

*Penobscot Community Health Care*

**Job Description**

**Care Manager**

**Reports To:** Director of Care Management in collaboration with Medical Director and Practice Manager

**Supervises:** Medical Assistant Health Coach and site Licensed Social Worker (Health and Behavior Coach)

**Status:** Salaried, Exempt, Administrative

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**POSITION SUMMARY**

This position is responsible for managing high risk, chronic illness patients to promote effective education, self-management support and timely healthcare delivery to achieve optimal quality and financial outcomes. Responsibilities include coordinating patient care to improve quality of care through the efficient use of resources and thereby enhancing quality, cost-effective outcomes. Acts as an advocate for an individual's healthcare needs, and coordinates care to minimize the fragmentation of health care delivery systems. This position is committed to the constant pursuit of excellence in improving the health status of the community.

**ESSENTIAL JOB FUNCTIONS**

1. Collaborates with providers and practice staff in identifying appropriate patients for care management, utilizing established Care Management criteria.
2. Performs initial and periodic holistic assessments for care managed population. This includes physical and psychological on patients as appropriate. The assessment includes a systematic and pertinent collection of data about the health status of the patient. Prioritize patients according to intensity, need and required follow up.
3. Formulates and implements a care management plan that addresses the patient's identified needs by assessing the patient/family needs, issues, resources and care goals; determining the choices available to individual patients; educating the patient/family on the choices available.
4. Establishes a care management plan that is mutually agreed upon by the health care team and the patient/family. Plans specific mutual self-management goals and objectives and interventions with the patients that are action-oriented.
5. Evaluates the effectiveness of the plan in meeting established care goals; revises the plan as needed to reflect changing needs, issues and goals. If certified in Advanced Practice with prescriptive authority, may make medication adjustments as needed in collaboration with Primary Care Provider. Monitors and evaluates the progress of the patient.
6. Collaborates with the healthcare team to revise the care management plan when changes occur. Initiates care conferences to discuss multidisciplinary team responsibilities, patient progress, new problems, etc.
7. Identifies and effectively utilizes community resources to meet the needs of patients/families. Facilitates patient access to community resources as appropriate or refers to LSW.

8. Promotes patient self-management and empowers patients/families to achieve maximum levels of wellness and independence. Interacts professionally with patient/family and involves patient/family in the formation of plan of care.
9. Performs follow up calls for patients recently discharged from acute hospitalizations and who are considered to be high risk for readmission.
10. Collaborates with providers, other healthcare team members to include inpatient facilities, the patient's payer and health system administrators to transitions of care and facilitate care across the healthcare continuum and optimize clinical and financial outcomes.
11. Determines and completes appropriate referrals. Serves as a liaison to providers, patients and families for coordination of services.
12. Maintains a working knowledge of payer requirements. Develops collaborative working relationships with insurance case managers; negotiates on behalf of patient with third parties for cost-effective, high quality services and to maximize the efficient use of resources.
13. Maintains EMR databases on care managed population. Maintains accurate and timely documentation.
14. Strives to meet established standard for productivity.
15. Reviews utilization and quality reports routinely and scans for gaps in care and to identify patients needing the additional support of care management.
16. Participates in regular team meetings and peer review activities. Participates in departmental and organizational committees, as applicable. Participates in the orientation of new personnel. Precepts and mentors peers. Promotes collaborative teamwork.
17. Develops relationships across broad organizational lines and where innovative and unstructured situations arise. Relationships usually involve combined skills in communicating, understanding, developing and motivating people to the highest degree.
18. Meets with the care management team leader (Director of Care Management) and the care management team on a regular basis to provide patient updates identify issues and develop strategies for resolution.
19. Performs all duties and responsibilities in accordance with the Nurse Practice Act and in accordance with basic principles and guidelines of professional nursing.
20. Maintains appropriate professional boundaries.
21. Ensures documentation meets current standards and polices.
22. Maintains a working knowledge of, and adheres to applicable federal and state regulations including, but not limited to, laws related to patient confidentiality, release of information and HIPAA.
23. Interacts harmoniously and effectively with others, focusing upon the attainment of organizational goals and objectives through a commitment to teamwork.

24. Reports all accidents, regardless of severity, to Human Resources within 24 hours. These will be reported on the Employee Incident/Injury Report and Investigation form. Human Resources will monitor the timeliness of reporting.
25. Conforms to acceptable attendance and punctuality standards as expressed in the Employee Handbook.
26. Complies with all safety rules and protocols, as established by the Environment of Care Committee. Immediately reports any workplace injury to supervisor.
27. Abides by the organizations compliance program and requirements.
28. Current on all required training for current year.
29. Performs all other duties, as assigned by supervisor.

### **KNOWLEDGE, SKILLS, AND ABILITIES**

1. Excellent written, verbal and listening communication abilities. Communicate appropriately and clearly to staff and providers.
2. Willingness to establish effective working relationships with internal and external customers. Maintains a good working relationship within the department and with other departments.
3. Demonstrates ability to compile patient data and prepare outcome analysis.
4. Serves as a patient and family advocate. Gives priority to customer service issues and promotes positive interpersonal relationships among patients, providers, and the general public.
5. Ability to manage conflict, stress and multiple simultaneous work demands in an effective and professional manner.
6. Ability to work well independently, while collaborating with other team members. Serves as a clinical resource person to staff.
7. Ability and willingness to self-motivate, to prioritize and change processes to improve effectiveness and efficiency. Adapts to changing patient or organizational priorities.
8. Ability to make independent decisions in accordance with established policies and procedures. Decisions and problem solving require a combination of analysis, evaluation and interpretive thinking.
9. Knowledge of and appreciation for cultural diversity and low literacy issues in care provision.
10. Computer literacy, including but not limited to, data entry, retrieval and report generation.
11. Ability to work with patients/families of all ages and in a variety of settings, including office, facility and patients' homes, presenting diverse physical conditions and social/cultural environments.

12. Ability to drive to and from a variety of settings in varying weather conditions.

### **TYPICAL WORKING CONDITIONS**

- Frequent exposure to communicable diseases, toxic substances, medicinal preparations and other conditions common to a medical practice setting.
- Normal medical office environment.
- Involves frequent contact with staff, patients and the public.
- Work may be stressful at times. Contact may involve dealing with people who are angry or upset.
- Working extended hours may be required as needed.

### **FUNCTIONAL DEMANDS**

- Requires prolonged sitting, and some standing, walking, bending, stooping, kneeling, crouching, crawling, stretching, and climbing stairs.
- Requires hand-eye coordination and manual dexterity sufficient to operate a keyboard, photocopier, telephone, calculator and other office equipment.
- Vision must be correctable to 20/20 and hearing must be in normal range, aided or unaided, for telephone contacts.
- Requires some lifting occasionally (up to 30 pounds).
- It is necessary to view and type on computer screens for long periods and working in an environment which can be very stressful.

### **EDUCATION AND EXPERIENCE**

- Licensed at the RN level, or as Advanced Practice Nurse (NP) by the Maine State Board of Nursing, or Licensed Social Worker.
- Will have up to date training and certification in Healthcare Provider Basic Life Support issued by American Heart Association, American Red Cross or American Health & Safety Institute.
- Minimum of three years clinical experience preferred; home health experience preferred.
- Valid driver's license with acceptable driving record for insurance purposes.

### **Employee Acknowledgement:**

External and internal applicants, as well as position incumbents who become disabled, must be able to perform the essential functions (as listed) either unaided or with the assistance of a reasonable accommodation to be determined by management on an individual basis upon request. I have received a copy of my job description and can perform the essential functions of the job, with or without reasonable accommodation.

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Signature

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Date

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Print Name

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