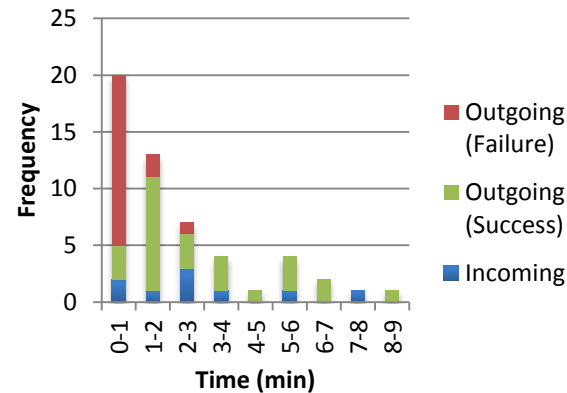


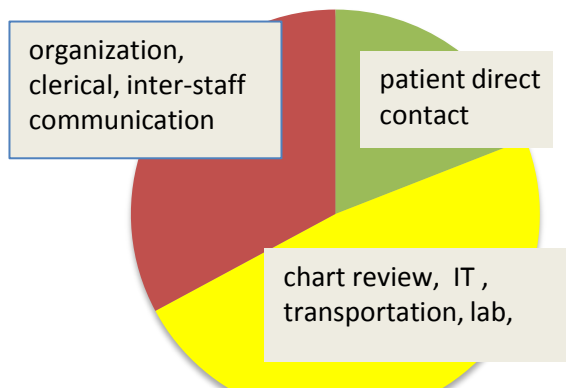
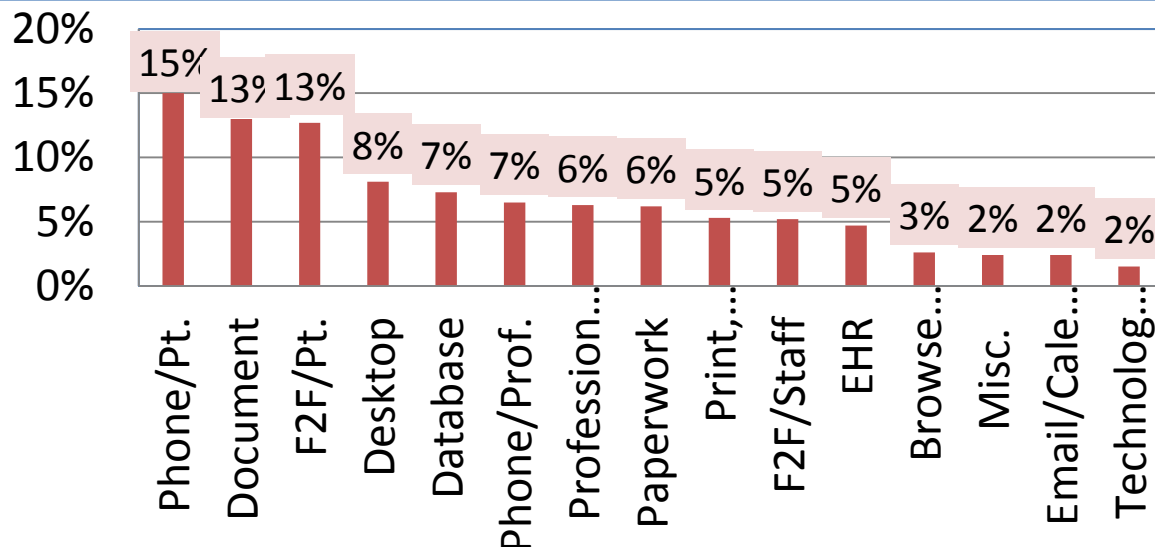
## Health Service Systems: Role of Population Care Coordinators in Family Practice

- Collaboration Susan Albin and Kang Li of Dept Industrial & Sys Eng'g and Elizabeth Clark of Robert Wood Johnson Medical School
- NJ set goal to educate nurses as population care coordinators (PCC) to identify high risk patients, reduce hospital readmissions, and monitor quality metrics.
- This study identifies how PCCs use their time and at one family practice pilot, Robert Wood Johnson Family Medicine at Monument Square. The work gives lessons learned in integrating PCCs into family practice workplaces.
- **Funded by Robert Wood Johnson Foundation**

Professors Susan Albin & Kang Li, ISE  
Dr. Elizabeth Clark, RWJ Medical School



**Distribution of length of phone calls and success rate in reaching patient**



**20% of PCC time is spent in direct patient care. 50% is spent on tasks for specific patients such as perusing charts and arranging labs. 30% of time is spent in indirect care including scheduling and IT.**