

Quality Clinical Coordinator

Western Washington Medical Group (WWMG) is looking for health care innovators who want to make a difference. For the Quality Clinical Coordinator position, we're looking for someone to join us in helping improve the quality of care.

Who are we? WWMG is proud to be a growing, independent provider organization who is on the front lines to improve health care for patients and the communities we live in. Because we are locally owned by physicians, decisions are not made by distant corporate systems. That means our providers and patients are free to make the best informed choices together. The result is personalized, state-of-the-art care, with a work culture that's collaborative, supportive, caring, and fun.

Job Summary:

The Quality Clinical Coordinator supports patients through the transition after a hospital stay or emergency room visit by providing care coordination, scheduling follow-up appointments, communicating efficiently with providers and other staff to ensure patients are receiving the highest quality of care. The work is primarily done over phone, email, electronic medical record, analytic software, and health plan online portals, as well as occasional care center site visits.

Responsibilities:

- Supporting patients through outreach calls and scheduling appointments.
- Reviewing charts to identify care needs.
- Review Transitional Care Management (TCM) billing and supporting care centers in TCM process and guidelines.
- Coordinating care with health plans for care gap opportunities and closures.
- Other duties as assigned.

General Qualifications:

- Strong organization and attention to detail.
- Experienced in clinical workflows.
- Effective oral and written communication in the English language and across diverse populations.
- Excellent interpersonal skills. Ability to work effectively with all levels of personnel.
- Strong critical thinking, problem solving, and organizational skills.
- High level of discretion and adherence to HIPAA standards.
- Demonstrates flexibility and can manage multiple demands.
- Ability to work both independently and collaboratively.
- Adheres to clinical practice guidelines and CMS service code requirements.
- Experience working in an EMR and care management system.

Required Qualifications:

- Graduate from an accredited Medical Assistant training program or other similar clinical degree.

Physical Requirements:

Performing the duties of this job requires the ability to: stand; walk; sit; climb stairs; use hand to finger coordination, handle or feel objects, tools or controls; reach with hands and arms; balance, stoop, kneel, crouch; talk and hear. The employee must occasionally lift and/or move up to 30 pounds. Specific vision abilities include: close vision, peripheral vision, depth perception, and the ability to adjust and focus. WWMG is a drug-free, equal opportunity employer.

Location: Everett, WA

Schedule: Full-time. Weekdays. A flexible schedule can be arranged.

Responsible to: Quality & Population Health Manager

Ready to apply?

If you're interested in this position please send your resume to tlitton@wwmedgroup.com.

More About Western Washington Medical Group: Western Washington Medical Group is a team of over 100 providers in 20+ specialty areas housed in 20 sites in Snohomish, Skagit and Island counties. The providers who founded Western Washington Medical Group in the early 1990's shared the belief that local, independent providers are best qualified to give their communities the best possible care. Our founding mission is still relevant today. Which is why, after three decades of serving the North Puget Sound region, we proudly remain provider owned and run. Learn more at <http://www.wwmedgroup.com/>