




# DACUM Competency Profile for RN Care Coordinator

The RN Care Coordinator leads the health care team in providing patient-centered care across the health care continuum, utilizing the nursing process and evidence-based practice, coordinating resources and services to promote optimal outcomes and quality care.

	← Duties	← Tasks								
<b>A</b>	<b>Advocate for Patient-Centered Care</b>	A-1 Partner with patient in developing plan of care	A-2 Improve access to care	A-3 Facilitate patient's active participation in care	A-4 Implement chronic disease management interventions	A-5 Provide age-related care	A-6 Provide care based on cultural preferences and beliefs	A-7 Educate about holistic care services (music therapy, stress reduction techniques, pet therapy)	A-8 Lead patient and family conferences	A-9 Advocate for adequate staffing and resources
<b>B</b>	<b>Manage Plan of Care</b>	B-1 Assess medical/psychological/social/spiritual history	B-2 Collaborate with inter-disciplinary team to optimize care	B-3 Coordinate treatment plan	B-4 Utilize evidence-based practice to deliver care	B-5 Collaborate with primary care provider	B-6 Coordinate durable medical equipment needs	B-7 Perform medication reconciliation and management	B-8 Coordinate home safety evaluation	B-9 Conduct patient visits across care continuum
		B-10 Connect patient and family to resources (referrals, consults, community programs)	B-11 Integrate technology in delivery of patient care (telemedicine/telehealth)	B-12 Facilitate end-of-life care	B-13 Provide follow-up care, for example, scheduling appointments and reviewing reasons to call health care provider					
<b>C</b>	<b>Facilitate Care Transitions Across the Continuum</b>	C-1 Evaluate current and recommended level of care	C-2 Collaborate with health care professionals to ensure continuity	C-3 Facilitate health information exchange between providers and facilities	C-4 Coordinate home health referrals	C-5 Coordinate with outside vendors, such as Durable Medical Equipment providers	C-6 Coordinate with internal and external resources	C-7 Coordinate discharge planning		

<b>D</b>	<b>Provide Patient &amp; Family/Caregiver Education</b>	D-1 Assess patient knowledge and readiness to learn	D-2 Utilize health literacy in developing health education materials	D-3 Provide information regarding care coordinated services and the role of RN Care Coordinator	D-4 Educate about disease process and reportable signs and symptoms	D-5 Provide information regarding health promotion and preventative care	D-6 Provide information regarding medications	D-7 Ensure patient and family have complete information in order to make informed decisions	D-8 Educate about patient safety	D-9 Educate about insurance options/benefits
		D-10 Provide information about advance directives	D-11 Teach how to access electronic health information	D-12 Ensure patient and family know how to access health care providers/facilities	D-13 Provide information regarding treatments	D-14 Provide information regarding test results	D-15 Provide information regarding supplies and equipment			
<b>E</b>	<b>Manage Care Coordination Team</b>	E-1 Optimize cost-effective strategies	E-2 Supervise healthcare team members	E-3 Clarify roles and responsibilities	E-4 Validate healthcare team competencies	E-5 Delegate tasks to healthcare team members	E-6 Participate in hiring process	E-7 Provide input for performance evaluations		
<b>F</b>	<b>Provide Education To Healthcare Team</b>	F-1 Provide information regarding evidence-based practice	F-2 Teach safety measures and mitigation strategies to lessen or prevent damages	F-3 Educate about documentation and electronic information systems	F-4 Educate regarding patient insurance options/benefits	F-5 Function as a preceptor for RN Care Coordinators	F-6 Provide information regarding standards of care			
<b>G</b>	<b>Collaborate with Payor Sources</b>	G-1 Identify insurance eligibility and benefits	G-2 Identify eligibility for federal, state, and local assistance programs	G-3 Obtain prior authorization for services	G-4 Collaborate in Utilization Management and Utilization Review	G-5 Monitor and evaluate denials	G-6 Assist with appeals process			

<b>H</b>		H-1 Use evidence-based practice to develop policies, procedures, and competencies	H-2 Act as resource for healthcare team	H-3 Cultivate an environment of quality and safety	H-4 Influence policy change	H-5 Coordinate community outreach efforts	H-6 Encourage team building activities to increase staff morale	H-7 Participate in organizational and community meetings		
<b>I</b>		I-1 Identify high-risk patients	I-2 Customize services based on population data	I-3 Participate in performance improvement projects	I-4 Implement strategies to prevent re-admissions	I-5 Implement strategies to prevent cancellations/no-shows	I-6 Modify services based on satisfaction survey, utilization, and clinical data	I-7 Participate in system re-design	I-8 Evaluate processes/tools to ensure efficiency	I-9 Facilitate organizational changes to achieve defined outcomes
		I-10 Evaluate daily productivity								
<b>J</b>		J-1 Maintain professional license(s) and certifications	J-2 Adhere to nursing and organizational code of ethics and standards of competent care	J-3 Develop articles and presentations	J-4 Participate in mandatory inservices	J-5 Mentor professional colleagues	J-6 Remain current in health care advances and technology	J-7 Maintain membership in professional organizations	J-8 Participate in organizational and community projects	J-9 Serve on professional committees

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## RN Care Coordinator

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*Does this need to be WEDD, and do we need LZ's grant info?*



**In collaboration with:**

Western University of Health Sciences  
309 E. Second Street  
Pomona, CA 91766-1854

## DACUM PANEL MEMBERS

<p>Jeffrey Adams, RN, MN, PMHNP Coordinator Department of Mental Health Harbor UCLA—Wellness Center Los Angeles, CA</p>	<p>Rohzan G. Cruz, BSN, RN-BC RN Case Manager—Homeless Population VA North Hills North Hills, CA</p>
<p>Sandra Garcia, MSN, RN Ambulatory Care Nurse Manager Riverside County Regional Medical Center Riverside, CA</p>	<p>June Levine, MSN, RN Consultant</p>
<p>Karen L. Pugh, MSN, RNC Manager, Case Management Services CHOC Children’s Hospital</p>	<p>Sally Song, RN Kaiser Hospice Orange County</p>
<p>Vickie Richesin, RN, BSN St. Joseph Heritage Healthcare Brea, CA</p>	<p>Pamela Henderson, RN, BSN Nurse Manager, Case Management VA Greater Los Angeles Healthcare System Los Angeles, CA</p>
<p><b>PANEL COORDINATOR</b> Jan Boller, PhD, RN Associate Professor Director/Health Systems Leadership Western University of Health Sciences 309 E. Second Street Pomona, CA 91766-1854</p>	<p><b>ADVISOR</b> Joanne Gray, MSN, RN Nursing Consultant DACUM Facilitator Anaheim, CA</p>
<p><b>DACUM FACILITATOR</b> Ann Durham, RN, MSN, FNP, Esq. Health Workforce Initiative Director San Diego/Imperial DSN – Health Grossmont College 8800 Grossmont College Drive El Cajon, CA 92020 Phone: 619-644-7057 Fax: 619-644-7058 <a href="mailto:Ann.Durham@gccd.edu">Ann.Durham@gccd.edu</a></p>	<p><b>DACUM FACILITATOR</b> Mary O’Connor, RN, MSN Health Workforce Initiative Director Orange County DSN - Health Golden West College 15744 Golden West Street P.O. Box 2748 Huntington Beach, CA 92647 Phone: 714-895-8975 Fax : 714-895-8976 <a href="mailto:moconnor@gwc.cccd.edu">moconnor@gwc.cccd.edu</a></p>

# DACUM Chart for RN Care Coordinator

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## General Knowledge and Skills:

- Ability to work with diverse populations (patients and staff)
- Basic Computer Skills
- Chart Audits
- Chronic Care Model
- Clinical Standards
- Communication Skills
- Community Resources
- Conflict Resolution
- Cost Effective Strategies
- Critical Thinking Skills
- Current Procedural Terminology (CPT) Codes
- Customer Service
- Decision Making
- Delegation
- Diagnostic and Statistical Manual of Mental Disorders, 5<sup>th</sup> Edition (DSM-5)
- Disease Management
- Emergency Response (Code Training)
- Equipment
- Evidence-Based Practice Knowledge
- Financial Resources
- Governing Body Regulations
- Health Insurance Portability and Accountability Act (HIPAA) Regulations
- International Classification of Diseases, 10<sup>th</sup> Revision (ICD-10)
- Mandated Reporting
- Nursing Process
- Organizational Skills
- Professional Standards
- Risk Management
- SBAR (Situation-Background-Assessment-Recommendation)
- Scope of Practice
- Stress Management
- Teaching through interpreter
- Triage

## Future Trends and Concerns:

- Availability of updated treatments
- Bioterrorism
- Changes with insurance coverage
- Child, Elder, Domestic Abuse
- Concern - Professional practice given to less qualified staff
- Evidence-Based Practice
- Health Insurance Portability and Accountability Act (HIPAA) Regulations
- Inappropriate use of staff (licensed vs. unlicensed performing duties out of scope)
- Increased RN responsibility
- Increased computer skill level
- Increased disease incidence (communicable, HIV, etc.)
- Increased healthcare integration
- Increased need for patient education
- Increasing number of RNs prepared at graduate level
- Interfacing electronic health records
- Keeping nursing processes with electronic health records
- Lack of funding/reimbursement
- Lack of Health Care Interpreters
- Less qualified staff
- More patients/increased complexity of patients
- Nursing education—BSN preferred
- Reimbursement
- Patient Centered Medical Homes (PCMH)
- Population-Based Medicine
- Recovery period (early hospital discharge)
- Standardized procedures
- State of California changes (especially for elderly populations and low income families)
- Working Poor/Underinsured/Uninsured

# DACUM Chart for RN Care Coordinator

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## Tools, Equipment, Supplies and Materials

- Blood Pressure Equipment
- Central Vascular device: implanted IV access
- Computer
  - Microsoft Word
  - Email
  - Patient Scheduling
  - Electronic Reports
  - Intranet
- Copy Machine
- Diapers/Incontinence Pads
- Educational Handouts
- Educational Models/Posters
- Fax Machine
- Folders/File Cabinets
- Gloves
- Glucometer
- Gowns/Linens/Masks
- Grab Bars
- Groshong/Hickman/Broviac catheters
- Headset (Telephone)
- Lab Supplies
- Lifts
- Material Safety Data Sheets (MSDS)
- Medication Administration
- Medicine Pill Box
- Multi-phone lines
- Pager system
- Personal Protective Equipment
- Printers
- Procedure Chairs/Tables
- Pulse Oximeter
- Reference Manuals/ Policies and Procedures
- Stethoscope
- Telemedicine Equipment
- Telephone Numbers
- Thermometer
- Transfer Beds
- Shower Chair
- Walker
- Weight Scale
- Wheelchair

## Work Behaviors

- Accountability
- Anticipatory vision
- Awareness of professional boundaries
- Caring
- Change agent
- Collaborative
- Compassionate
- Conscientious
- Creative
- Disciplined
- Effective communicator
- Emotional intelligence
- Empathy
- Ethical
- Family-centered
- Flexible
- Forward thinking
- Holistic approach
- Honest
- Independent decision maker
- Innovative
- Integrity
- Knowledgeable
- Leader
- Lifelong learner
- Motivated
- Multi-tasker
- Patient
- Patient-centered
- Positive role model
- Proactive, action-oriented
- Problem solver
- Professional
- Reliable
- Resolve conflicts
- Respectful
- Self-motivated
- Sense of humor
- Sense of urgency
- Team player
- Time management skills
- Trustworthy
- Visionary

**Acronyms**

- COI - Certificate of Insurance
- CPT Codes - Current Procedural Terminology
- DHS - Department of Health Services
- DME - Durable Medical Equipment
- DPH - Department of Public Health
- DSM - Diagnostic Statistical Manual
- HER - Electronic Health Record
- EMR - Electronic Medical Record
- HIE - Health Information Exchange
- HIPAA - Health Insurance Portability and Accountability Act
- HIT - Health Information Technology
- HMO - Health Maintenance Organization
- ICD - International Classification of Diseases
- LVN - Licensed Vocational Nurse
- MA - Medical Assistant
- Medi-Cal - Medicaid welfare program in California
- MSDS - Material Safety Data Sheets
- PCP - Primary Care Provider
- RN - Registered Nurse
- SBAR - Situation-Background-Assessment-Recommendation