



POSITION DESCRIPTION Case Manager

POSITION SUMMARY:

Provides management of patient care from admission to discharge including but not limited to review for Appropriateness of admission, placement, discharge plan and resource management.

POSITION DESCRIPTION – CASE MANAGER

STANDARD

Environment of Care: Demonstrates knowledge and practice of:

1. **Safety** - Department specific and hospital wide safety risks
2. **Security** – Processes for minimizing security risks
3. **Haz Mat/Waste** - Procedures for spills/MSDS
4. **Emergency Preparedness** – Role in emergency codes
5. **Fire Safety** – Role/response in Code Red actual/drill
6. **Med Equipment** – Safe operation of equipment (see specific list) user error education
7. **Utility Systems** – Emergency procedures for utility failures

Infection Control: Demonstrates knowledge and practice of:

8. Department specific policies and procedures
9. Hospital-wide policies and procedures
10. Location/use of personal protective equipment
11. CDC Hand Washing Guidelines

Performance Improvement: Demonstrates knowledge of:

12. Hospital-wide approach to Performance Improvement
13. How department is involved in hospital-wide PI program

Patient Rights: Demonstrates knowledge and practice of:

14. Patient Rights and Responsibilities
15. Confidentiality Policy – HIPAA
16. Ethical Issue Resolution
17. Organizational Ethics Policy
18. Restraint Policy & procedure, alternatives to restraints

Risk Management: Demonstrates knowledge and practice of:

19. Occurrence Reporting
20. Identify and report a sentinel event
21. Sexual Abuse/Allegation Reporting
22. Root Cause Analysis/FEMA

Certifications

23. BLS card Exp date:

24. CCM Certification

Patient Safety

25. Non-punitive medical/healthcare reporting
26. National patient safety goals
 - Accuracy of patient identification using patient's name and birth date
27. Fall prevention
28. Ensures patient/family are educated on proper use of home care equipment

STANDARD

29. Sentinel events alert

- Inpatient suicide
- Infant abduction
- Bed related entrapment deaths
- Restraints
- Falls

Department Core Competencies

30. Assess patient/.family financial resources and make appropriate referrals to community resources

31. Prioritize patient discharge planning and/or problems and make interventions based on accurate patient/family assessments utilizing available resources

32. Demonstrate appropriate pain management intervention

33. Demonstrates patient/.family teaching from admission, through out hospitalization to discharge

34. Participates in collaborative discharge planning/social service rounds and documents in accordance with facility standards

35. Demonstrates knowledge of patients specific psychological, social, environmental and cultural conditions with impact on patient's response to care

36. Identify patient/family/caregiver psychosocial needs in collaboration with other disciplines and contribute to ongoing education relevant to those needs

37. Integrate psychosocial factors affecting the patient/family/caregiver to assimilate instructions to the discharge plan

38. Assess, collaborate and coordinate the patient/family discharge planning needs and readiness for discharge with other members of health care team

39. Provide ongoing liaison with community agencies, sub acute, skilled and long term care facilities and other health care facilities

40. Coordinate requests for clinical information with third party payers and work with outside reviewers and physician Advisors to resolve denial of care conflicts

41. Ensure that appropriate patient care and clinical information is exchanged when patient is admitted, transferred or discharged

42. Appropriately accesses patient/employee information while maintaining security and confidentiality as mandated by HIPAA regulations

43. Knowledge of Interqual criteria

44. Knowledge of Milliman and Robertson criteria

45. Knowledge of PRO and other regulatory agencies

46. Demonstrates understanding of over and under utilization of services

47. Knowledge in assigning possible avoidable days

48. Knowledge of process in utilization review/admission concurrent and d/c reviews

49. Referral of patient in cases of suspected abuse/neglect

50. Understanding of observation hours and how to tally hours

Age Specific Competencies**Knowledge**

51. Demonstrate knowledge of growth and development

52. Criteria to identify victims of abuse and neglect

Skills

53. Appropriately assesses and involves family/significant others in discharge planning and implements appropriate arrangements

54. Makes appropriate referrals for home care/community agencies

55. Demonstrate age appropriate communication skills

Service Standards

56. Is proactive. Anticipates and responds to patient/physician/family members/coworkers needs. Demonstrates an energetic and positive approach to work. Is sensitive to customer's physical, social and cultural needs.

57. Demonstrates accountability and commitment to coworkers. Is a dependable member of the team and addresses issues in a timely manner.

58. Demonstrates sense of ownership. Pays attention to details of job, ensures all mandatory obligations are met.

59. Gives all customers their full attention and treats them with dignity, respect and understanding.

60. Presents a clean, professional, well groomed image. Wears name badge, adheres to uniform policy.

61. Safeguards patient confidentiality in all forms of communication.

62. Works effectively with others toward achieving common goals including morale and teamwork.

63. Interacts compassionately and in a timely manner with all customers.

STANDARD
Equipment – Demonstrate Safe and Effective Use
64. Computer/printer
65. Copier
66. Fax

POSITION (MINIMUM) REQUIREMENT CHECKLIST

Position Title: Case Manager

Department: Case Management

EDUCATION

- Less than high school
- High school or GED
- Vocational/Technical
- Degree – RN/LPN/Social Work
- 4 year/Bachelor’s Degree
- Post Graduate Degree
- License/Certification – CCM preferred
- Knowledge of state, federal, JCAHO regulations
- Knowledge of PRO, HCFA, HRS
- Medical terminology

EXPERIENCE

- One year hospital case management experience
- One year med/surg RN/LPN
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SKILLS

- Organizational
- Verbal/Follow verbal instructions
- Interpersonal
- Customer Relations
- Mathematical
- Analytical
- Grammar/Spelling
- Read/Comprehend/Follow written instructions
- Transcription
- BLS
- ACLS
- Computer
- Management/Planning Skills

PRE-PLACEMENT TESTING

- Minimum score of on Clerical test
- Minimum typing of wpm
- Minimum score of 84 on PCT test
- Minimum score of 84 on WS test
- Minimum score of 84 on MT test
- Minimum score of 100 on Filing test
- Minimum score of 84 on Nursing medication test

AGE OF PATIENTS SERVED
(For Nursing/Patient Care Positions)

- Neonate/Infant (birth - 1 yr)
- Child/Ped. (1 - 12 yrs)
- Adolescence (13 - 18 yrs)
- Adult (19 - 65 yrs)
- Geriatric (66 + yrs)

MENTAL AND EMOTIONAL REQUIREMENTS

- Manage stress appropriately
- Make decisions under pressure
- Manage anger/fear/hostility/violence of others appropriately
- Handle multiple priorities
- Work alone
- Work in areas that are confined and/or crowded
- Concentration to detail
- Memory for detail

HAZARDS

- Exposure to toxic/caustic/chemicals/detergents
- Exposure to extreme conditions, hot/cold
- Exposure to dust/fumes/gases
- Exposure to moving mechanical parts
- Exposure to potential electrical shock
- Exposure to x-ray/electromagnetic energy
- Exposure to high pitched noises
- Exposure to communicable diseases
- Exposure to blood and/or body fluids
- Exposure to excessive sunlight, or work outdoors
- Unprotected heights
- CRT (computer) monitor
- Operating heavy equipment
- OTHER:

PHYSICAL REQUIREMENTS
(See definitions on next page)

- Sedentary work
- Light work
- Medium work
- Heavy work
- Very heavy work

The minimum requirements of this position require the individual to:

- Stand for 2 hour(s) per day
- Sit for 4 hour(s) per day
- Walk for 2 hour(s) per day
- Perform repetitive tasks/motions
- Distinguish colors
- Hear alarms/telephone/tape recorder/normal speaking voice
- Have good manual dexterity
- Have good eye-hand-foot coordination
- Have clarity of vision
- Have good writing ability

Evaluate the requirements and activity percentage in time for this position based on the following:

- 1 - Not at all (0%)**
- 2 - Occasionally (1 - 33%)**
- 3 - Frequently (34 - 66%)**
- 4 - Continuously (67 - 100%)**

- 1 Climbing
- 2 Bending
- 1 Crouching
- 1 Squatting
- 1 Crawling
- 1 Kneeling
- 1 Balancing
- 1 Pulling with force
- 1 Reaching above head
- 1 Reaching above shoulder
- 3 Twisting at waist
- 2 Push/pull (up to 75 lbs.)
- 2 Lift/carry (up to 75 lbs.)
- 2 Lift from floor level up
- 2 Lift from waist level up
- 1 Lift above shoulders/head

POSITION (MINIMUM) REQUIREMENT CHECKLIST

LIST PERSONAL PROTECTIVE EQUIPMENT REQUIRED:

LIST OTHER MINIMUM REQUIREMENTS:

OCCUPATIONAL EXPOSURE TO BLOODBORNE PATHOGENS

- A - Routine exposure
- B - Occasional exposure
- C - No exposure

OCCUPATIONAL EXPOSURE TO TB

- 1 - Routine exposure
- 2 - Potential exposure
- 3 - No exposure

COMPRESSED GAS USAGE

- Yes
- No

DEFINITIONS:

SEDDENTARY WORK:	Prolonged periods of sitting and exert up to 10 lbs. force occasionally.
LIGHT WORK:	Exert up to 20 lbs. force occasionally, and/or up to 10 lbs. frequently.
MEDIUM WORK:	Exert up to 50 lbs. force occasionally, and/or up to 20 lbs. frequently, and/or up to 10 lbs. constantly.
HEAVY WORK:	Exert up to 100 lbs. force occasionally, and/or 50 lbs. frequently, and/or 20 lbs. constantly.
VERY HEAVY WORK:	Exert over 100 lbs. force occasionally, and/or over 50 lbs. frequently, and/or over 20 lbs. constantly.

I have reviewed these job requirements and verify that I am able to perform the minimum requirements and essential functions of this position.

Employee Signature

Date