

## Family Health Centers – Job Description

**JOB TITLE:** R.N. NURSE CASE MANAGER

**LOCATION:** Omak, Tonasket, Brewster, Bridgeport & Twisp Clinics

**DEPARTMENT:** Nursing

Revised Date: April 2015

**FLSA STATUS:** Non-Exempt/Hourly

**REPORTS TO:** Clinic Operations Manager

**PRIMARY ACCOUNTABILITY:** Works with the medical team to provide quality, comprehensive care to patients with complex health situations. Empowers patients to self manage their condition, reduce the occurrence of preventable complications and help patients stay out of hospital.

### **PRIMARY DUTIES AND RESPONSIBILITIES**

- 1) Communicates health information to patients, support staff, and team members
  - a) Assists care team with identification of complex chronic diseases and conditions to ensure this patient population receives appropriate care.
  - b) Coordinate care with medical team and patients to assess needs, identify barriers and co-ordinate plan of care and communication among multiple providers
  - c) Co-ordinate transitions of care with patients, PCP and other service providers.
  - d) Relays appropriate information between patient and care team by documenting in EHR
  - e) Monitors and processes voice mail, EHR messaging and email in a timely manner
- 2) Patient Care
  - a) Provide professional nursing care for FHC patients following established standards and practices and acting within the scope of the RN license.
  - b) Interact frequently with high risk patients regarding care plans, by phone and in clinical setting.
  - c) Act as educational resource for patients
  - d) Discuss and develop self management plans.
  - e) Follow up with patients to assess compliance and progress with identified goals.
  - f) Provide decision support and encourage treatment adherence
  - g) Assist in PCMH strategies to identify high risk patients based on diagnosis and other factors; use reports to access data on high risk patients; work with Lead RN and Clinic Operations Manager to develop and implement processes to ensure high risk patients receive appropriate care at FHC.
  - h) Triage patients to level of employee licensure: assess patients as needed and provide appropriate nursing care.
  - i)
- 3) Attendance
  - a) Ensures attendance and hours worked are accurately recorded in computerized timekeeping system
  - b) Properly manages paid vacation and sick leave
  - c) Responsible for regular, predictable attendance and to work hours as scheduled, which may include evenings or weekends

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### **GENERAL DEVELOPMENT**

1. Requires more advanced organizational skills, in order to organize projects or the work of others
2. Job duties require the ability to work independently and as part of a team
3. Job responsibilities require individual development of priorities for effective performance of duties, including re-prioritization in response to changes in circumstances
4. Employees are expected to determine an effective response to situations encountered within established precedent
5. Work requires consideration of the impact of work product on other employees in the work process
6. This position exercises leadership over others, but does not have actual supervisory authority

### **PROFESSIONAL & TECHNICAL KNOWLEDGE**

Job duties require knowledge and training in the field of nursing typically acquired through a formal Associates degree or trade school program in nursing

### **LICENSES AND CERTIFICATIONS**

Must have Registered Nurse licensure with the State of Washington

### **TECHNICAL SKILLS**

1. Ability to prepare basic correspondence and simple reports in Microsoft Word
2. Ability to create, send and manage email in Outlook
3. Ability to access and complete data entry in the Electronic Practice Management (EPM) program
4. Ability to access web-based applications and programs of others
5. Fully functional in use of the Electronic Health Records (EHR) program

### **COMMUNICATION SKILLS**

- 1) Employee is required to effectively communicate using FHC's core values; the **Core Dimensions**
  - a) **Respect**—using manners and appropriate language; maintaining a person's dignity and confidentiality; giving credit where due; asking others for their input and feedback
  - b) **Empathy**—to show someone you understand what they are feeling without judgment; engaged listening with no distractions; acknowledgment and paraphrasing; eye contact
  - c) **Genuineness**—tone of voice and body language are congruent; showing consistent behaviors over time; integrity (follow-through and follow-up); humility (admitting when a mistake is made)
  - d) **Specificity**—what details can you give so someone knows what "excellence" looks like; models or samples; one-on-one mentoring; alternate plans
- 2) Job duties require employee to provide excellent customer service to all internal and external customers
- 3) Job duties require employee to effectively communicate complex and/or technical information to co-workers and others
- 4) Job duties require the effective communication of information in written (including electronic) correspondence
- 5) Duties require employees to effectively convey technical information to non-technical audiences

### **WORK ENVIRONMENT**

Work is performed in an ambulatory care setting, which may include the requirement of working at other sites.

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### TYPICAL PHYSICAL DEMANDS

Physical Requirements	N/A	Rarely ( 1-12%)	Occasionally ( 13-33%)	Frequently ( 34-66%)	Regularly ( 67-100%)
Standing			x		
Walking			x		
Climbing		x			
Sitting					x
Stooping / Kneeling		x			
Lift/Carry up to 15 lbs.		x			
Lift/Carry up to 30 lbs.		x			
Lift/Carry up to 50 lbs.		x			
Push/Pull up to 25 lbs. of exertion		x			
Push/Pull up to 50 lbs. of exertion		x			
Work below waist level		x			
Work at waist to shoulder level					x
Work above shoulder level			x		
Reach further than arm's length				x	
Fingering					x
Grasping / Holding				x	
Talking					x
Hearing					x
Seeing					x
Work in confined spaces			x		
Exposed to extreme temperatures	x				
Operate tools or machinery (incl. office equip.)					x
Operate motorized vehicles/equipment			x		
Work at heights balancing	x				
Use/exposed to hazardous substances					x

*This description is intended to describe the essential job functions and the essential requirements for the performance of this job. It is not an exhaustive list of all duties, responsibilities and requirements of a person so classified. Other functions may be assigned and management retains the right to add or change the duties at any time.*

**Signature below acknowledges that I have received a copy of my job description.**

\_\_\_\_\_  
*Employee Signature*

\_\_\_\_\_  
*Date*

\_\_\_\_\_  
*Witness Signature*

\_\_\_\_\_  
*Date*