

Hospice

of Southern Maine

Position Description

Title: RN Case Manager

Reports to: Clinical Manager

Primary Location: Home Program

FLSA Class: Non-Exempt

Supervises: None

Effective Date: 04/11/2016

Position Summary:

The RN Case Manager has the primary responsibility to administer and coordinate high quality, cost effective hospice care for home care patients within an interdisciplinary team model. They oversee the interdisciplinary hospice team to ensure that patients' physical, emotional and spiritual needs are met.

Qualifications:

1. Education: Graduate of an NLN accredited nursing program; BSN and/or CHPN preferred.
2. Experience: Minimum of two years of RN experience in a clinical setting required. Home care, hospice and/or oncology nursing experience preferred. Case Management experience required. Solution driven, creative and resourceful problem solving skills required.
3. License/Certification: Registered Nurse licensure by the State of Maine; valid driver's license with an automobile that is insured in accordance with state and/or agency requirements and is in good working order. BLS certification or the ability to obtain certification within the first 90 days of employment required. Certification must be kept active during the course of employment.

Essential Duties & Responsibilities:

1. Performs all duties and responsibilities in accordance with the Nurse Practice Act and in accordance with basic principles and guidelines of professional nursing.
2. Evaluates patients for hospice and hospice house eligibility per benefit coverage allowance and facilitates smooth transition between care environments.
3. Implements plan of care and evaluates appropriate ongoing care and adjustments to plan, by involving the patient and family in decisions upon admission and throughout the period of care.
4. Implements physician orders in accordance with plan of care.
5. Provides nursing care, emotional support and education to patients and families; encourages patients and family members to participate in the patient's plan of care to meet established goals
6. Supervises the care provided by the Home Health Aide (HHA) based on the patient's plan of care.
7. Utilizes advanced computer skills to access medication information and all documentation in our electronic medical record (EMR) as required.
8. Completes and submits documentation within agency timeliness policies that is complete, legible, and clearly reflects care given.
9. Promotes teamwork by participating actively and appropriately as a member of an interdisciplinary team. Shares essential patient information with all members to coordinate care.
10. Collaborates with other members of the IDT in coordinating care to be efficient and financially responsible. Makes appropriate referrals for other discipline services to meet patient care needs in a timely manner. Coordinates care of patients with a variety of disciplines and community resources, both internal and external in a fiscally responsible manner.
11. Collaborates in a positive manner with physicians in delivering care to patients. Keeps physicians and other personnel informed of patient needs and changes in status by appropriate means and as quickly as the situation warrants.

12. Recognizes, addresses and documents changes in patient status and patient related problems. Informs supervisor of these concerns in a timely manner.
13. Maintains agency guidelines for number of days worked and weekend/holiday rotations, productivity and timeliness. Seeks supervisor input when caseloads and patient acuity widely fluctuate.
14. Ensures point of service documentation
15. Provides appropriate documentation and paperwork to contracted facilities.
16. Assesses, evaluates and responds to patient situations quickly. Administers emergency care as needed.
17. Participates in weekend, holiday and on-call coverage as necessary and conducts Home Program and Gosnell visits as needed.
18. Participates in daily shift report, Interdisciplinary Team (IDT) meetings, case conferences, staff meetings, and quality assurance and program improvement activities.
19. Performs additional duties as assigned.

Other Job Functions:

The following is a list of responsibilities of this position, but is not intended to cover other related duties that this position may be required to perform from time to time.

1. Shares expertise with others through in-service and collaboration.
2. Reports patient and employee incidents according to Agency protocols.
3. Represents HSM in the community in a positive manner.
4. Offers suggestions to improve policies, procedures, and services in appropriate manner and time.
5. Attends mandatory meetings and in-services.

Required Skills, Abilities & Knowledge:

1. Portrays a positive attitude towards the Agency by supporting its mission, vision, values, policies and procedures.
2. Works with diverse social and economic situations without imposing own values on patient or family maintains appropriate professional boundaries.
3. Participates in department and Agency projects and committees as needed.
4. Demonstrates knowledge and support of agency's safety and OSHA policies. Demonstrates use of safety judgment on a case-by-case basis. Utilizes proper body mechanics and safe working techniques and reports unsafe environments/practices to supervisor in a timely manner.
5. Demonstrates understanding of HIPAA Privacy Standards and related Agency policies.
6. Acts in a manner consistent with the Code of Conduct outlined in the Agency's Corporate Compliance Program.
7. Demonstrates understanding and compliance with agency policies, including but not limited to, professional boundaries, documentation, continuing education, attendance/work schedules and required HR documentation, State and Federal policies and procedures, laws and regulations.
8. Reports unsafe environments/practices to supervisor in a timely manner.
9. Utilizes appropriate resources to maintain and enhance professional knowledge and skills for hospice care in all settings including regulatory/reimbursement guidelines and integrates into clinical practice.
10. Demonstrates a caring and sensitive attitude towards all customers (internally and externally).
11. Strong clinical assessment skills.
12. Demonstrates flexibility, versatility and a positive attitude at all times and the ability to manage time and performs duties with attention to detail, accuracy and follow-through.
13. Demonstrates effective listening skills when communicating with others.
14. Ability to evaluate a situation and adapt to changing patient or Agency priorities.
15. Excellent communication skills verbally and in writing.

Physical Requirements:

The physical requirements described are representative of those that must be met to successfully perform the essential responsibilities of this position. Reasonable accommodations may be made.

Ability to complete and pass an annual respirator fit test required.

	Occasional (25%)	Frequent (50%)	Continuous (75%)
Lift or transfer			
Up to 10 lbs.			X
11-20 lbs.		X	
21-35 lbs.		X	
Carry		X	
Push or pull		X	
Climb		X	
Reach		X	
Stoop or bend		X	
Crouch		X	
Kneel		X	
Handle or feel		X	
Talk			X
Hear			X
See			X
Sit, walk, stand			X
Distinguish smell/temperature		X	
Exposure to blood borne pathogens and infectious disease			X
Exposure to hazardous materials	X		
Repetitive Motion		X	

Visual Requirements:

1. The worker deals with office and/or medical equipment at or within arms reach.
2. Must be able to see to drive, complete appropriate documentation and assess patient condition and function.

Mental Requirements:

1. Requires the ability to plan and perform a wide variety of duties requiring general knowledge of policies and procedures.
2. Requires considerable judgment to work independently toward general results, devising methods, modifying or adapting standard procedures to meet different conditions, making decisions based on precedent and policy.

Employee’s Signature _____ Date _____