

J.L. MORGAN & Associates, Inc.

Opening for Care Transition Specialist

JOB SUMMARY

JL MORGAN has an immediate opening in the Outcomes Department as a Care Transition Specialist. JL MORGAN & Associates is a patient satisfaction vendor for over 300 hospitals nationwide. The Care Transition Specialist conducts phone call surveys 24 to 48 post-discharge to interview the patient, document and record their status and assess the patient for potential risk of readmission to the hospital. This does not include providing medical advice, rather counseling patients and their family about their care.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Complete surveys in hospital database
- Verify patient information
- Address unresolved patient issues regarding health and/or other care issues
- Document any pertinent information given by the patient
- Communicate any needs or questions to management, such as areas of training or implementing changes
- Contribute to team effort by sharing ideas on how to improve Preventative Care processes.
- Contribute to the assessment, definition and implementation of new processes, standards and technology.
- Comply with all applicable regulatory requirements and standards and procedures.
- Other duties as assigned.

Qualifications

- LPN / RN license or previous medical / clinical training required.
- Solid working knowledge of MS-Excel, Access, Word, PowerPoint and Outlook.
- Comfortable working within databases
- Knowledge of medical terminology, medical coding, DRG's
- Accurate typing skills
- Strong active listening and communication skills

J. L. Morgan is located in Birmingham, Alabama in the Mount Laurel district. We offer a competitive salary, paid vacation and health insurance compensation 90 days after employment.

Job Type: Full-time (Salary Exempt)

Shift Type: Days, some weekends required

Pay Scale: Salary based on experience and education