

MMC Physician-Hospital Organization

Position Description

Position: Chronic Illness Care Manager

Reports to: Clinical Supervisor

Relates to: Director, Care Management Program; Care Managers; Care Transition Coaches; PHO providers and practice staff; PHO staff

Date: November, 2008

Position Summary

The Care Manager is responsible for managing high risk chronic illness patients to promote effective education, self-management support, and timely healthcare delivery to achieve optimal quality and financial outcomes. The Care Manager behaves in a professional manner, and consistently demonstrates and promotes the values of respect, honesty, care, and dignity for the patient and all members of the healthcare team. The Care Manager is committed to the constant pursuit of excellence in improving the health status of the community.

Primary Responsibilities

1. Collaborates with physician and practice staff in identifying appropriate patients for care management, utilizing established Care Management criteria.
2. Conducts initial and periodic holistic assessments for care managed population. Prioritizes patients according to intensity, need, and required follow-up.
3. Formulates and implements a care management plan that addresses the patient's identified needs by assessing the patient/family needs, issues, resources and care goals; determining the choices available to individual patients; and educating the patient/family on the choices available. Establishes a care management plan that is mutually agreed upon by the health care team and the patient/family. Evaluates the effectiveness of the plan in meeting established care goals; revises the plan as needed to reflect changing needs, issues, and goals.
4. Identifies and effectively utilizes community resources to meet the needs of patients/families.
5. Promotes patient self-management and empowers patients / families to achieve maximum levels of wellness and independence.
6. Assists the patient to identify and/or develop their support system and encourages the patient to utilize their support system.
7. Collaborates with physicians, other healthcare team members including inpatient facilities, the patient's payer, and health system administrators to facilitate care across the healthcare continuum and optimize clinical and financial outcomes. Determines and completes appropriate referrals. Serves as a liaison to providers, patients and families for coordination of services.
8. Maintains a working knowledge of payer requirements. Develops collaborative working relationship with insurance case managers; negotiates on behalf of patient with third parties for cost-effective, high quality services and to maximize the efficient use of resources.
9. Maintains databases on care managed population. Maintains accurate and timely documentation.

Secondary Responsibilities

1. Participates in regular team meetings and peer review activities. Participates in departmental and organizational committees as applicable. Participates in the orientation of new personnel. Precepts and mentors peers. Promotes collaborative teamwork.
2. Utilizes the Institute for Healthcare Improvement (IHI)'s Chronic Care Model as the foundation and framework for chronic illness care management.
3. Performs all duties and responsibilities in accordance with the Nurse Practice Act and in accordance with basic principles and guidelines of professional nursing.
4. Maintains appropriate professional boundaries.
5. Adheres to organizational policies and procedures. Provides input into work processes and policy revisions.
6. Maintains a working knowledge of, and adheres to applicable federal / state regulations including, but not limited to, laws related to patient confidentiality, release of information, and HIPAA.
7. Uses safe work practices. Promptly reports workplace and patient safety issues to supervisor.
8. Interacts in a manner, which is professional, respectful, positive, helpful, and promotes trust.
9. Maintains professional growth and development.
10. Acts in a manner consistent with the Corporate Compliance Program and Code of Conduct.
11. Develops relationships across broad organizational lines and where innovative and unstructured situations arise. Relationships usually involve combined skills in communicating, understanding, developing and motivating people to the highest degree.

Qualifications, Skills and Knowledge Required

1. Licensed at the RN level by the Maine State Board of Nursing
2. Valid State of Maine Driver's license
3. Current individual RN professional liability coverage (minimum coverage 1,000,000 / 3,000,000)
4. Minimum of three years clinical experience preferred; home health experience preferred
5. Excellent written, verbal and listening communication abilities
6. Willingness to establish effective working relationships with internal and external customers
7. Ability to manage conflict, stress and multiple simultaneous work demands in an effective, professional manner
8. Ability to work independently, while collaborating with other team members
9. Ability and willingness to self-motivate, prioritize, and be willing to change processes to improve effectiveness efficiency. Adapts to changing patient or organizational priorities
10. Ability to make independent decisions in accordance with established policies and procedures
Decisions and problem solving require a combination of analysis, evaluation, and interpretive thinking
11. Knowledge and appreciation of cultural diversity and low literacy issues in care provision
12. Computer literacy, including but not limited to data entry, retrieval, and report generation
13. Ability to work with patients/families of all ages and in a variety of settings, including office, facility and patients' homes presenting diverse physical conditions and social/cultural environments
14. Ability to drive to and from a variety of settings in varying weather conditions

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified.

Working Conditions

Normal office environment; office, clinical or patient care setting to include physician offices, clinics and the patient's home. May be subject to adverse weather conditions, slippery surfaces, and extreme temperatures.

Physical requirements include:

1. Climbing: Ascending or descending stairs, ramps, etc. Body agility is emphasized.
2. Pulling: Using upper extremities to exert force in order to drag, haul or tug objects.
3. Fingering: Picking, pinching, typing or otherwise working, primarily with fingers rather than with the whole hand or arm
4. Talking: Expressing or exchanging ideas by means of speaking; conveying detailed or important information
5. Hearing: Ability to receive detailed information
6. Visual: requires extensive writing, computer terminal and reading
7. Repetitive Motion: Substantial movements of wrists, hand and/or fingers
8. Sitting: Must be able to sit and perform data entry for at least 8 hours a day.
9. Driving: Must be able to drive to and from a variety of settings for up to 8 hours a day.
10. Dexterity: Activities require using fine motor coordination.

Original: September 2003

Reviewed/Revised: April 2005; May 2008; November 2008