

QUALITY CARE PARTNERS JOB DESCRIPTION

JOB TITLE: Disease Management Care Coordinator LPN (Non-Exempt-REMOTE or HYBRID)

POSITION SUMMARY:

Telephonically educate and provide individuals living with chronic medical conditions the educational tools necessary for them to manage their disease and help avoid further deterioration of their conditions.

RESPONSIBILITIES:

- Knowledge of participation criteria for each of our disease management programs.
- Conduct face to face meeting with participant for program enrollment when it is required.
- Knowledge of available health care and community resources.
- Conduct non-diagnostic health assessments using standardized tools to identify education gaps, barriers to care, and social determinants impacting self-management.
- Provide structured, evidence-based education to members with chronic conditions using approved disease management curricula and scripts.
- Educate members on basic disease process and progression, medication purpose and adherence importance, self-monitoring techniques (e.g., (blood glucose logs, daily weights, peak flow use), lifestyle modifications (nutrition, physical activity, tobacco cessation) as outlined in standardized guidelines.
- Delivers education using plain language and teach-back methods to confirm understanding and support health literacy.
- Encourages adherence to follow-up appointments, preventive screenings, and routine care consistent with clinical guidelines.
- Identifies changes in member status and escalates clinical concerns to an RN or Medical Director.
- Proficient with Microsoft Office products and intermediate computer skills to record and communicate information in Company designated software systems.
- Participation in Health Screenings, health fairs, and other public events.
- Other duties as assigned

REQUIRED QUALIFICATIONS:

- Current and active unrestricted licensure or certification to practice a health or human services discipline in a state or territory of the United States Ohio LPN license.
- 3-5 years of clinical experience in hospital, outpatient clinic, physician office or home setting.
- Must have a valid driver's license and reliable transportation.

DEMONSTRATE QCP VALUES:

The values of Quality Care Partners are demonstrated on a daily basis and reflected through job duties and responsibilities as evidenced by:

- **Caring:** Seek to listen, understand and respond to our customers' needs with care; Communicate with co-workers and customers with positivity and empathy; Be good stewards of QCP resources.
- **Excellence:** Strive to exceed, not just meet expectations; Always deliver services with accuracy and efficiency; Recognize and utilize your strengths and the strengths of others.
- **Improvement:** Bring new ideas to create positive change and solutions; Be open to the ideas and suggestions of others; Be an advocate to continuously improve QCP.
- **Accountability:** Take ownership for your daily decisions; Stay focused on your job and eliminate distractions while at work; Demonstrate QCP values in everything you do.

TRAITS AND APTITUDES:

- Excellent time management skills
- High level of awareness of pertinent details; excellent organizational skills.
- Excellent verbal and written communication skills.
- Must handle pressure effectively, multi task and remain organized.
- Professional appearance and demeanor.
- Comply with all Corporate and Health Care Privacy Laws.
- Excellent computer literacy and skills with the ability to master programs needed for position.

PHYSICAL DEMANDS AND WORK CONDITIONS:

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.

- Must have excellent written and verbal communication skills as well as the ability to observe, assess, guide and evaluate others.
- Must be able to hear, speak, and see and to coordinate motor skills.
- Must be able to climb, lift 25 pounds, stoop and bend and reach above head.
- Ability to collect data, interpret findings, set priorities and carry out established plan.
- Ability to read, write and utilize manual and computerized systems of documentation.
- Must read a significant amount of information in a relatively short period of time.

EEO STATEMENT:

Quality Care Partners is an equal opportunity employer that is committed to inclusion and diversity. We take affirmative action to ensure equal opportunity for all applicants without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, disability, Veteran status, or other legally protected characteristics.

REPORTING RELATIONSHIPS:

Position Reports to: Population Health & Wellness Program Manager