

JOB TITLE: Registered Nurse Care Manager (RNCM)	DEPARTMENT: Rural Health Clinic	POSITION OF SUPERVISOR: Clinic Manager; with dotted line to Clinic Director
FLSA STATUS: Non-exempt	ANTICIPATED HOURS PER WEEK: 40	EFFECTIVE DATE: 02.10.22

Position Summary: For patients experiencing complex healthcare situations, high risk patients as identified using accepted risk stratification methods, the RN Care Manager (RNCM) utilizes knowledge of community health concepts, principles of ambulatory clinical nursing, case management expertise and care coordination to outline and manage highly individualized care management efforts. The RNCM will utilize best practice to maximize patient engagement and patient self-management efforts, promoting optimal health, wellbeing, and safety of the patient. The RNCM demonstrates personal accountability for relationship-based care, organizational mission, and core values. The RNCM facilitates active collaboration across the immediate care team – patient, patient’s family/support system, treating clinicians, delivery systems, community systems, community services and others. The RNCM works to enable the right services, at the right time and place, reinforcing the patient’s medical treatment plan with enhanced education, better communication, timely staging and orchestrated transitions across the care sites and care teams.

The RNCM conducts ongoing assessments of the patient’s immediate situation. Maintaining care coordination as a unique combination of health and community resources. The RNCM communicates directly with the patient and caregivers, providing relevant education while observing and mitigating specific developments that may create barriers to healing and safety.

Qualifications: *At all times, the employee shall possess the following qualifications set forth below.*

Education/Training:	High school diploma or equivalent Degree (minimum of associates) from accredited RN program, Bachelors of Science in Nursing preferred
Experience:	Must have 3-5 years of active experience as an RN inpatient and /or outpatient Must have knowledge of caring for patients with chronic and complex healthcare needs Prefer experience in managed care, population health, care management and chronic disease management for complex patients
Special Skills, Licenses or Certifications:	Current RN license in the state of Colorado Basic computer knowledge including outlook and Excel Skilled with an Electronic Medical Record Experience running various reports for patient outreach BLS/CPR
Language Skills:	Demonstrates ability to read, write, and clearly express oneself in English 100% of the time Additional languages preferred Demonstrates ability to listen Demonstrates ability to clearly convey thoughts in speech and written word
Physical/Mental/Special Demands:	<ul style="list-style-type: none"> Lifting a minimum of 20 pounds.

	<ul style="list-style-type: none"> • Adequate hearing is required to hear/talk with other employees, patients and public in person and on the telephone. • Adequate sight is required to perform essential functions of the job. • Work requires the use of computers with exposure to monitors, keyboards, and mouse with repetitive motions for extended periods of time. • Ability to initiate CPR 100% of the time. • Must have fine motor skills 100% of the time. • Ability to work and multi-task at a rapid pace with numerous interruptions 100% of the time. • Good mental health. • Demonstrate tact and versatility. • Must be dependable. • High degree of self-motivation and directional initiative. • Ability to function successfully independently. • Ability to cope and remain calm in escalating situations. • Must consistently demonstrate compliance with organizational-wide competency statements and performance criteria based on established quality indicators. • In addition, the physical demands anticipate standing, bending, walking and long periods of sitting.
Work Environment:	Work is performed in an office setting with exposure to work stress, environmental stress, and frequent interruptions; noise level is moderate; work may involve exposure to blood, bodily fluids and communicable diseases; frequent communications, on a daily basis, with the general public, co-workers, vendors and patients.
Cross-Training of Position:	PSMC cross-trains job positions. This job description must cross-train to be able to effectively perform the job position of the Clinic RN position

Standard Job Requirements: At all times, employee shall satisfy the following requirements:

1. Adhere to and support PSMC's Code of Conduct and WISER values.
2. Accomplish annual goals.
3. Works forward on department plans (may change from time to time).
4. Comply with all PSMC policies including, without limitation, timely attendance, code for dress and decorum, no conflicts of interest, no harassment, fragrance free, etc.
5. Comply with all PSMC and department procedures, rules, and directives.
6. Establish and maintain effective working relationships with others (e.g., co-workers, supervisors, patients, visitors, vendors of PSMC and the general public).
7. Be courteous, respectful, honest, and solution-oriented in dealing with others.
8. Communicate accurately, clearly, and effectively both orally and in writing.
9. Possess excellent organizational skills and the ability to multi-task.
10. Work independently and perform the job with minimum supervision.
11. Work effectively on PSMC/department team matters and recognize situations which require teamwork.
12. Maintain strict confidentiality of all patient matters and recognize situations where confidentiality should be maintained even if not legally required.
13. Respect the importance of compliance and quality programs and support the same.

14. Possess computer knowledge/skills and the ability to learn and adapt to new programs and software.
15. Participate in employee training, Disaster Preparedness, and emergency events.
16. Perform other job duties, as assigned by a supervisor.

Essential Duties, Functions and Responsibilities: At all times, employee shall be able to perform the following essential functions of the job, with or without an accommodation, as set forth below.

1. Direct Participation with Health Teams to Identify And Engage High Risk Individuals

- Assumes responsibility and accountability for facilitating, communicating, and collaborating with the healthcare team and the patient/family using a systematic, cost-effective approach with focus on individuals' relationships with their medical homes and centers of care.
- Seeks and accepts direct referrals from the healthcare team.
- Utilizes available formal and informal methods to find high risk patients including, but not limited to, referrals, health records and histories, registries, stratification tools, and care conferences.
- Integrates the behavioral health provider into the patient's care where identified using evidence-based screening and case-finding strategies.
- Maintains an active case load appropriate to the population served.
- Adapts role to population and location-specific requirements.

2. Nursing Care Coordination Activities

- The RNCM assesses patient's physical, psychosocial, and spiritual needs through observation, interview, review of medical records and clinical data; evaluates the patient's response and intervenes to formulate a care plan that facilitates optimal patient outcomes.
- Assesses patient's ability to participate to the fullest extent by determining presence/absence of barriers to active participation in the individualized care plan.
- Follows patients across the care and service continuum; works in tandem with cohort of care coordination staff in the acute and post-acute environment as well as community programs that support the patient care team.
- Provides longitudinal care management to high risk patients.
- Provides episodic care management, including management during transitions of care and acute care needs.
- Promotes, advocates, and collaborates to protect the health, safety, and rights of each patient.
- Anticipates the needs of the patient to maximize the use of provider visits.
- Provides patient/family education through assessment of health literacy, barrier to learning readiness, needs and ability; and evaluates the effectiveness of teaching.
- Encourages patient engagement in the healthcare partnership using motivational interviewing, evidence-based self-management protocols, tools and teach-back methodology.
- Sponsors multidisciplinary patient-center Care Plan Conferences.
- Acts as delivery system liaison by facilitating planned care and services across the continuum in concert with the patient's medical treatment plan and healthcare team directives.
- Assists patient in navigating the healthcare system, avoids delays in treatment, re-admissions and unplanned care such as emergency room visits and hospital admissions.
- Ensures accurate and timely information exchange to eliminate fragmentation, duplication, or gaps in health.
- Proactive as the patient's advocate, responding and working to resolve issues as soon as possible.

- Recognizes the patient or designee as a full partner in providing compassionate and coordinated care based on respect for the patient’s preferences, values and needs.
 - Provides care with respect for cultural differences and diversity of human experience.
 - Contributes to continuous process improvement by taking an active role in patient experience and satisfaction.
 - Effectively uses time, personnel, equipment and supplies to provide high-quality, cost-effective care.
 - Acts as a professional role model for all staff demonstrating ethical/legal/professional nursing process.
 - Models teamwork and collaboration by functioning effectively within nursing and inter-professional teams, fostering open communication, mutual respect, and shared decision-making to achieve quality patient care.
- 3. Outreach Activities and Familiarity with Local Healthcare And Community Service Assets**
- Maintains comprehensive and relevant knowledge of healthcare and community services assets (local, regional, and state-wide).
 - Works with patients, families, and caregivers to facilitate access to planned community services.
 - Conducts outreach and networking efforts to establish and maintain positive working relationships with key community service assets across the continuum.
 - Uses alternatives for care outside the traditional office setting to increase access to the care team, such as e-visits, phone visits, group visits, hospital visits, and visits in alternate locations.
- 4. Practice Transformation and Quality Improvement**
- Remains aware of delivery system transformation activities and tenets of Comprehensive Team Base Care.
 - Shows willingness to evolve role as system transformation evolves.
 - Understands the value of measurement and the importance of continuous quality improvement data; uses quality measures to improve performance and accountability for patient outcomes, patient experience and safe delivery of care.
 - Uses information technology to document patient care plans and actions, communicate progress to the patient and care team, and support decision-making.
- 5. Can perform all the standard job requirements.**
- 6. Meets the qualifications as set forth herein.**

Approved by:

(Supervisor – Signature)	(Title)	(Date)
	Human Resources Manager	
(Human Resources– Signature)	(Title)	(Date)

Receipt and Acknowledgment:

I acknowledge and understand that:

- This job description, and receipt and acknowledgment of this job description, does not imply or create a promise of employment or employment contract of any kind. I understand and acknowledge that my employment with Pagosa Springs Medical Center is “at will” and may be terminated by me or the employer at any time with or without cause.
- The job description provides a general summary and requirements of the position in which I am employed. At this time, I know of no limitations which would prevent me from performing these functions with or without accommodation. I further understand that it is my responsibility to inform my supervisor if, at any time, I am no longer qualified for my position and/or unable to perform the job requirements or essential functions of my job.
- Positions, job descriptions, duties, tasks, work hours, work requirements and qualifications may be changed at any time at the discretion of Pagosa Springs Medical Center.
- Acceptable job performance requires: (a) proper compliance with and completion of all aspects of the job description; and (b) compliance with PSMC policies, procedures, rules and directives.
- I have read PSMC values (WISER) and understand them.
- I have read and understand this job description.

(Print Employee Name)	(Employee Signature)	(Date)