



Valley Community Healthcare

JOB ANNOUNCEMENT

We are seeking a **Full-Time RN Care Manager** to join our dedicated team.

For nearly 50 years, **Valley Community Healthcare** has been one of Los Angeles' leading community-based health centers, providing primary care and promoting community wellness and prevention programs. Located in the San Fernando Valley, Valley Community Healthcare has two sites and 30+ providers. We are an NCQA certified-level 3 Patient Centered Medical Home for over 25,000 unique patients and provided over 100,000 medical visits last year. We are looking to grow and integrate our core programs - primary care, pediatrics, adolescent teen clinic, women's health, dental, optometry, and behavioral health, through a care team approach, quality, and innovative care delivery models.

Applications: Valley Community Healthcare offers competitive salary and benefits packages. Please submit a resume, cover letter, and salary expectation to our Human Resources Department at ipogosyan@vchcare.org for consideration.

Definition:

Using the VCH Patient Centered Medical Home approach to care, the RN Care Manager is responsible for organizing, coordinating, and providing care coordination and care management services to high risk patients. The RN Care Manager will implement plans of care and maintain clinical documentation, educate patients on their health maintenance and prevention, and provide comprehensive care management for identified patients.

Responsibilities:

Clinical Care Provider

- Adheres to the scope of practice for Registered Nurse per state regulatory guidelines.
- Performs comprehensive triage and advice (phone and walk-in), demonstrating appropriate judgment and skills to be able to make independent clinical decisions in routine patient care matters.
- Provides immediate response for urgent triage (includes phone) and codes within the facility.
- Performs nurse visits under the direction of Provider(s), including but not limited to: Medication refills, chronic care management, review of lab results, medication reconciliation, wound care, and dressing changes, both in-person and telephone appointments.
- Identifies significant clinical findings, makes conclusions, and intervenes appropriately.
- Implements providers' orders accurately and promptly, using nursing judgment.
- Demonstrates knowledge of therapeutic action, side effects, and interaction of medications.

Care Manager

- Collaborates with providers and care team staff to identify and monitor appropriate patients for care management.
- Ensure patients are adhering to provider's directives, identifying any obstacles patients may have.
- Efficiently and accurately follows care management protocols for patients with chronic disease(s) and/or multiple medical problems, including ordering appropriate tests, referrals and immunizations.
- Acts as a comprehensive care coordinator for assigned patients, assessing patients' needs and facilitating communication amongst other providers.
- Performs comprehensive assessment of physical, emotional, psychosocial, and environmental needs for patients.
- Participates in development of patients' goals and care plans as well as makes revisions to these based on changes in patient status. Ensures receipt of all recommended preventative services.
- Identify and arrange needed community resources.
- Tracks and provides appropriate follow up for patients seen in the emergency room or hospitalized per protocols.

Patient Educator

- Provides individual patient education on topics including but not limited to: medication use; management of asthma, diabetes, obesity, and other chronic conditions.
- Develops, organizes, and plans the execution of health educational programs based on our health care guidelines to promote health maintenance, prevention of chronic disease, and prevention of complications of chronic diseases.

Other

- Performs appropriate documentation to maintain the standards set by VCH and nursing practice.
- Participates in health center and department quality improvement activities.
- Able to understand and follow a risk management protocol and assists the health center in mitigating risk of adverse events.
- Responsible for reporting known and suspected patient abuse (physical, emotional, and sexual) per VCH policy and procedures.
- Assumes responsibility for maintaining compliance according to federal and state regulations and VCH policies and procedures.
- Remains flexible and responsive when changes occur in patient activity and workload.
- Utilizes material, equipment, and time in a safe, beneficial and cost effective manner.
- Communicates information effectively both verbally and in writing.
- Organizes workload to complete responsibilities in an appropriate and timely manner.
- Participates in audits and infection control as required by the health center, which may include being designated as an emergency responder to codes, hazardous substance releases, or spills.
- Provide monthly/quarterly/annual reports to the CMO, DON, and/or QI Coordinator regarding clients served and outcomes as requested.

- Maintain confidentially and complies with HIPAA and compliance mandates at all times.
- Attends and participates in meetings, committees, and training sessions as directed by DON.
- Performs other duties as assigned by the DON.

Required Qualifications:

- Current and valid California RN License.
- Bachelor's degree in Nursing preferred
- Current BLS card from the American Heart Association
- Current and valid California Driver's License with current car insurance
- Bilingual (Spanish/English) ability to communicate effectively orally and in writing
- At least one-year experience working as a nurse preferably in an FQHC and PCMH recognized setting preferred
- Knowledge of regulations governing community clinics
- Care management experience
- Good interpersonal skills
- Experience in working with patients and staff from diverse socio-economic, ethnic and cultural backgrounds preferred

Customer Service: Treats customers, patients, co-workers, and others with respect and trust. Is able to work effectively by sharing ideas in a constructive and positive manner; listening to and objectively considering ideas and suggestions from others; keeping commitments; keeping others informed of work progress, timetables, and issues; addressing problems and issues constructively to find mutually acceptable and practical solutions; addressing others by name, title, or other respectful identifiers; and respecting the diversity of our workforce in actions, words, and deeds. It is the responsibility of every employee to report any patient safety concern to their immediate supervisor without fear of reprisal. VCH policy of non-retaliation protects employees who report patient safety concerns

***Responsibilities and tasks outlined in this document are not exhaustive and may change as determined by the needs of the company.**

VALLEY COMMUNITY HEALTHCARE IS AN EQUAL OPPORTUNITY EMPLOYER

OUR MISSION: To make an impact on the health and wellbeing of the whole community by providing high quality primary medical care and comprehensive healthcare services to those in need, regardless of their ability to pay.