

JOB DESCRIPTION

Job Title: Case Manager	Department: Case Management
Reports to: Clinical Manager	FLSA Status (Exempt/Non-Exempt): Non-Exempt
	Date: 07/01/2008

Purpose of the job:

Uses a collaborative process to assess, plan, implement, coordinate, monitor and evaluate the options and services required to meet each individual's health needs using communication and available resources to promote quality, cost-effective outcomes.ⁱ

Essential Functions/Responsibilities:

1. Engage in the following activities on an ongoing basis relative to each patient, across the full continuum of patient care, addressing all health care related needs, across multiple and varied environmental settings:
 - a. Assessment
 - b. Coordination
 - c. Planning
 - d. Monitoring
 - e. Implementation
 - f. Evaluation.
2. Apply the above listed activities across multiple episodes of care or treatment within each of the areas listed below to facilitate optimal individualized patient outcomes (which include, but are not limited to: improved quality of care and/or life, prevention of complications, and enhanced continuity of care):
 - a. coordination and service delivery
 - b. physical and psychological factors
 - c. benefit systems and cost analysis
 - d. case management concepts
 - e. community resources
3. Maintain accurate records of all communications and interventions.
4. Maintain billable hours above 80%.
5. Supports company and departmental quality initiatives.
6. Participates in monthly Grande Round meetings.

Qualifications:**Education and/or Experience Required at Entry:**

1. Those without prior case management experience are required to have five years recent acute care experience in general intensive care units or emergency rooms.
2. Two years previous experience with high risk case management populations.
3. Previous training and demonstrated competence in negotiations, quality assurance, case management outcomes, and keyboarding/computer use.

Skills, Abilities and Professional Competencies:

1. Excellent relationship management skills, including a high degree of psychological sophistication and non-aggressive assertiveness.
2. Demonstration of the ability to problem solve complex, multifaceted, emotionally charged situations.
3. Ability to engage easily in abstract thought.
4. Ability to successfully manage conflict, negotiating "win-win" solutions.
5. Strong organizational, task prioritization, and delegation skills.
6. Computer literacy on Microsoft Office products and data base programs.
7. Strong writing skills.
8. Patient advocacy focus.
9. Empathy.

Special Licenses or Certificate:

1. Proof of successful completion of educational requirements for a Board Certified Registered Nurse as defined by the state in which the employee is to practice as well as proof of such licensure in good standing.
2. Attainment of CCM designation or working toward same.
3. Automobile and valid unencumbered driver's license.

Working Conditions and Environment/Physical Demands:

1. Ability to use a computer keyboard and mouse 6-8 hours per day.
2. Ability to dial, answer, and talk on a telephone for 6-8 hours per day.
3. Ability to lift and transport files between office and home; less than 20 pounds.

The above statements are intended to describe the general nature and level of the work being performed by people assigned to this work. This is not an exhaustive list of all duties and responsibilities associated with it. ICM management reserves the right to amend and change responsibilities to meet business and organizational needs.

ⁱ Commission for Case Manager Certification, CCM Certification Guide (Rolling Meadows, IL; 2003).