



MEMORIAL HOSPITAL OF LAFAYETTE COUNTY

MEMORIAL HOSPITAL OF LAFAYETTE COUNTY
800 Clay Street – Darlington, WI 53530

JOB TITLE: RN Care Manager

Reports to: Primary Care Clinic Nurse Manager

Supervisory Responsibilities: Demonstrate professional responsibility in the RN.

Position Qualifications:

- Graduate of an accredited school of nursing
- Bachelor's Degree preferred.
- Registered as a Nurse.
- Valid Nursing License in State of Wisconsin.
- Previous experience in caring for chronic disease patients required.
- 3-5 Years' experience in clinical or community health settings preferred.
- Previous Care Coordination, Case Management or Home Health experience preferred.
- Demonstrates evidence of essential leadership, communication, education, collaboration, and counseling skills.
- Proficient in communication technologies (email, cell phone, etc.).
- Efficient organization skills and demonstrates ability to maintain accurate notes and records.
- Previous experience with health IT systems and data reports preferred.
- Previous experience with mobilizing community resources, navigating patients through the healthcare continuum, and working with disparate populations preferred.
- Ability to identify and implement appropriate patient communication strategies, and overcome accessibility barriers, as required.

Position Competencies:

- Core values consistent with a patient/family-centered approach to care.
- Demonstrates professional and effective written communication skills.
- Demonstrates professional verbal communication skills, and effectively communicates with all patient care team members.
- Demonstrates a positive, respectful attitude, and professional customer service skills.
- Acknowledges patients' rights on confidentiality issues, maintains patient confidentiality at all times, and adheres to HIPAA guidelines and regulations.



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- Proactively acts as a patient advocate, responding with empathy and respect to resolve patient/family concerns.
- Recognizes and responds to opportunities for improvement.
- Demonstrates continual learning skills, effects changes in approach to care based on established, evidence-based practice.
- Demonstrates professional practice behavior.
- Provides mentoring/coaching of other health and care coordination providers (Physician, Nurse Practitioner, Physician Assistant, and other licensed allied health team-members).
- Demonstrates understanding in the use of IT resources and patient databases.
- Demonstrates effective delegation skills to streamline operational workflows, and optimize inter-office resources.

Position Responsibilities:

- Provide a coordinated, strategic approach to detect early, and manage effectively, the chronically ill patient population.
- Implement an effective internal tracking system for identified patients.
- Coach patients/families toward successful self-management of their chronic disease.
- Utilize tools and documents that support a guided care process, collaborate with patient/family toward an effective plan of care.
- Assess patient and family's unmet health and social needs.
- Provide effective communications to improve health literacy.
- Develop a care plan based on mutual goals with patient, family, and provider's emergency plan, medical summary, and ongoing action plan, as appropriate.
 - Monitor patient adherence to plan of care and progress toward goals in a timely fashion, and facilitate changes as needed.
- Create ongoing processes for patients/families to determine and request the level of care coordination support they desire overtime.
- Promote healthy behaviors in all populations, and ensure navigation assistance with community resources.
- Facilitate patient access to appropriate medical and specialty providers as well as other care coordination team support specialists, (i.e. Dietitian).
- Cultivate and support primary care and subspecialty co-management with timely communication, inquiry, follow-up, and integration of information into the care plan regarding transitions-in-care, and referrals.



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- Serve as the contact-point, advocate, and informational resource for patient, family, care team, payers, and community resources.
- Ensure effective tracking of test results, medication management, and adherence to follow-up appointments.
- Develop systems to prevent errors (e.g. effective medication reconciliation and shared medical records).
- Facilitate attended meetings between patient, families, care team, payers, and community resources, as needed.
- Ability to use office equipment such as telephones, computers, printers, fax, and scanner.
- Ability to use medical equipment such as Blood Pressure, and EKG equipment.

Physical Demands:

- Ability to demonstrate independent mobility; with full range of body motion and dexterity to allow for grasping, pushing/pulling, and continuous use of hands and arms for typing, filing, writing, and use of phones.
- Ability to lift, carry, push or pull up to 25 pounds.
- Ability to perform frequent bending, twisting, balancing, and reaching at/or above and below shoulder level, as well as occasional kneeling and climbing.
- Ability to stand, walk, climb stairs, sit for prolonged periods, and bend to the floor.
- Ability to demonstrate hand-eye coordination, and finger dexterity; as well as distinguish odor, color and texture. Frequently will make assessments of equipment.
- Ability to demonstrate good visual ability and depth perception. Frequently will see distant objects sufficiently to pass Wisconsin driver's license vision test; and will see close objects to refer to computer and written documentation with accuracy.
- Ability to demonstrate good sound perception and discrimination. Frequently will hear normal sounds and voices with some background noise to receive verbal instructions and communicate with patients and staff.
- Ability to continuously speak clearly, making one-self understood in face to face interactions with patients, families, and staff.
 - Will continuously articulate with extreme accuracy and precision to give directions, both in person and on the phone.
- Ability to wear gloves and other protective equipment.
- Ability to concentrate and maintain attention to detail for 20-45 minutes at a time with moderate interruption. Frequently will remember verbal and written task/assignment for a period of time extending several days.



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Employee Responsibility in an Emergency:

As an employee of Memorial Hospital of Lafayette County, you are expected to respond to emergencies involving the safety of patients, other employees, visitors and the facility. This includes the ability to assist with a possible evacuation of facility if that has been deemed necessary.

Management Statement:

This job description is not intended to be all inclusive. The employee will also perform other reasonable job related duties as assigned by the supervisor and/or other management personnel. Management reserves the right to change job responsibilities, duties and hours as needs prevail. This document is for management communication only and not intended to imply a written or implied contract of employment.

RN Care Manager Job Description

I have read the above job description and fully understand the requirements set forth. I know of no limitations which would prevent me from performing these functions with or without accommodation.

Employee Signature

Date

Supervisory Signature

Date



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Dated: January 11, 2019 / SL

Updated: 6/11/2020

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