



JOB DESCRIPTION

TITLE: Case Manager- Oncology
DEPARTMENT: Grand Valley Oncology
REPORTS TO: Director of Nursing
FLSA: Non-Exempt

SUMMARY OF JOB:

This position provides clinical case management services aimed at enhancing patient-centered care and maximizing outcomes across the patient care continuum. Case management services include monitoring patient care to ensure progress toward desired outcome, addressing patient and family needs, resolving obstacles to effective care, and coordinating care with payers and vendors, patients and families.

This position may be required to access and administer medications within their scope of practice and according to State Law.

RESPONSIBILITIES:

Colorado West Healthcare System expects job performance to be consistent with its mission and believes that each Employee contributes to improve performance by continuously searching for ways to increase efficiencies and enhance fiscal performance and viability.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

(The following statements are illustrative of the essential functions of the job and do not include other non-essential or marginal duties that may be required. Community Hospital reserves the right to modify or change the duties or essential functions of this job at any time. All responsibilities may not be performed by all incumbents.)

1. Coordinates with other multidisciplinary team members to enhance and achieve positive outcomes with the patient's new cancer diagnosis.
2. A patient navigation process, driven by needs, is established and monitored along their disease trajectory, in collaboration with all team members.
3. Identifies patients who are suitable for case management intervention based on criteria such as cost, case complexity, frequency of admission or patient/family/provider or other healthcare team member request.
4. Monitors and documents quality of care to ensure patient care plan goals are appropriate and achievable. Routinely assesses patient needs and makes appropriate referrals to other clinicians and providers.
5. Facilitates cost effective outcomes by collaborating with physicians, pharmacy or outside providers for medically necessary care

6. Assesses and discusses funding and insurance issues with client, family, and healthcare providers to enhance cost effective utilization of services and quality outcomes.
7. Provides education and information regarding funding, copay assistance, and insurance concerns as needed.
8. Provides clinical support to prior authorization staff for medical necessity as needed.
9. Identifies actual and potential delays in service requests and treatment and communicates back to provider, pharmacy, and other involved staff as indicated.
10. Collaborates with in-hospital Case Manager/Discharge Planner to plan appropriate and timely discharges. May assist physician with transition to Hospice or Palliative Care status. Coordinates care plans with home care agencies to enhance quality of outpatient oncology care, and prevent repeat hospitalizations, ER visits and safety of patient at home.
11. May set up patients' follow up appointments as needed. Provides triage support to patient and family if primary oncologist or nurse not available
12. Any other duties as assigned.

QUALIFICATIONS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION and/or EXPERIENCE:

Bachelor's degree in nursing. Two (2) to five (5) years' experience in oncology case management, and/or utilization management preferred. Knowledge of the Patient-Centered Medical Home initiative. The individual must demonstrate knowledge of the principles of life span growth and development and the ability to assess data regarding the patient's status and provide care as described in the department's policies and procedures manual.

OR

Equivalent combination of education and experience.

CERTIFICATES/LICENSES:

Current Colorado RN license required.

Current BLS Certification

LANGUAGE SKILLS:

Must be able to speak, read and write English. Ability to read and interpret documents such as physician orders, medical charts, safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to effectively present information in one-on-one and small group situations to supervisors, patients, patient's family and other employees of organization. Able to work in a team-oriented environment.

MATHEMATICAL SKILLS:

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent.

REASONING ABILITY:

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

INTERPERSONAL SKILLS:

Demonstrates exceptional customer service skills using the “Whatever It Takes” philosophy; builds relationships and proactively respects others. Requires adaptability with regular interpersonal contact.

DECISION MAKING ABILITY:

Work limited by standards and procedures. Adapts to recurring operational situations using formal and informal channels. Unusual situations are reviewed with a manager.

ANALYTICAL ABILITY:

Apply basic business or technical principles to routine and moderately complex problems. Concentrates and pays close attention to detail.

COMPUTER SKILLS:

To perform this job successfully, an individual should be computer-literate and have working knowledge of Microsoft Office applications.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit; have manual dexterity; handle or feel; talk and hear. The employee is occasionally required to stand; walk; reach with hands and arms; climb or balance; and stoop, kneel, crouch, or crawl. The employee must regularly lift and/or move up to 20 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is occasionally exposed to moving mechanical parts, risk of electrical shock, exposure to infectious diseases, and transmission of airborne disease. The noise level in the work environment is usually moderate.

GENERAL COMPLIANCE REQUIREMENTS FOR ALL EMPLOYEES:

Attends annual compliance and privacy training.

Responsible for complying with all federal, state and local rules and regulations.

Must comply with the Code of Conduct Guide.

Reports any observation of fraud, waste, abuse, and/or privacy violations to HR or CCO.

Reports any conflict of interest or relationship immediately.

HIPAA:

Ensures and adheres to strict confidentiality when handling patient information, according to the HIPAA Privacy Act and hospital policy and procedure regarding confidentiality. Complies with all hospital information security practices.

Has knowledge of and adheres to all compliance regulations, policies and procedures.

Final Section I understand that my employment is for an indefinite period of time and that his facility can change wages, benefits, and conditions of employment at any time.

Employee Name & Signature

Date

Supervisor Name & Signature

Date