



Klamath Tribal Health & Family Services

3949 South 6th Street
Klamath Falls, OR 97603

Phone: (541) 882-1487 or 1-800-552-6290
HR Fax: (541) 273-4564

OPENS: 10/05/2020
Open Until Filled

EXEMPT X
NON-EXEMPT

POSITION DESCRIPTION

POSITION: RN REFERRAL MANAGER

RESPONSIBLE TO: Nurse Supervisor

SALARY: GS-13 \$72,689-\$93,617 Annually/Full Benefits
GS-14 \$85,101-\$110,633 Annually/Full Benefits
GS-15 Only for Employees with 10+ years of Service
Rendered with the Klamath Tribes.

CLASSIFICATION: Professional, Regular, Full-Time

LOCATION: Klamath Tribal Health & Family Services
Wellness Center, Chiloquin, Oregon

BACKGROUND: P.L. 101-630 Level

POSITION OBJECTIVES

The RN Referral Manager works under the direction of the Nurse Supervisor to coordinate and facilitate the patient referral process. The RN Referral Manager ensures that the referral process from beginning to end is timely and accurate to provide the best care for patients.

MAJOR DUTIES AND RESPONSIBILITIES

1. Coordinates closely with the referral team, providers, nurses, MAs on ordering referrals and measuring their completion.
2. Responsible for coordination and training of Referral Department staff in KTHFS medical clinic referrals process.

3. Coordination of Referral Department staff on day-to-day work assignments to maintain effective and efficient operation of the Referral Department in collaboration with the Medical Office Manager.
4. Coach Referral Department staff on team building and communication skills.
5. Trains and coordinates KTHFS staff on the Referral policy and procedures.
6. Assists/conducts necessary internal audits for chart completeness – communicates findings with Nurse Supervisor, Medical Office Manager, Lead Primary Care Provider and Health General Manager.
7. Collaborate proactively with all team members and with a patient-focus to facilitate and maximize patient healthcare outcomes.
8. Consistently model appropriate behaviors, attitudes and skills that support the C.L.E.A.R. and H.E.A.R.T. customer-service standards to build positive relationships with patients and KTFHS employees.
9. Share and receive information, opinions, concerns, and feedback in a supportive manner.
10. Coordinates duties of each member of the Referral Department, listing the duties that each will complete daily, weekly, monthly in collaboration with the Medical Office Manager.
11. Complete random documentation review for Referral Department staff to ensure quality of work and compliance with standards.
12. Develop action plans for Referral Department staff including objectives and goals; working with staff to ensure they understand the goals and objectives of the department and their role in achieving the goals.
13. Responsible for the review and development of policies and procedures related to the Medical referral process in accordance with federal and state regulations, and/or accreditation standards. Monitor changes in policy, regulations, and professional standards: revise as appropriate. Monitor Referral staff adherence to these established policies and procedures.
14. Participate in the development and implementation of education and skill development designed to increase the proficiency of the Referral Department staff members in the continuous use of quality management.
15. Participate in department and KTHFS committees as assigned.

16. Maintain accurate, complete, timely and professional documentation in health records. Documentation of all patient contacts required; including but not limited to referral management, telephone calls, nursing visits and/or any significant changes for provider to review.
17. Assist in the development and implementation of the KTHFS Quality Improvement Program, as assigned. Apply knowledge and experience with preparation for regulatory and/or accreditation review or inspections.
18. Assist with the accurate data entry, tracking and reporting of all statistics for federal, state, I.H.S. and/or grant requirements, including but not limited to immunization reports, GPRA, IHS reports, and meaningful use; as assigned.
19. The incumbent will be called upon to accomplish other tasks within his or her scope of work.

SUPERVISORY CONTROLS

Work is performed under the general direction of the Nurse Supervisor. This position requires consistent, sound judgment and the ability to work independently with minimal direct supervision. The RN Referral Manager will work within the context of KTHFS Policies and Procedures.

The RN Referral Manager outlines the overall program objectives, priorities and time limits. The employee plans and schedules recurring work, handles routine problems, and completes work using own initiative. Exercise professional knowledge and judgment. Work is reviewed from an overall standpoint in terms of meeting objectives, effectiveness, and compliance with laws, regulations, policies and procedures.

KNOWLEDGE, SKILLS, ABILITIES

Knowledge of and the ability to interpret regulatory and accreditation standards.

Knowledge of nursing theory and practice.

Ability to coordinate clinic activities; work well under pressure and demands for time.

Demonstrates ability to successfully coach/mentor/train team members for sustained performance improvement.

General understanding of out-patient or ambulatory clinic referrals processes.

Knowledge of CPT codes and ICD 10 coding as it relates to achieving prior authorizations from insurance plans, Purchased & Referred Care department etc.

Ability to identify medical priorities for patient care and telephone triage.

Ability to provide patient education.

Ability to effectively work with the public, co-workers, and supervisors; which includes communicating effectively both verbally and in written form.

Possess the tact necessary to work effectively with patients, providers and other employees.

Must have ability to complete required documentation and required written follow-up.

Teamwork skills a must.

Demonstrate proficient computer skills for data entry, scheduling and other related duties.

Demonstrate ability to accurately maintain records and/or a filing system.

Ability to maintain strict confidentiality of medical records and adhere to the standards for health record-keeping, HIPAA and Privacy Act requirements.

QUALIFICATIONS, EXPERIENCE, EDUCATION

Minimum Qualifications: *Failure to comply with minimum position requirements may result in termination of employment.*

- **REQUIRED** to possess a current State License as a Registered Nurse. *For out of state applicants; Oregon Registered Nursing Licensure required within 90 days of hire. (Must submit copy of Licensure with application.)*
- **REQUIRED** to acquire and maintain BLS & ACLS certifications within 180 days of hire; strongly recommend certification within 90 days of hire, probationary period will be extended for a maximum of 180 days pending certification.
- **REQUIRED** to submit to annual TB skin testing and adhere to KTHFS staff immunization policy in accordance with the Centers for Disease Control immunization recommendations for healthcare workers.
- **REQUIRED** to submit to and clear an alcohol/drug screen and random testing as per policy.
- **REQUIRED** to submit to a background and character investigation, as per Tribal policy. Following hire must immediately report to Human Resource any citation, arrest, conviction for a misdemeanor or felony crime.

- **REQUIRED** to accept the responsibility of a **mandatory reporter** of abuse and neglect of infants and children, people who are elderly or dependent, individuals with mental illness or developmental disabilities or residents of nursing homes and other health care facilities. This includes reporting any evidence of physical injury, neglect, sexual or emotional abuse or financial exploitation.

Preferred Qualifications:

- Two (2) years experience working in an ambulatory, inpatient, outpatient, or other relevant clinic settings.
- Experience with medical coding and insurance plans.
- Flexible work schedule is strongly preferred.
- Positive working experience with Native Americans in a related field will be given preference.

Indian Preference:

- Indian and Tribal Preference will apply, as per policy. *(Must submit tribal documentation with application to qualify for Indian Preference).*

ACKNOWLEDGEMENT

This position description is intended to provide an overview of the requirements of the position. It is not necessarily inclusive and the job may require other essential and/or non-essential functions, tasks, duties, or responsibilities not listed herein. Management reserves the sole right to add, modify, or exclude any essential or non-essential requirement at any time with or without notice. Nothing in this job description, or by the completion of any requirement of the job by the employee, is intended to create a contract of employment of any type.

APPLICATION PROCEDURE

Submit a Klamath Tribal Health & Family Services ***Application for Employment*** with all requirements and supporting documentation to:

Klamath Tribal Health & Family Services
ATTN: Human Resource
3949 South 6th Street
Klamath Falls, OR 97603

Jobs@klm.portland.ihs.gov

IT IS THE RESPONSIBILITY OF THE APPLICANT TO PROVIDE SUFFICIENT INFORMATION TO PROVE QUALIFICATIONS FOR TRIBAL POSITIONS.

Please Note: If requirements are not met, i.e., submission of a resume in lieu of a tribal application or not including a required certification, your application will not be reviewed and will be disqualified.

Indian Preference will apply. In accordance with Klamath Tribal policy, priority in selection will be given to qualified applicants who present proof of eligibility for “Indian Preference”.

Applications will not be returned.