



<p>Heart of Ohio Family Health Centers CenteringPregnancy Program Coordinator</p>
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**Summary:** The coordinator oversees the functions and daily operations of the CenteringPregnancy program, promoting and facilitating the CenteringPregnancy model of group prenatal care provided by Heart of Ohio Family Centers' OB team. S/he provides support for this model of care throughout the span of initial patient recruitment and care during the prenatal period, delivery, and postpartum visits. In collaboration with an interdisciplinary care team, the Centering Pregnancy coordinator works to comprehensively address the needs of our OB population by ensuring ongoing fidelity to this model of care.

**Reports to:** Director of Obstetrics and Gynecology

**Supervises:** N/A

**Dress Requirement:** Business Casual in accordance to Heart of Ohio Family Health Centers dress code policy

**Work Schedule:** Full Time Position

**Exempt:**

**Non-Exempt**

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**Job Duties and Responsibilities:** The following are considered essential to the successful performance of this position.

- CenteringPregnancy Scheduling
  - Oversee logistics for implementation of groups (up to 12 sessions per month, and 5 due date groups per month)
  - Identify dates and times for provider & HOFHC groups
  - Build schedule template to support appointment sessions for all due date groups
  - Create and maintain the Centering site schedule for all groups
  - Pair co-facilitators with providers for group assignments
  - Disseminate the Centering schedule to all necessary parties
  - Monitor schedule for inconsistencies and conflicts
  - Ensure dedicated space remains appropriately reserved and available

- Patient coordination, outreach, and recruitment
  - Ensure CenteringPregnancy overview and benefits are communicated to all new OB patients and supported through distribution of appropriate materials
  - Communicate updated availability of CenteringPregnancy care to schedulers with consideration to group size, due date, timeline of established care, and appointment schedules
  - Respond to patient inquiries and concerns about CenteringPregnancy via phone or email
  - Contact new and existing patients to confirm appointments
  - Attend monthly New Patient Orientation sessions to review available site services and address patient questions about CenteringPregnancy
  - Ensure appropriate release forms are signed
  - Follow up with patients who miss Centering appointments and ensure they will be seen in traditional clinic appointments
  - Follow up with patients post-delivery
  - Ensure ideal group size and diversity are met and maintained
  - Involve patients in care quality improvement projects
  
- Provider and staff coordination
  - Initiate communication to clinic staff to promote initial model implementation and ongoing formation of new groups
  - Collaborate with schedulers, OB intake, and postpartum staff
  - Interact with and be accessible to various stakeholders, ensuring information sharing and communication between groups
  - Act as a co-facilitator for three groups per calendar year assisting with patient self-assessment activities (including blood pressure rechecks, coordination of appropriate lab collections, prenatal wheels, providing individual counseling and referrals), providing facilitated education on health, and administering any immunizations, treatments, and assisting with testing as needed.
  - Mentor and model Centering philosophy with new staff, co-facilitators, and facilitators
  - Collaborate with volunteers for additional program support
  
- General Administrative Functions
  - Develop and ensure availability of appropriate educational and facilitative materials
  - Implement a system to track ordering and distribution of supplies (including snacks, notebooks, facilitator binders, volunteer-supplied gifts, and incentives)
  - Support the ordering of educational, facilitative, and medical supplies as indicated

- Generate and collate patient packets including: welcome packets (including pregnancy wheels, patient notebook, tote, and educational materials), session packets (appropriate educational handouts, gifts, and relevant materials), and baby shower packets (including diapers, volunteer-made bibs, coupons, board books, and community-generated appropriate items)
- Track Centering expenses and adjust activities accordingly
- Communicate effectively with others utilizing a team approach to accomplish goals
- Perform additional administrative duties as necessary to enhance the efficiency and quality of Heart of Ohio Family Health Centers
- Set up space appropriately prior to each group session

### **Ongoing Program Support and Development**

- Collaborate with HOFHC team to:
  - Identify and secure external grant funding to support ongoing program ongoing activities (staff training, program incentives for participants, and educational/promotional/facilitator materials)
  - Compile, draft, and submit all necessary information for grant proposals
  - Submit required budget and activities reporting to Development Director within identified timeframes
  - Maintain ongoing positive relationships and open communication with funders
- Support activities of the CenteringPregnancy Steering Committee
  - Identify and involve appropriate stakeholders to participate on steering committee
  - Convene Steering Committee for regular meetings throughout implementation
  - Create meeting agendas, keep minutes, and reserve rooms for all meetings
  - Execute decisions of the Committee
  - Maintain regularly scheduled meetings per the direction of the CenteringPregnancy leadership team following implementation and start-up
  - Facilitate and participate in future strategic planning for CenteringPregnancy Program
- Promote ongoing growth and development of the program
  - Assist in development and implementation of any new Centering policies and protocols
  - Coordinate ongoing training for new and existing practice facilitators and co-facilitators as well as any Level II facilitation training
- Participate in education and outreach regarding Centering

- Regularly present overview of CenteringPregnancy and details of HOFHC's Centering programs to clinicians, leadership, staff, and interested community members
- Develop and update promotional site and educational materials for public access
- Create a strong community presence by representing our site as featured chapter grant recipient at local events, coordinating team participation in annual March of Dimes fundraising, connecting with CelebrateONE community health workers, representing site at Ohio Centering Connects meetings, participation at ODH and Franklin County infant mortality & maternal health needs meetings, hosting site open houses, and connecting with local media to advocate for maternal/infant health
- Connect with community volunteers and local businesses to secure donations of material goods, time, funding, and resources
- Serve as a point of contact for CelebrateOne, Central Ohio Centering collaborative, Buckeye Health Plan, and the Ohio Infant Mortality Summit

### **Ongoing Evaluation and Data Collection**

- Manage data collection and reporting for all stakeholders
  - Develop a system to effectively oversee all aspects of data collection and reporting
  - Accurately collect all data and evaluations necessary to maintain the program
  - Track participants, groups, health outcomes, and trends
  - Oversee all aspects of administering program evaluations
  - Maintain accurate statistics for required funding reports and ongoing research
  - Submit requisite reports and data via appropriate route within specified timeframe
  - Completed necessary training modules for data collection and research
  - Ensure compliance with all HIPPA, CHI, HRSA and HOFHC regulations
  
- Report to funders in a timely manner
  - Demonstrate fiscal responsibility by tracking and submitting budget and expenditures
  - Tract and submit health outcomes data to prove efficacy and value
  - Submit required population, activities, and outcomes data to indicate proposal fidelity
  
- Ensure compliance with Centering Healthcare Institute (CHI) set criteria for certified Centering sites including:

- Fidelity to the 13 Essential Elements set forth by the CHI-prescribed model
  - Entering required data and information into Centering Counts database
  - Complying with spatial layout, features, appropriate furniture, supplies, equipment
  - Oversee basic evaluation of the program: compile, distribute, collect and collate staff, patient, provider, and facilitator evaluations at identified intervals
  - Adhere to procedures for annual accreditation, site approval, and membership renewal
  - Collaborate with Centering Healthcare Institute (CHI) site consultant on challenges
- Collaborate with HOFHC leadership to ensure appropriate reporting of process measures and clinical outcomes
    - Participate in regular staff meetings to identify areas for improvement
    - Demonstrate knowledge of metrics reflected in the quadrants of balanced scorecard

### **Adherence to Expected Behaviors**

All employees of HOFHC, regardless of their position, are expected to adhere to the following behavior guidelines:

- Communication
- Teamwork
- Attitude
- Diversity
- Service

### **Job Qualifications:** (Experience, Knowledge, Skills and Abilities)

- Bachelor's degree in nursing or related healthcare field from an accredited college or university and five or more years of related experience
- Excellent communication, organizational, and interpersonal skills.
- Proficient in PC use and multiple applications including Microsoft Office, Electronic Health Records (Allscripts knowledge preferred)
- Strong customer service skills with a thorough understanding of inpatient operations and a working knowledge of clinic practices.
- Thorough comprehension of client confidentiality issues, HIPPA compliance and regulations. Demonstrated ability to manage multiple priorities, facilitate meetings, negotiate with and influence others.
- Adept at presenting ideas with clarity, confidence, and poise.
- Capacity for establishing trust and credibility at all levels of the organization

- Demonstrated ability to assess company needs, design and implement programs and evaluate results

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**Equipment Operated:**

Telephone	Computer	Printer
Fax machine	Copier	Other office equipment as assigned

**Facility Environment:**

Heart of Ohio Family Health Centers operates in two locations, 882 S. Hamilton Rd, Columbus, Ohio 43213 and 2365 Innis Rd, Columbus, Ohio 43224. Both facilities are a medical office environment with front-desk reception area, separate patient examination rooms, pharmacy stock room, business offices, hallways and private toilet facilities. Both facilities are on the main ground floor and ADA compliant.

**Physical Demands and Requirements:** these may be modified to accurately perform the essential functions of the position:

- Mobility = ability to easily move without assistance
  - Bending = occasional bending from the waist and knees
  - Reaching = occasional reaching no higher than normal arm stretch
  
  - Lifting/Carry = ability to lift and carry a normal stack of documents and/or files
  - Pushing/Pulling = ability to push or pull a normal office environment
  - Dexterity = ability to handle and/or grasp, use a keyboard, calculator, and other office equipment accurately and quickly
  - Hearing = ability to accurately hear and react to the normal tone of a person's voice
  - Visual = ability to safely and accurately see and react to factors and objects in a normal setting
  - Speaking = ability to pronounce words clearly to be understood by another individual
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**Indicate Frequency of Factors that Contribute to this Position:**

<i>Factor</i>	<i>Frequency, 0 = never, 1 = occasionally, 2 = normally, 3= often, add explanation where needed</i>
Normal, steady work pace	1
Randomly changing work pace	2
Fast, sometimes chaotic, high stress work pace	1
Independent decisions made without supervision	3
Exposure to trauma, grief, death, etc	1
Exposure to disease or bacteria	2
Handles closed containers or vials of patients' bodily fluids or tissues	0
Required to wear safety clothing or equipment	0
Handles money or financial accounts (cash, checks or credit cards)	0
Interacts personally with public and business associates	2
Interacts with public and business associates via the telephone, letter, or other non-face-to-face measure	2

I have read this job description and understand the duties and tasks I am to perform regarding my employment. I understand the responsibility that is given to me in maintaining accurate records, superior customer service, confidentiality and the confidence that is entrusted to me. I understand that failure to accurately perform the tasks in a superior manner or exercise the duties as stated above will subject me to disciplinary action, up to and/or including termination of employment. I understand that I can seek clarity of duty or responsibility at any time from my manager. I understand this job description is not a contract of employment and my employment is *at will*.

Original to Personnel File  
Copy to Employee