



JOB TITLE: RN CASE MANAGER
REPORTS TO: Clinical Director
DATED: Revised September 2018
EMPLOYMENT STATUS: Non-Exempt

POSITION SUMMARY:

This position serves the Kodiak Community Health Center (KCHC)'s patients by coordinating care to specifically identified patient populations. She/He will access, analyze, customize, coordinate and communicate the patient's plan of care and collaborate with providers and all members of the multi-disciplinary health care team to manage and facilitate patient registries and care delivery appointments and service. The RN Case Manager will work with all patient in the clinic as needed and focus on serving patients with substance abuse disorder, chronic pain and mental health.

A. ESSENTIAL JOB FUNCTIONS:

Acts as a member of the KCHC Healthcare Team in the provision of health services to individuals, families, and/or their communities. Works collaboratively with patients and their caregivers—to the extent preferred by each patient—as well as with other members of the KCHC Healthcare Team to accomplish shared goals within and across settings to achieve coordinated, high-quality care. Provides ongoing guidance, support and education to other members of the KCHC Healthcare Team as it pertains to ensuring effective, quality primary care for KCHC patients and their families.

1. **CARE COORDINATION:** Assists patients to navigate through the healthcare system by acting as a patient advocate. Facilitates patient education and access to healthcare and community resources. Coordinates continuity of patient care with external healthcare organizations and facilities, including the following transitions of care: hospital admission, discharge, and referrals from the primary care provider to specialty care providers. Coordinates continuity of patient care with patients and families following hospital admission, discharge, and ED visits. Promotes clear communication among clinical provider staff.
2. **ASSESSMENT AND PLANNING:** Monitors patient conditions monthly or more frequently as indicated. Coordinates an evidenced-based comprehensive action plan for all patients on the registries. Supports patient self-management. Manages patient registries to ensure compliance, timely lab and medication management and patient appointment scheduling.
3. **DATA COLLECTION AND REPORTING:** Responsible for the collection, reporting, and analysis of clinical data. Evaluates clinical care and utilization of resources.
4. **DOCUMENTATION:** Documents patient care information and registry data in an accurate, concise, and timely manner.



5. **PARTICIPATION:** Actively participates in staff meetings, and other meetings as appropriate. Actively participates in professional, departmental, and unit-based education and competencies. Actively assists others in transitioning and applying knowledge to the clinical and operational setting.
6. Promotes and models collaborative practice relationships with all health care professionals. Recognizes the role that the cultural diversity of patients and their families, employees, medical staff, volunteers and community members plays in achieving productive and positive relationships.
7. Safeguards all forms (Electronic, written and oral) of confidential information as it relates to patients, patient families, medical staff and employees. Is aware of and compliant with organizational policies regarding HIPPA, Fraud and Abuse, Conflict of Interest, etc. and the Employee Behavioral Expectations outlined below.
8. Performs other related duties as required.

B. MISSION STATEMENT

Our Mission is: *To provide high quality, comprehensive primary and preventive health care services.*

Employee upholds and supports our mission statement by demonstrating the Employee Behavior Expectations as outlined below.

C. EMPLOYEE BEHAVIORAL EXPECTATIONS

KCHC is a place where kindness and respect are our guiding principles. The following behaviors demonstrate our commitment to honoring those principles in our everyday work lives.

As a KCHC employee, I pledge to:

1. Appearance:

- a. Maintain a professional personal appearance and abide by the dress code at all times while working for and representing KCHC
- b. Demonstrate a positive affect

2. Attitude:

- a. Acknowledge clients, and maintain appropriate eye contact
- b. Always be welcoming, kind, courteous, respectful and helpful to clients and co-workers alike
- c. Express gratitude often

3. Respect:

- a. Always treat patients as if they were treasured family members
- b. Always treat colleagues in a respectful manner
- c. Celebrate and respect diversity in culture, life style, points of view, and belief systems

4. Ownership/Accountability:

- a. Act as a member of the KCHC Healthcare Team in the provision of health services to individuals, families, and/or their communities. Work collaboratively with patients and their caregivers—to the



extent preferred by each patient—as well as with other members of the KCHC Healthcare Team to accomplish shared goals within and across settings to achieve coordinated, high-quality care.

- b. Act as an ambassador representing KCHC
- c. Anticipate and consistently exceed customer/patient needs and expectations
- d. Understand and willingly accept all appropriate job responsibilities
- e. Demonstrate a proactive, positive approach to problem solving

5. Communication:

- a. Always acknowledge patients and their family members using their preferred names
- b. Keep patients and their families fully informed throughout their visit
- c. Always maintain patient confidentiality and respect patient and co-worker privacy
- d. Utilize kind and respectful telephone and email communication
- e. Demonstrate positive and proactive communication skills including active listening.
- f. To speak respectfully, complain rarely, and actively participate in finding solutions that benefit everyone involved!
- g. Recognize and celebrate random acts of kindness

D. ESSENTIAL JOB QUALIFICATIONS

1. **Education:** Associates degree in Nursing required. Bachelor's and/or Master's degree in Nursing strongly preferred. Current Alaska RN licensure required and must be maintained in a current/active status thereafter.
2. **Experience:** A minimum of two (2) years relevant clinical experience is required. Must have previous hands-on clinical experience, and demonstrated clinical knowledge and competency. Must possess excellent computer and customer service skills with a caring approach to care.
3. **Licensure/Certification:** Must possess valid current licensure as a Registered Nurse in the State of Alaska, and current BLS certification.
4. **Other Qualifications:**
 - a. Communication:
 - b. Ability to effectively communicate, verbally and in writing, with all levels of staff personnel.
 - c. Collaboration:
 - d. Team-oriented and able to work collaboratively with staff.
 - e. Strong problem-solving and time-management skills.
 - f. Ability to work independently in a fast-paced, medical office environment with frequent interruptions, public contact, and occasional crisis situations.
 - g. Ability to maintain strict confidentiality with sensitive medical information and foster an ethical work environment.
 - h. Ability and willingness to carry out responsibilities in accordance with the organization's policies and applicable laws.
 - i. Cultural Competence:
 - (1) Demonstrates complete understanding and responds effectively with sensitivity to special populations served by KCHC. Special populations include, but are not limited to, those defined



by race, ethnicity, language, age, sex, sexual orientation, economic standing, disability status, migrant, homelessness, seasonal workers, and the uninsured.

5. **Attendance:** Regular attendance and punctuality is expected and required.
6. **English Language:** Must be able to read, write, and speak English.



IN AN 8 HOUR WORKDAY, THIS JOB REQUIRES:

C	=	Continually	(5½ to 8 hours per day)
F	=	Frequently	(2½ to 5½ hours per day)
O	=	Occasionally	(½ to 2½ hours per day)
R	=	Rarely	(less than ½ hours per day)
N	=	Never	(0 hours per day)

I. LIFTING/CARRYING (Amount of force exerted to lift and/or carry)	
1 – 10 lbs.	F
11 – 20 lbs.	O
21 – 35 lbs.	O
36 – 50 lbs.	O
51 – 75 lbs.	O
76 – 100 lbs.	O

II. PUSHING/PULLING (Amount of force exerted to push and/or pull)	
1 – 10 lbs.	F
11 – 20 lbs.	O
21 – 35 lbs.	O
36 – 50 lbs.	O
51 – 75 lbs.	O
76 – 100 lbs. *	O

* If over 100 lbs.: must have assisting personnel and appropriate moving equipment.

III. POSTURES/MOVEMENTS	
Sitting	C
Standing	F
Walking	F
Stooping, kneeling, crouching and/or crawling	O
Reaching and/or grasping	O
Hand/finger dexterity	C
Climbing and/or balancing	O
Carrying, pushing and/or pulling	O

I. COGNITIVE/SENSITIVE	
Talking	C
Hearing	C
Sight (addendum: acuity, color blindness)	C
Smelling/tasting	O

II. WORK ENVIRONMENT	
Working inside	C
Walking outside	N
Changing temperatures	N
Wet/Humid Conditions	N
Areas of dust, odors, mist, gases or other airborne matter	O
Mechanical, electrical and/or other hazards	O
Confined spaces	N

III. OTHER ASPECTS	
Biohazardous Materials (Always follow Universal Precautions)	F
Chemicals	R

IV. Special Equipment/Clothing	
Personal Protective Equipment	O

The above is intended to describe the general content of, and requirements for, the performance of this job. It is not intended to be construed as an exhaustive statement of duties, responsibilities or requirements.



This Job Description reflects Kodiak Community Health Center’s best effort to describe the essential functions and qualifications of the job described. It is not an exhaustive statement of all the duties, responsibilities or qualifications of the job. This document is not intended to exclude an opportunity for modifications consistent with providing reasonable accommodation. This is not intended to be a contract.

Your signature below indicates that you have read this job description and fully understand your essential job functions, essential job qualifications, and your agreement to comply with all Employee Behavioral Expectations.

Employee Printed Name: _____ Date: _____

Employee Signature: _____

Supervisor Printed Name: _____ Date: _____

Supervisor Signature: _____