



POSITION DESCRIPTION

POSITION TITLE:	RN Care Manager	DEPARTMENT:	General Medicine
REPORTS TO:	Director of Nursing	STATUS:	Exempt
HOURS:	Full Time (40 hours/week) hours may vary; evenings and weekends may be required		

High-Quality Health Care for All

The mission of Valley Community Healthcare is to improve the health and wellbeing of our community by providing high-quality comprehensive healthcare services regardless of ability to pay.

We're in this together

Enhancing relationships with staff, businesses, foundations, and community leaders who share our vision of high-quality healthcare for all.

We're providers of patient-centered care

Empowering patients to take responsibility for, and share in, decisions regarding their health status, forming a partnership between patient and healthcare provider.

We're forward-thinking, accountable leaders

Assuring organizational viability through high standards of administrative and fiscal accountability while managing growth responsibly and strategically.

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.

CORE JOB RESPONSIBILITIES (Essential Duties):

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.

Administrative

- Maintains nursing guidelines by writing and updating policies and procedures in compliance with Patient Centered Medical Home.
- Maintains nursing operations by initiating, coordinating, and enforcing program, operational, and personnel policies and procedures that are in compliance with the Patient Centered Medical Home.
- Maintained nursing staff by recruiting, selecting, orienting, and training nurses and auxiliary staff.
- Completes patient care requirements by scheduling and assigning nursing and staff; following up on work results.
- Maintains nursing staff job results by coaching, counseling, and disciplining employees; planning, monitoring, and appraising job results.

- Participates in Health Plan audits of the health center.
- Participates in department quality improvement activities.
- Ability to understand and follow a risk management protocol and assists the health center in mitigating risk of adverse events.
- Orders medical supplies, vaccines, medications and maintains monthly inventory.
- Ensures safe environment and safe practices are implemented for patients and staff.
- Maintains compliance in all governing entities including but not limited to Health care LA, PCMH, CHDP, and VFC.
- 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 confidentiality 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.

SUPPORTING JOB RESPONSIBILITIES:

- Attend and lead meetings, team huddles, and assigned trainings.
- Attend and actively participate in board of director meetings.
- Other duties as assigned.

POSITION REQUIREMENTS:

These specifications are general guidelines based on the minimum experience normally considered essential to the satisfactory performance of this job. Individual abilities may result in some deviation from these guidelines.

Qualification Requirements:

- 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.**