

CASSOPOLIS FAMILY CLINIC NETWORK

Job Description

Title: Care Manager
Department: Nursing

FLSA: Non-Exempt
Location: Niles

Originated: 1/2017
Revised: 2/2018; 12/2021

Summary: Provides care management and care coordination for patients with mild to moderate illness, under minimal supervision. The Care Manager leads population management within the team. Collaborates with members of the care team to empower patients to manage their chronic conditions. Assists patients, who are at risk for developing chronic conditions, to minimize these risks. Serves in an expanded health care role to collaborate with PCP and patients to ensure the delivery of quality, efficient, patient-centered, and cost effective healthcare services. Assesses, plans, implements, monitors, and evaluates delivery of individualized patient care with the goal of optimizing the patient's health status. Provides self-management support and patient education.

Principle Duties and Responsibilities:

- Promotes the mission and philosophy of providing quality health care and related services to the medically underserved. Upholds and ensures compliance with and attention to all corporate policies and procedures, as well as the mission and values of the organization.
- Ensures all actions, job performance, personal conduct and communications represent the organization in a highly professional manner at all times.
- Maintains a commitment to achievement of quality health care services by maintaining patient rights, safety, privacy, confidentiality and the customer relations philosophy.
- Maintains the standards of nursing care and implements the policies and procedures of the Health Center accordingly.
- Identifies patient/family learning needs and provides education with appropriate materials. Documents education in the progress notes. Is knowledgeable of available community resources for support and referral.
- Demonstrates knowledge of motivational interviewing of patients to promote positive changes to support better health
- Identifies the targeted population within practice site, per PCP referral and registry reports.
- Conducts patient visits for care management (education, self-management strategies, care planning/goal setting, advanced care planning, chronic disease education, and Medicare Wellness.
- Collaborates with other Care Managers for the patient i.e. hospital and insurance plans.
- Uses care management processes to assure quality care is delivered to the patients, patient's families and caregivers in the most efficient and effective manner across the healthcare continuum.
- Assesses the healthcare, educational, and psychosocial needs of the patient/family.
- Assesses patient's reading skill levels and provides a variety of educational materials for different literacy levels
- Collaborates with PCP, patient, and members of the care team, to assess patient, develop and implement an agreed upon care plan, including specific goals and self-management plans/goals of the patient.
- Provides self-management support and empowers the patient to achieve optimal health and independence in a manner that is culturally and linguistically appropriate to the patient. Provides patient with self-care & self-management resources.

- Implements evidenced-based care, chronic disease protocols, and guidelines. Utilizes registries to identify patients with chronic conditions, and gaps in clinical care. Utilizes patient lists to ensure overdue tests/labs are completed, monitors individual patient progress and population management.
- Provides follow up with patient/family when patient transitions from one setting to another. Completes post hospital discharge calls: Medication reconciliation, PCP or specialist follow-up appointment, assesses symptoms, teaches warning signs, coordinates care, reviews discharge instructions, and problem-solves barriers.
- Consults with and acts as a resource to other health center staff and providers for coordinating care for the patient.
- Establishes and maintains open and positive communications with other health team members and other departments.
- Participates in continuous quality improvement to enhance care management in the office setting. .
- Maintains required documentation for all care management activities.
- Works with health center staff to continuously evaluate processes, identify problems, and propose/develop process improvement strategies to enhance the Patient Centered Medical Home.
- Meets regularly with the care team to plan care and discuss cases. Exchanges appropriate information with team members in an informal manner as part of the daily routine, including daily huddles.
- Attends conferences and trainings as requested.
- Performs other duties as assigned.

Knowledge, Skills and Abilities Required:

Education:

- A level of knowledge normally acquired through completion of RN or BSN program.

Experience:

- Two years of experience with patients in primary care/ambulatory care, home health agency, skilled nursing facility, or hospital within the past five years.

Interpersonal:

- Detail-oriented, thorough, and able to handle multiple tasks and projects with varying deadlines and priorities.
- Ability to coordinate services across multiple continuums of care ensuring safe, effective transitions of care.
- Time management, priority setting, and work delegation /organization.
- General computer knowledge and capability to use computers to work with a registry and an electronic health record.
- Empathy, mental alertness, precision, analytical problem-solving abilities, excellent written & verbal communication skills. Focused and self-motivated.

Abilities:

- Ability to use the nursing process and apply critical thinking to meet patients/caregivers needs. Ability to organize, prioritize and manage time as a self-directed individual.
- Knowledge of chronic conditions, evidenced-based guidelines, prevention, wellness, health risk assessment, and patient education.
- Ability to affect change, work as a productive and effective team member, to be flexible, and adapt to

needs/priorities.

- Ability to demonstrate customer focused interpersonal skills in order to interact in an effective manner with patients, their families, providers, and health center staff. Ability to collaborate with clinic staff and providers.
- Ability to utilize the PDSA to facilitate quality improvement centered on patient care processes in the environment.

Certificate/License:

- Current State of Michigan Registered Nurse license

Reporting Relationships:

- Reports to the Director of Clinical Operations

Working Environment:

- Physical: Works in a normal office environment where there are minimal physical discomforts due to temperature, noise, dust and the like.
- Must have manual dexterity for use of a computers keyboard and calculators. Ability to remain stationary for long periods of time. Ability to communicate via phone, mail and in person to resolve disputes, solve problems, etc. Requires sitting, walking, stooping, bending, ability to walk up stairs and lift 25lbs or more, carrying supplies and/or office equipment.
- Ability to interact with computer screen for up to six hours at a time (visual acuity required). Some exposure to visual strain due to close inspection of forms, records and computer screens.
- Cognitive skills to analyze, calculate data, problem solve.
- Occasional exposure to communicable disease, unpleasant odors, noise due to clinic and/or data processing activities.

Disclaimer:

The above outlined specifications are not an all-inclusive list of job-related responsibilities, duties, skills, efforts, requirements or working conditions. All job requirements are subject to possible revision to reflect changes in the position requirements or to reasonably accommodate individuals with disabilities. Some requirements may exclude individuals who pose a threat or risk to the health and safety of themselves or other employees. This job description in no way states or implies that these are the only duties to which will be required in this position. Employees will be required to follow other job-related duties as requested by their supervisor/manager within guidelines and compliance with Federal and State laws.