

# ERAS® Coordinator

## JOB DESCRIPTION



The Enhanced Recovery After Surgery (ERAS®) Program Coordinator is responsible for the operational activities of the ERAS® program. The coordinator is responsible for understanding the organization's needs, supporting its mission and values, and ensuring the efficiency of ERAS service lines. The coordinator manages all aspects of the ERAS® Cardiac program for the Department of Cardiothoracic Surgery. Responsibilities include being the point person for all communications, facilitating rollout, and maintaining the ERAS® Cardiac program protocols. The coordinator will assist in protocol development and care coordination of ERAS® patients through all stages of the peri-operative continuum care, ensuring the pathway is followed by all disciplines. The coordinator is responsible for overseeing data collection and analyzing the successes and opportunities of the ERAS® program. The coordinator facilitates ongoing education for the patient/family and the in and out-patient multidisciplinary care team. The coordinator collaborates with community resources to ensure all available services are made available to patients and community team members are up to date on ERAS® education.

The coordinator identifies and resolves clinical issues that affect patient care, clinical efficiency, effectiveness, and sustainability of the ERAS® program. The coordinator facilitates programmatic improvements through collaboration, project management, and performance improvement activities. The ERAS® Cardio/ Thoracic Program Coordinator will assist other divisions with developing and implementing ERAS protocols within their specialty areas. The ERAS® coordinator will track metrics related to ERAS® protocols, including readmissions, LOS, and other STS (or governing body) measures that impact the patients within the surgical population. The coordinator navigates and advocates for the patient through the phases of care from pre-op to post-discharge.

### JOB REQUIREMENTS

- *RN licensure required with 5 years of experience*
- *Cardiac surgery experience required*
- *ACLS required*
- *Experience in facilitation and leading multidisciplinary teams preferred*
- *Advanced degree preferred*
- *Knowledge of Quality Assurance and Performance Improvement related to Enhanced Recovery*

### PROGRAM COORDINATOR

Oversees ERAS Cardiac Program by acting as liaison and collaborating with all departments involved in ERAS care during the entire perioperative course including anesthesiologist, surgeons, nurses, IT and all support staff. Coordinates and facilitates multidisciplinary care team conferences and meetings. Participates in other meetings including interdisciplinary rounds and quality meetings, collaborating with care providers, assisting with identification and resolutions of barriers impacting outcomes, and providing information to multidisciplinary teams regarding the ERAS process.

### METRICS & DATA COLLECTION

Coordinates performance improvement efforts related to ERAS. Works closely with IT to develop reports and/or dashboards to track progress of determined ERAS elements. Monitors patient outcomes including but not limited to; LOS, ICU hours, readmissions, GI complications, reintubation rates, cost morbidity/mortality, patient satisfaction and staff engagement. Will be responsible to work with the multiple committees to share the data so to track outcomes and implement initiatives.

### EDUCATIONAL ACTIVITIES

As an expert in cardiac surgery the coordinator will provide ongoing education and learning opportunities to all departments. Should be the expert and resource to staff for the advancement and stay current updated on guidelines and literature relating to ERAS. Responsible for benchmarking and networking. Knowledge sharing and learning not only for our institution, but for outside institutions.

## CORE VALUES

### Respect for People

- *Demonstrates compassion and empathy*
- *Values differences*
- *Respects privacy and maintains dignity*

### Teamwork

- *Shows pride in the work done*
- *Is a team player*
- *Supports a positive work environment*

### Commitment and Accountability

- *Makes safety a top priority*
- *Conducts work with the highest integrity and honor*

### Communication

- *Professionally engages with the team.*
- *Is an active and attentive listener*
- *Helps others learn and understand and acts as a bridge between the multidisciplinary team*

### Excellence

- *Identifies ways to reduce waste (i.e. eliminate reduction, eliminate unnecessary steps or expenses, utilizes resources responsibly)*
- *Identifies and follows standard work to decrease variation*
- *Creates and follows just in time processes*
- *Creates and supports efficient work flow*

## EXPANSION OF THE SUMMARY DESCRIPTION

Specific job related responsibilities that will be used to measure performance.

- Partners with identified medical leaders to develop and implement expert clinical care delivery systems for a defined patient population or service.
- Demonstrates outstanding clinical and service delivery and utilizes critical thinking, problem solving and expert knowledge to identify and facilitate systems improvements with a strong focus on health promotion, risk reduction and population-based health care.
- Assumes leadership role in planning and implementing clinical initiatives and quality improvements that demonstrate effective positive progress in key performance metrics such as patient satisfaction, LOS, cost/case and staff engagement or others as defined by program goals
- Collaborates with inter-professional team members to enhance outcomes across the continuum of care by utilizing, and critiquing to promote evidenced based practice.
- Identifies high risk patient care issues and trends and implements interventions to achieve optimal benchmark quality outcomes.
- Assumes leadership role in population based clinical strategic planning and participates on key committees related to that planning
- Establishes collaborative relationships with regional providers ( primary care, post acute) and local community organizations to advance population health across region
- Develops and provides clinical education to direct care clinical staff, cross continuum inter-professional team members as well as patients and families.
- Participates in community education and awareness campaigns to advance population based health initiatives.
- Knowledgeable about health care /payment reform and its impact on the given population. Participates in creating novel delivery models to meet changing regulations and mandates.
- Participates in Cardiac surgery Individualized Plan of Care rounds
- Advocates for patient care needs as individuals and as a cohort; Engage appropriate team members as needed to address specific patient care needs including healthcare disparities..
- Develops and revises patient education materials printed, videos, digital and methods to customize delivery of information.
- Collaborates with digital patient engagement platform vendors to build and update content. Monitor digital platform patient alerts, if applicable
- Collaborates with a multidisciplinary team to ensure transfer of care processes are evidenced-based, comprehensive and hard-wired.
- Disseminates program outcomes and patient reported outcomes to multidisciplinary team to guide implementation of process improvement initiatives.