



## **JOB DESCRIPTION**

**TITLE:** Case Manager  
**DEPARTMENT:** Physician Practices – Grand Valley Primary Care and Grand Valley Pediatrics  
**REPORTS TO:** Practice Manager/Administrator/Director  
**FLSA:** Exempt

### **SUMMARY OF JOB:**

The position will provide case management and triage services for children and families with complex medical issues. The nurse is responsible and accountable for direct and indirect patient care across the care continuum to decrease ER and hospital admissions. This position requires expertise in nursing process, using critical thinking skills to plan and coordinate care. The nurse must 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.

The nurse can demonstrate core case management nursing competencies to ensure efficient and effective care to reduce morbidity and mortality of high risk patients in adult and pediatric patients. This nurse is up to date on patient specific clinical data to summarize episodes of acute care to facilitate a seamless transition back into the community to prevent readmission. The nurse monitors patient progress and coordinates clinic and community resources to assist patients in reaching disease prevention targets. The position provides support and guidance to other staff in the management of a designated population of patients, as well as taking an active role in care. 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 per Colorado regulatory guidelines. Promote the level of clinical expertise required to provide safe, high quality outpatient case management nursing.  
Assists all patients through the healthcare system by acting as a patient advocate and navigator.

Coordinates continuity of patient care with external healthcare organizations and facilities, including the process of hospital admission and discharge, and referrals from the primary care provider to a specialty care provider.

Coordinates the continuity of patient care with patients and families following hospital admission, discharge, and ER visits.

Manages high risk patient care, including management of patients with multiple co-morbidities or high risk for readmission to a hospital setting, including registry.

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

Provide triage to patients navigating the health care system following nursing guidelines, protocols, and physician direction.

Collect, prioritize, and synthesize comprehensive data pertinent to the patient health or situation to evaluate, classify, advise and disposition of the patient requests.

Collaborate with patient, family, and others in the conduct of nursing practice.

Incorporate factors related to safety, effectiveness, cost, and impact on practice in planning and delivering patient care in regards to resource utilization.

Conducts comprehensive preventive screenings for patients and/or assists all support staff in daily patient interactions, as needed.

Facilitates health and disease patient education, including leading group office visits/classes.

Promotes clear communication amongst a care team and treating clinicians by ensuring awareness regarding patient care plans.

Participates in Patient-Centered Medical Home team meetings and quality improvement initiatives.

Facilitates patient medication management based upon standing orders and protocols.

Participates on a team for data collection, health outcomes reporting, clinical audits, and programmatic evaluation related to the Patient-Centered Medical Home and Medical Neighborhood initiatives.

Evaluates clinical care, utilization of resources, and development of new clinical tools, forms and procedures and works with the Patient-Centered Medical Home team (including Clinic Medical Director and Clinic Administrator) to implement these changes and updates.

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 with at least two (2) years of related experience in chronic disease management, case management and/or utilization management, pediatric experience preferred.

**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.

**UNRESTRICTED ACCESS – A workforce member with unrestricted access will have full access to protected health information, including a patient’s entire record, for accomplishing intended purposes.**

**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.

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Employee Name & Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Supervisor Name & Signature

\_\_\_\_\_  
Date