	Geriatric
<input type="checkbox"/>	Pediatric	<input type="checkbox"/>	Adult	<input checked="" type="checkbox"/>	All Ages

ESSENTIAL FUNCTIONS

- B. Participates in development, implementation and evaluation of Total Joint Program mission and goals.
- C. Performs all duties under the direction and supervision of surgeons and in accordance with established policies, procedures and protocols.
- D. Works in collaboration with Mason City Clinic physicians, physician office personnel and MercyOne Marketing for marketing and outreach to conduct community education to increase awareness and grow market share.
- E. Maintains current education materials used to educate patients, caregivers, physicians, office and hospital staff to ensure optimal patient care. Ensures patient compliance with pre-surgery patient education.

- F. Works in collaboration with the ASC and MercyOne Case Managers both pre-operatively and post operatively to coordinate home care services such as home health, DME, PT, social worker and ensures all insurance criteria is met. Serves as a liaison and a resource to patients, physicians, staff and families to ensure optimal patient care is provided.
- G. In collaboration with the MercyOne Ortho Service Line assist with the design and implementation of a survey to better understand the overall patient experience as related to the Total Joint Program.
- H. Works closely with providers in the Perioperative Clinic in optimizing patients for surgery. Ensuring that total joint patient education has been completed as well as CMS (Center of Medicare and Medicaid Services) pre-operative surveys.
- I. Reports all total joint surveys through the AJRR Registry. Pre-Operative surveys must be complete within 0-90 days of the surgery. Post-Operative surveys must be completed 300-425days following surgery.
- J. Responds to phone calls from total joint patients, answering their questions, providing direction and documents information in the patient's EMR in a timely fashion.
- K. Timely recording of all total joint patients into a spreadsheet that includes, but is not limited to, the following data points: Patient's name, surgery date, surgery facility, date online preop education completed, and so forth.
- L. Pursue advance Orthopedic Accreditations for MercyOne North Iowa, examples but not limited to:
 - a. Advanced Total Hip and Total Knee Replacement- Joint Commission
 - b. Advanced Hip and Knee Replacement Certification- DNV Health Care
 - c. Advanced Orthopedic and Spine Certification- DNV Health Care
 - d. Advanced Joint Replacement- Accreditation Commission for Health Care (ACHC)
 - e. Advanced Joint Replacement with Distinction- Accreditation Commission for Health Care (ACHC)
 - f. Comprehensive Joint Replacement- Accreditation Commission for Health Care (ACHC)
 - g. Orthopedic Certification- Advanced Total Joint – Accreditation Association for Ambulatory Health Care (AAAHC)
 - h. The Mark of Distinction for Joint Replacement Surgery- Center for Improvement in Healthcare Quality (CIHQ) Disease)
 - i. Blue Cross Blue Shield Blue Distinction Specialty Care- Total Hips and Total Knees
- M. Develops department's physicians and advanced practice providers staff's monthly on-call schedule for each future quarter. This includes requesting time off requests in advance, creating and distributing draft schedules, and then after any requested adjustments are made, distributing final schedules. Makes any adjustments that occur due to requests made after final schedule distribution. Tallies the call points for each physician's call days each quarter and year-to-date with the goal of achieving close to equal call points amongst the physicians. Tallies the call days, weekends & holiday call assignments for APP staff with the goal of achieving close to equal days amongst the APPs.
- N. Communicates physician and advanced practice providers staff's time off to reception staff as well as other management staff that need the information.
- O. Develops a weekly schedule of each physician's and advanced practice providers staff's assigned activity per day and distributes.
- P. Serves as the Facilitator for the MercyOne Orthopedic Service Line Group Meeting. In doing so is responsible for planning and preparing for monthly meetings. Responsible for guiding the meeting process so that it stays on course, to make sure everyone participates, and to reach the agreed-upon meeting goals.
- Q. Assists MercyOne Clinic Manager in maintaining clinical policies and procedures relating to

department's clinical operations to ensure compliance with regulatory standards, third party payer requirements, and professional organizations. Assists in conducting monthly audits and ensuring staff's compliance of implemented policies and procedures.

- R. Assists MercyOne Clinic Manager in reviewing new services, outreach clinic services, setting up clinic for new physicians and advanced practice provider staff, etc.
- S. Schedules representative meetings with the physicians to review new products the physicians are interested in learning about.
- T. Assists MercyOne Clinic Manager with research of equipment, new services, and so forth.
- U. Participates in appropriate clinical meetings and committees to ensure continuum of care.
- V. Communicates professionally with patients, caregivers, physicians, vendors, and staff.
- W. Adheres to the Policies and Procedures of the organization.
- X. Maintains patient and clinic confidentiality.
- Y. Performs other duties as assigned.

POSITION QUALIFICATION

Education [formal]:

- A. Knowledge of orthopedics, medical procedures, anatomy, and physiology at a level normally acquired through completion of a Registered Nurse degree.
- B. Current RN license.
- C. Current Basic Life Support (BLS) and Mandatory Reporting certifications.

Experience:

- A. Approximately two to three years progressively responsible related work experience necessary in order to become technically proficient in reviewing patient data to evaluate current condition, to gain familiarity with Clinic and hospital environment and department and Clinic policies and procedures. Prior orthopedic experience preferred.
- B. Demonstrated strong interpersonal skills necessary in order to answer routine inquiries from patients when conducting rounds, to communicate with department personnel when exchanging patient related information, and to discuss patient condition with patient, appropriate physician and/or family members with good customer service interaction.
- C. Demonstrated strong analytical skills necessary in order to review nurse notes, laboratory data and other patient information when evaluating patient condition, reviewing medical records chart, and following up with patients pre and post procedure.

Special Skills and Competencies:

- a) Communication skills with the ability to maintain and display professionalism with customers and coworkers.
- b) Organizational skills
- c) Flexibility and adaptability.
- d) Functions as a patient advocate.
- e) Skills in preparing records and documenting in the EMR including good typing skills.
- f) Ability to concentrate and pay close attention to detail when reviewing patient data.
- g) Skill in exercising a high degree of initiative, judgment, and decision-making.
- h) Willingness to accept responsibility and to be accountable for own actions.
- i) Ability to prioritize and pay close attention to detail with frequent interruptions.

x	Must provide proof of Basic Life Support (BLS Healthcare Provider, American Heart Association; or American Red Cross, Professional Rescuer-LIVE class only) via current card prior to employment or within 60 days of hire and maintains current status.
x	Completes Mandatory Reporting: Child and Dependent Adult Abuse requirement within 6 months of hire and renews this requirement every 3 years.
	Completes Advanced Cardiac Life Support (ACLS) – American Heart Association within 6 months of hire and maintains current status.
	Completes Pediatric Advance Life Support (PALS) – American Heart Association within 6 months of hire and maintains current status.
	Completes Neonatal Resuscitation Program (NRP) – American Heart Association within 6 months of hire and maintains current status.
	Completes MANDT Training within 6 months of hire and maintains current status.
	Completes Trauma Nurse Core Course (TNCC) within 6 months of hire and maintains current status.

Motor Vehicle:

Required to operate _____ MercyOne Vehicle _____ Personal Vehicle ___X___ N/A
 Frequency of operation: _____ daily _____ weekly _____ monthly _____ quarterly
 List any special licenses or requirements for Mason City Clinic/MercyOne vehicle operation:

Note: If required to operate vehicle, will need to maintain valid driver's license and provide proof of adequate insurance coverage.

MACHINES, TOOLS AND EQUIPMENT

A. (List machines, tools and equipment that serve a major function of the job, use group titles of equipment, identify unique or specialized equipment.)

- AED
- Telephone
- Computer
- Vital sign equipment
- Emergency Equipment
- O2 Tank
- Department specific testing & procedure equipment
- Multi-function device

REVIEWED/COMPLETED BY:

Title	Name
Mason City Clinic Administrator	Dana Young, MBA
MercyOne Clinic Manager Specialty Clinic at Mason City Clinic	Heidi Laube
MercyOne Director of MercyOne Specialty Clinic at Mason City Clinic	Becky Heagel

VII. PHYSICAL JOB DEMANDS

Department: Nursing Various Departments	Mason City Clinic	Position: Orthopedic Coordinator
ESSEN is marked with an X if the particular demand or category is relevant to the purpose of the job.	SIDE refers to the side or limb required to execute a task. If it is marked E, it indicates either side, the most common choice is listed first. D refers to dominant and B to both sides.	Frequency Ratings Continuously- 67-100 % or 62 times an hour Frequently – 34-66 % or 12-62 times an hour Occasionally – 0-33 % or 1-12 times an hour Rarely- 7 or less times a day (R) Weekly – Once a week (W)

Physical Demands	E S S E N	SI DE	Rarely/ Weekly	O C C A S I O N	Freq.	Cont.	Max. Weight (lbs.)	Usual Weight (lbs.)	COMMENTS
S T R E N G T H	Lifting - Floor to waist	X		10 lbs.					
	Lifting - Waist to Shoulder	X		7 lbs.					Chart / supplies
	Lifting – Shoulder to Over Head	X		2 lbs.					Supplies
	Carrying - With Handles	X		5 lbs. Rarely					
	Carrying - Without Handles	X		35 lbs. Rarely 50 lbs. Wkly	15 lbs.				Sterilization bins
	Pushing - Upper Extremity	X			10 lbs.				Office chair 3 ft.
	Pushing - Hip/Leg Assist	X		50 lbs. Weekly	35 lbs.				Patient in wheelchair / Cart with supplies 30 ft.
	Pulling - Upper Extremity	X			10 lbs.				Office chair 3 ft.
	Pulling - Hip/Leg Assist	X		50 lbs. Weekly	35 lbs.				Patient in wheelchair / Cart with supplies 5 ft.
	Reach - Shoulder or Above	X		Rarely					Stocking supplies
	Reach – Shld/Above extnd			Weekly					
	Reach - Below Shoulder	X				X			Drawers
	Reach - Bel. Shlder extnd			Weekly					
	Handling	X				X			
Gripping	X				X			Blood pressures / gait belt / wheelchair handles	
Fine Finger Movements	X				X			Computer	
E N	Aerobic (percent)	X					95 %		
	Anaerobic (percent)	X					5 %		

Physical Demands		E S S E N	SI DE	Rarely/ Weekly	O C C A S	Freq.	Cont.	Max. Weight (lbs.)	Usual Weight (lbs.)	COMMENTS
R G	High Energy Expenditure	X						95 %		
	Low Energy Expenditure	X						5 %		
P O S T U R E + M O	Neck - Static Flexion	X			X					
	Neck - Static Neutral	X				X				
	Neck - Static Extension	X		Rarely						
	Neck - Rotation	X				X				
	Throwing							N/A		
	Sitting	X			X					
	Standing	X				X				
	Walking	X				X				
	Climbing - Arms and Legs							N/A		
	Climbing - Legs Only	X			X			Stairs		
	Bending/Stooping	X			X			Patient care		
	Crouching	X			X					
	Kneeling							N/A		
	Crawling							N/A		
	Twisting	X					X	Patient care		
Balancing							N/A			
	Running/jumping							N/A		
G E N	Traveling	X			X			Outreach		
	Work Alone	X				X				
	Interact with Public	X					X			
	Operate Equip/Machinery	X				X				
	Irregular/Extended Hours	X			X					
P E R C E P T I O N	Hearing - Conversations	X					X			
	Hearing - Other Sounds	X				X				
	Vision - Far	X				X				
	Vision - Near	X				X				
	Vision - Color	X			X					
	Vision - Depth	X				X				
	Feeling (Tactile)	X			X					
	Reading	Xx				X				
	Writing	X				X				
Speech	X					X				
W O	Inside Work	X					X			
	Outside Work							N/A		

Physical Demands		ESSEN	SI DE	Rarely/ Weekly	O C C A S	Freq.	Cont.	Max. Weight (lbs.)	Usual Weight (lbs.)	COMMENTS
R K E N V I R O N M E N T	Hot Conditions >77 deg. F			rarely						
	Cold Conditions <50 deg. F			rarely					N/A	
	Humid			Rarely						
	Dust			Rarely					NA	
	Vapor Fumes	X			X					
	Hazardous Machines								N/A	
	Proximity to Moving Object	X				X				Congested halls and nursing stations
	Noise	X				X				
	Electrical Hazard	X			X					
	Sharp Tools	X			X					Needles / Blades
	Radiant/Thermal Energy	X		Rarely						
	Slippery Conditions	X		Rarely						
	Vibration and Related	X		Rarely						
	Chemical Irritants	X			X					
	Organic Substances	X				X				
	Medical Waste	X			X					
	Blood Products	X			X					
	Congested Worksite	X				X				
	Lighting - Direct	X			X					
	Lighting - Indirect	X				X				
Lighting - Adjustable	X		Rarely							
Lighting - Fluorescent	X				X					
Lighting - Incandescent	X			X						
Lighting - Shadows etc.	X			X						
Comments:										