



JOB DESCRIPTION

TITLE: Case Manager
DEPARTMENT: Physician Practices
REPORTS TO: Practice Manager/Administrator/Director
FLSA: Non-Exempt

SUMMARY OF JOB:

The Case Manager is a licensed RN who has clinical experience with adults and families with complex medical issues and who can demonstrate core case management nursing competencies to ensure efficient and effective care to reduce the morbidity and mortality of high-risk patients. This nurse is up to date patient specific clinical data to summarize episodes of acute care to facilitate a seamless transition back into the community to prevent readmission. This position requires expertise in nursing to possess the ability to determine new and ongoing issues via continuous assessment of high risk patient's unique physical, psych/social, emotional and educational needs. This person will act as a resource for the practice patients, physicians, medical assistants and clerical staff.

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.)

Adhere to the scope of practice for Registered Professional Nurses per Colorado regulatory guidelines. Promote the level of clinical expertise required to provide safe, high quality outpatient case management nursing.

Act as a comprehensive case manager for high risk patients identified through practice risk stratification addressing the patients' needs accordingly and to facilitate open communication between other clinicians and care teams providing care.

Become an influential participant in the risk stratification process for all practice patients.

Demonstrate knowledge of adult development across the lifespan to include palliative and end of life care and possess the ability to interpret data accurately reflecting high risk patient needs.

Remain flexible and responsive when changes occur in patient activity and acuity.

Monitor intervention frequency by reviewing individual plans of care for high risk patients

Foster an environment for open communication and collaborative practice.

Perform appropriate documentation to maintain the standards set by Community Hospital and the individual practices.

Assist patient through the healthcare system by acting as the patient advocate.

Supports patient self-management of disease and behavior modification interventions.

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:

Current unrestricted Nursing license with at least two (2) years of professional nursing experience (with ED, CCU and/or ICU experience preferred)

OR

equivalent combination of education and experience.

CERTIFICATES/LICENSES:

Current unrestricted Colorado or compact state Nursing license

Current BLS

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