CASE MANAGER JOB DESCRIPTION

POSITION SUMMARY:
The LPN case manager will utilize the nursing process to provide optimal quality and continuity of nursing care from the pre-operative setting through a ninety day episode of care. The Case Manager will develop care plans that are specific to each patients physical, mental and social needs, based on pre-surgical clinical assessments. The care plans will be implemented and modified, as needed throughout the transition of care to ensure the patients well-being and achievement of the desired outcomes. The case manager will work collaboratively as part of a multi-disciplinary team to provide patient and family education, communication with health care providers and coordination and facilitation of services within an episode of care.

ESSENTIAL DUTIES AND RESPONSIBILITIES FOR POSITION:

- Responsible for managing a group of Medicare orthopedic population throughout a ninety day episode of care, as part of the Bundled Payment Care Initiative.
- Gather clinical information from the EMR and telephonic health assessments to determine risk stratification (This includes a comprehensive assessment of physical, emotional, psychosocial, and environmental needs of the patient).
- Document clinical assessments and care plans in Pinpoint case management system.
- Educate the patient and caregiver of the process and expectations of the health care delivery system throughout the course of care, AR, SNF, LTAC, Home Care.
- Development and implementation of care plans throughout the transition of care to ensure the patients well-being.
- Collaborate with multidisciplinary team members in the acute, post-acute and outpatient settings to identify patient needs such as home health care, DME, physical therapy and community services.
- Follow up on patients at pre-determined intervals and as needed based on patient status, telephonic and on-site.
- Complete and submit all required documentation within established guidelines.
- Evaluate plan of care and revise on ongoing basis as determined by patient's health status and communicate changes to all other disciplines involved in the patient's care.
- Communicate with providers and multi-disciplinary care team members to facilitate transition of services throughout the continuum of care.
- Identify gaps or barriers in treatment plans to ensure that discharged patients receive appropriate resources and services.

- Understand the Bundled Payment Program design, implementation, management, monitoring and reporting requirements.
- Remain flexible and responsive when changes occur in patient activity and workload.
- Adhere to the scope of practice for the Licensed Professional Nurse per state regulatory guidelines.
- Maintain confidentiality of all patient information per HIPAA and Signature Medical Group guidelines.
- Perform other duties as assigned.

EXPERIENCE AND EDUCATION REQUIREMENTS:

- Current unrestricted LPN license
- Minimum of 2-3 years nursing experience in a hospital setting or telephonic case management experience required.
- Preferred candidates BSN certified case managers or experience with discharge planning and outpatient care coordination.
- Orthopedic experience preferred.
- Excellent interpersonal and customer service skills.
- Strong problem solving skills with a flexible and creative approach.
- Ability to work independently.
- Excellent oral and written communication skills; able to communicate professionally and effectively with all members of the healthcare team as well as in simple, concise, and soothing language to patients and their families.
- Use appropriate telephone etiquette when performing telephonic duties.

PHYSICAL REQUIREMENTS:

- Pass a physical examination and drug test after being offered employment.
- Able to operate a computer and/or tablet PC.
- Able to sit for long periods at a time.
- Able to handle stressful situations.