

## WILLCARE JOB DESCRIPTION

### RN CASE MANAGER

<b>Title:</b> RN Case Manager	<b>Department:</b> Certified - Nursing	<b>FLSA Status:</b> Exempt
<b>Reports to:</b> Nursing Supervisor	<b>Direct Reports:</b> N/A	<b>Revised:</b> January 9, 2009

#### POSITION SUMMARY:

Utilizes the nursing process to provide for optimum quality and continuity of nursing care. Demonstrates the core nursing competencies established by the agency to ensure effective and efficient care on an ongoing basis. Functions as a Case Manager for a group of assigned patients/families.

#### ESSENTIAL DUTIES & RESPONSIBILITIES FOR POSITION:

1. Adheres to the scope of practice for Registered Professional Nurse per state regulatory guidelines
2. Demonstrates appropriate judgment skills to be able to make independent clinical decisions in routine patient care matters
3. Promote the level of clinical expertise required of staff to provide safe, high quality nursing care
4. Remains flexible and responsive when changes occur in patient activity and workload
5. Performs appropriate documentation to maintain the standards set by the Agency or Fiscal intermediary
6. Monitors visit frequency and duration by reviewing physicians' orders and comparing to the plan of care and documentation
7. Fosters an environment for open communication and collaborative practice
8. Evaluates/assists in evaluation of appropriateness of plan of care and revise on an ongoing basis with communication to all other disciplines
9. Demonstrates knowledge of therapeutic action, side effects and interaction of medications
10. Plans, teaches, supervises and counsels regarding physical care measures to promote improvement/recover, symptom/complication management, expected disease progression, social/emotional care and community resources
11. Acts as a comprehensive care coordinator for patients assigned to his / her care, assessing the patients needs accordingly and facilitates communication amongst other clinicians providing care.
12. Perform comprehensive assessments of physical, emotional, psychosocial, and environmental needs of the patient
13. Completes and submits all required documentation within established agency guidelines
14. Reviews results of laboratory tests and other diagnostic procedures and reports to MD appropriately
15. Supervise and direct assigned LPN's and Aides per Federal, State and Local regulations and Agency policy
16. Assumes responsibility for maintaining compliance according to federal state regulations and agency policies and procedures
17. Identifies significant clinical findings, makes conclusions and intervenes appropriately
18. Demonstrates the knowledge of the principles of growth and development over the life span and possesses the ability to assess data reflective of the patient's status
19. Interprets the appropriate information needed to identify each patients requirements relative to his or her age-specific needs
20. Provides the care needed as described in the agency's policies and procedures
21. Develops and implements a realistic individualized plan of care (Physician's Plan of Care, Home Health Aid Plan of Care) for each patient, evaluates and revises this plan as necessary
22. Compares assessment data to baseline assessment to monitor patient's progress. Recognizes alterations in function, including life-threatening situations, and intervenes and documents appropriately.
23. Participates in development of patient goals and discharge plans as well as makes revisions to these based on the changes in patient status.
24. Initiates patient education based on identified learning needs of the patient and/or those providing care and documents appropriately

25. Prioritizes nursing visits based on the patient's health status and anticipated needs
26. Demonstrates the skill and judgment necessary to implement physician orders, nursing procedures and nursing interventions
27. Assumes on-call responsibilities as per on-call needs
28. Implements physicians orders accurately and promptly, using nursing judgment

**DUTIES & RESPONSIBILITIES OF AGENCY EMPLOYEES:**

1. Demonstrates a clear understanding of the Mission, Purpose and Philosophy.
2. Adheres to ethical business practices by striving to perform in a manner that conforms to the highest standards of ethical behavior, integrity and honesty.
3. Takes initiative and responsibility for decisions as an individual and as a company. Exhibits commitment to personal and companywide goals.
4. Participates in the ongoing development of competencies, capabilities, technology and the resources needed to achieve high standards of efficiency and effectiveness. Approaches everything with the passion and desire to meet the highest standards.
5. Places needs of the patient first at all times. Care management and service delivery are developed with the goals of the patient's healing and support in mind. Strives to deliver lasting value to our patients in the comfort of their home.
6. Strives to help lead the industry through vision, technology, innovation, and customer service. Strives to make a difference in the lives of our employees, patients, and community. Encourages a positive environment and experience for co-workers and patients.
7. Treats employees, patients, and business partners with respect. Fosters teamwork by trusting and supporting each other while encouraging collaboration at all levels of the organization. Embraces diversity and demonstrates the ability to work together.
8. Promotes a safe and efficient working environment by adhering to agency policies and procedures.
9. Maintains confidentiality of all agency and patient related information. Protects patient rights as defined in the patient Bill of Rights.
10. Maintains proper attendance and punctuality to ensure that the department is operated in an efficient and cost effective manner.
11. Adheres to departmental and agency dress codes as observed by supervisor.
12. Communicates information effectively both verbally and in writing.
13. Attends and participates in staff meetings, required in-services, agency PI activities and other meetings as requested.
14. Utilizes material, equipment and time in a safe, beneficial, and cost effective manner
15. Organizes workload to complete responsibilities in an appropriate and timely manner.
16. Observe infection control and standard precautions.

**OTHER DUTIES & RESPONSIBILITIES:**

1. Performs other duties as assigned by the Director of Patient Services/Designee

**SUPERVISORY RESPONSIBILITIES:**

1. N/A

**EDUCATION & QUALIFICATION REQUIREMENTS:**

1. Graduate of an accredited School of Nursing, College or University.
2. Current license / registration by state of hire as a Registered Nurse
3. One (1) year experience in medical/surgical nursing required
4. Home Health experience preferred
5. Current BLS certification\*

**PERSONAL & PHYSICAL REQUIREMENTS:**

1. Pass a physical examination after being offered employment and a health assessment annually thereafter
2. Successful completion of a Competency and Proficiency Test and Skills evaluation appropriate for the position
3. Able to lift up to 50 pounds, perform one person transfer under routine and emergency situations
4. reposition a bedbound patient alone
5. Able to sit, stand, bend stoop, kneel, pull, climb, reach, lift ,and perform repetitive movements of the upper extremities.
6. Ability to operate a computer and / or a tablet PC
7. May be exposed to unsanitary conditions in some home settings
8. May be exposed to high crime areas within the service community
9. May need to endure exposure to weather and temperature extremes
10. Ability to travel day to day within assigned geographic areas

\*Requirement for Pediatric and IV cases only.