

## ASSISTANT UTILIZATION COORDINATOR

DISTINGUISHING FEATURES OF THE CLASS: Under general supervision, an incumbent of this class assists in the implementation or investigation of the procedures specified in the Quality Management, Utilization Review and Discharge Planning Program at Westchester Medical Center. Depending upon assignment, incumbents may implement the review/screening aspects of the Quality Improvement Plan; monitor the length of stay and resource consumption of patients; evaluate, investigate, and report on hospital incidents; develop procedures to improve patient care; assist in carrying out all aspects of the Quality Improvement Program to ensure that Westchester Medical Center continues to meet the medical standards for patient care prescribed by accrediting, licensing and reimbursement agencies. Supervision may be exercised over a small number of support staff. Does related work as required.

### EXAMPLES OF WORK: (Illustrative Only)

#### When assigned to Utilization Review/Quality Improvement:

Screens patients' charts concurrently and/or retrospectively, using approved screening criteria for Quality Management and Utilization Management issues, to ensure that Westchester Medical Center is in compliance with required standards;

Identifies quality care issues which have the potential for impact on the process and outcome of the treatment of patients;

Confers with the treatment team members, if indicated, when occurrences are identified, and assists in the development of corrective action;

Documents all occurrences on the Quality Assurance Screening Abstract;

Facilitates the peer review function by initiating the trending process;

Participates in patient care monitoring, which addresses clinical management and/or outcome of treatment and assesses and responds to patient/family needs by coordinating efforts of the team members;

Reviews daily census and forwards abstracts to appropriate coordinator to ensure ongoing review of patient care;

Assumes a pivotal role in the discharge planning process for all patients by:

- Participating in weekly multi-disciplinary team discharge planning meetings;
- Completing PRI or DMS-1 forms for patients being discharged to Nursing Homes, Adult Homes, Rehabilitation Facilities;
- Initiating discharge process for completing PRI form and contacting Nursing Supervisor for transfers back to the Ruth Taylor Institute;
- Identifying potential discharge problems and bringing them to the attention of the Social Work staff via Discharge Planning Referral forms;
- Communicating ALC date to Social Work Staff and Quality Assurance Coordinator to update the daily log as required by New York State Department of Health;

Issues HINN notices when indicated;

EXAMPLES OF WORK: (Cont'd)

Ensures patient is progressing towards desired outcomes by continuously monitoring patient care assessments and/or evaluations;

Implements the Discharge Review Program mandated by New York State Department of Health by posting discharges on each nursing unit to facilitate issuance of discharge notices to patients;

When assigned to Risk Management:

Performs clinical reviews of all hospital incident reports to determine those requiring additional investigation;

Processes hospital incident reports to ensure accurate and timely entry into the hospital incident report database;

Performs investigations as necessary to include, but not be limited to, clinical review and analysis of medical records, interviews with all levels of physicians, nurses and staff, patient care standards, identification of policies and procedures, etc.;

Identifies occurrences that require reporting under regulatory requirement (including but not limited to NYS Department of Health, FDA, Safe Medical Devices Act);

Screens and evaluates all transmittals, hospital incident reports, telephone claim notifications, and information from any other hospital source for reporting to the NYS Department of Health Incident Reporting and Patient Event Tracking System (PETS);

Acts as the liaison with the NYS Department of Health to coordinate scheduled and unscheduled on-site State investigations to document findings and results of the investigation for WMC records;

Prepares necessary documentation for occurrences to be reported to NYS Department of Health;

Completes investigation reports for submission;

Assists in developing responses and coordinating the development of plans of correction in response to inquiries, citations and notices of deficiency received from the NYS Department of Health;

Monitors submission of responses to NYS Department of Health;

Prepares regular reports on NYS Department of Health activity for the Quality Improvement Committee;

Evaluates the incident report database and analyzes the data to identify patterns and trends, and develops and implements policies or procedures to help educate the various departments in ways to improve patient care in these areas;

EXAMPLES OF WORK: (Cont'd)

Uses computer applications or other automated systems such as spreadsheets, word processing, calendar, e-mail and database software in performing work assignments;

Accesses protected health information (PHI) in accordance with departmental assignments and guidelines defining levels of access (i.e. incidental vs. extensive);

May perform other incidental tasks, as needed.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES:

Thorough knowledge of application of current nursing techniques and procedures; thorough knowledge of the New York State Nurse Practice Act, Joint Commission of Accreditation of Hospitals, and New York State Health Department accreditation requirements; ability to review, analyze and investigate Quality Assurance standards of patient care and identify deficiencies; ability to collaborate with other areas of hospital operations and administration; ability to communicate effectively both orally and in writing; ability to set priorities; ability to effectively use computer applications such as spreadsheets, word processing, calendar, e-mail and database software in performing work assignments; ability to read, write, speak, understand, and communicate in English sufficiently to perform the essential duties of the position; initiative; professional competence; sound judgment; physical condition commensurate with the demands of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: Possession of a valid license and current registration, issued by the New York State Department of Education, as a registered professional nurse and three years of experience where the primary function of the position was nursing in a hospital or health care agency, one of which must have been in the area of utilization review, quality assurance, risk management or discharge planning.

SUBSTITUTION: Satisfactory completion of 30 credits at a recognized college or university in a Bachelor's\* or Master's Degree\* in a Nursing program may be substituted for one year of the general nursing experience above.

NOTE: Unless otherwise noted, only experience gained after attaining the minimum education level indicated in the minimum qualifications will be considered in evaluating experience.

\*SPECIAL NOTE: Education beyond the secondary level must be from an institution recognized or accredited by the Board of Regents of the New York State Education Department as a post-secondary, degree-granting institution.

West. Co.  
J. C.: Competitive  
HQM  
1

Job Class Code: N1032  
Job Group: N3