<u>**Career Sheet: Understanding the Skills used in a Career of My Choice**</u>

Career Zone: Human Services

Career: Healthcare Social Workers

Description: Provide individuals, families, and groups with the psychosocial support needed to cope with chronic, acute, or terminal illnesses. Services include advising family care givers, providing patient education and counseling, and making referrals for other services. May also provide care and case management or interventions designed to promote health, prevent disease, and address barriers to access to healthcare.

Task Examples:

- Collaborate with other professionals to evaluate patients' medical or physical condition and to assess client needs.
- Advocate for clients or patients to resolve crises.
- Refer patient, client, or family to community resources to assist in recovery from mental or physical illness and to provide access to services such as financial assistance, legal aid, housing, job placement or education.
- Investigate child abuse or neglect cases and take authorized protective action when necessary.
- Counsel clients and patients in individual and group sessions to help them overcome dependencies, recover from illness, and adjust to life.

Technology Skills Examples:

- **Data base user interface and query software** — Command Systems ComServe; Database software; Relational database software
- **Medical software** — Automated clinical information systems; Healthcare common procedure coding system HCPCS ; Medical procedure coding software; NextGen Healthcare software

Software Application Example:

NextGen Population Health Solutions draw on clinical, financial, claims, and patient-derived data. The solution collects data and creates useful information for healthcare providers. It gives you the big picture—a view into your entire patient population—as well as the statuses and trends of individual patients.

Features:

- Uncover gaps in care, and better classify, monitor, and follow up with your patients
- Identify and eliminate low-value care—and divert dollars saved to essential healthcare services. Lower costs of care for the chronically ill, and prevent chronic disease in rising-risk and high-risk patients.
- Helps centers achieve National Committee for Quality Assurance (NCQA) Patient-Centered Medical Home (PCMH) recognition.