



NURSE CASE MANAGER

The Nurse Case Manager will play an invaluable role in helping patients manage their diseases effectively and navigate appropriately through the fragmented and complicated medical system.

The Nurse Case Manager is the clinical manager of the Care Team and has a unique ability to understand and empathize with all members of the team. “Managing” the team, therefore, will naturally fall on the Nurse Case Manager and will have an impact on the teams ability to work effectively to support their patients and families throughout their health journey.

The Nurse Case Manager’s training allows for more complex clinical reasoning that departs from specific workflows or clinical algorithms. The ability to work through specific issues that affect an individual patient and make appropriate decisions is an important skill that the Nurse Case Manager brings. Furthermore, the Nurse Case Manager will need to gain skills in motivational interviewing, boundary setting, active listening, and team management to be successful in this role.

Then Nurse Case Manager will primarily work in the following areas: (1) clinical advice and triage; (2) nurse level care management support including medication refills, document management, lab triage and management, abnormal or critical clinical triage; (3) population management; (4) health education; (5) complex case management including chronic disease case management, critical diagnosis care coordination, transition care management, high risk clinical tracking, complex medication management, and system utilization.

Nurse will have a patient panel or caseload that will include patients who are not able to manage their chronic disease effectively. This could include Diabetics with chronically abnormal HgA1c's, complications from their Diabetes that make it difficult to manage their disease, difficult social or economic stressors that present road blocks to care, or their complexity of illness requires extra support to improve outcomes. Nursing staff will have authority to utilize staff resources; refer to appropriate medical care or support services; schedule needed appointments, labs, or preventative services; adjust medication based on clinical algorithms given by medical providers; assess patients for co-morbid risks including depression, addiction, poly-pharmacy, etc. and refer to needed care when appropriate; refill routine medications; and oversee the care within the clinic for these patients. Certain alerts such as

abnormal Pap or Mammogram result, or new diagnosis of cancer could automatically trigger a referral to nurse case manager to ensure proper access to needed resources.

Nursing staff will contact patients who were recently hospitalized or discharged from a skilled nursing facility to ensure safe and effective transition into the outpatient setting. Patient charts for patients seen at emergency services will be reviewed and managed if needed including helping patients utilize medical resources appropriately.

Appropriate caseload for this position will be evaluated over time and is currently at 1:1 provider : RN FTE.

The Nurse Case Manager will be present at care team management meetings and will be invaluable in offering clinical insight and suggestions for the care team as they serve their patient panel.