

## **Case Manager Job Description:**

To provide ongoing support and expertise through comprehensive assessment, planning, implementation and overall evaluation of individual patient needs. The overall goal of the position is to enhance the quality of patient management and satisfaction, to promote continuity of care and cost effectiveness through the integrating and functions of case management, utilization review and management and discharge planning. Has accountability for the care, coordination and discharge planning of all patients. This position is accountable to the Director of Case Management.

### **QUALIFICATIONS**

Associate degree in healthcare related field preferred. Bachelor's degree is preferred. Licensed professional nurse may be considered. Bachelors or Masters degree in related healthcare field (such as respiratory therapy or social work) may be considered. Minimum of two (2) years of utilization review/case management experience or social work experience. Minimum of one (1) year experience in discharge planning from a hospital is preferred. Maintain current professional licensure in nursing or professional field of certification. Appropriate certification in case management preferred (e.g., Commission for Case management Certification (CCMC); Association of Rehabilitation Nurses (ARN)).

### **SUMMARY OF MAJOR AND ESSENTIAL FUNCTIONS**

Provides hospital case management/utilization review and discharge planning to assure that the patient progresses through the continuum of care and is discharged to the least restrictive environment. Coordinate the integration of the social service function into patient care. Coordinate the hospital activities concerned with case management and discharge planning. Adhere to departmental goals, objectives, standards of performance, and policies and procedures. Ensure compliance with quality patient care and regulatory compliance.

### **DUTIES AND RESONSIBILITIES**

Coordinate the integration of social services/case management functions into the patient care, discharge, and home planning processes with other hospital departments, external service organizations, agencies and healthcare facilities.

Conduct concurrent medical record review using specific indicators and criteria as approved by medical staff, JCAHO, CMS, and other state agencies. Acts as patient advocate: investigates and reports adverse occurrences, and performs staff education related to resource utilization, discharge planning and psychosocial aspects of healthcare delivery.

Promote effective and efficient utilization of clinical resources.

Mobilizes resources and interviews, as needed, to achieve expected goal to assist in achieving desired clinical outcomes within the desired timeframe.

Ensure that patient tests are appropriate and necessary and are carried out within the established timeframe and that results are promptly available.

Conducts review for appropriate utilization of services from admission through discharge. Evaluate patient satisfaction and quality of care provided.

Initiates and presents "denial letters", as appropriate.

Assesses patient care required throughout continuum of care for diagnosis, procedures and DRG's.

Communicates with physicians at regular intervals throughout hospitalization and develops an effective working relationship. Assist physicians to maintain appropriate cost, case, and desired patient outcomes.

Introduces self to patient and family and explains clinical case manager role and process for patient and family to contact clinical case manager.

Complete expanded assessment of patients and family needs at time of admission. Complete psychosocial assessment.

Assess patient's progress through expected hospital course.

Refers cases where patients and/or family would benefit from counseling required to complete complex discharge plan to social worker.

Serve as a patient advocate. Enhances a collaborative relationship to maximize the patient's and family's ability to make informed decisions.

Facilitates interdisciplinary patient care rounds and/or conferences to review treatment goals, optimize resource utilization, provide family education and identified post-hospital needs.

Collaborate with clinical staff in the development and execution of the plan of care, and achievement of goals.

Directs and participates in the development and implementation of patient care policies and protocols in order to provide advice and guidance in handling special cases or patient needs.

Coordinates the provision of social services to patients, families, and significant others to enable them to deal with the impact of illness on individual family functioning and to achieve maximum benefits from healthcare services.