

MARQUETTE GENERAL HEALTH SYSTEM

JOB DESCRIPTION

POSITION: Clinic Care Manager DEPARTMENT: MGMG Case Management 7590

SUPERVISED BY: Manager, Clinic Qual Mgmt SUPERVISES: None

EFFECTIVE DATE: December 2011 JCC: 0846

REVIEW DATE: REVISED DATE:

PREPARED BY: Barbara Murringer TITLE: Mgr, Clinic Quality Mgmt.

RECOMMENDED BY: Scott Tuma TITLE: Vice Pres, Phy Practices

APPROVED BY: David S. Smith TITLE: Senior Director/Human Res.

POSITION SUMMARY:

Provides care management and care coordination for adult and pediatric patients with mild to complex illness, in the primary care setting.

POSITION ACCOUNTABILITIES/COMPETENCIES\*\*:

Does Not Meet\* Meets

- 1. Maintains established hospital and departmental policies and procedures, objectives, performance improvement program, safety, environment of care, management of information, and infection control standards. (1,5)
2. Utilizes excellent customer service skills at all times. (1,5)
3. Complies with federal and state law and accrediting and licensing agencies at all times, to include but not limited to, JCAHO and federal compliance regulations. (1,5)
4. Identifies the targeted population and implements clinical interventions and protocols within practice site(s) per PCP referral, risk stratification, registry report and patient lists, including patients with repeated social and/or health crises. (1,2,3,4,5)
5. Assesses over time the healthcare, educational and psychosocial needs of the patient/family, utilizing standardized assessment tools including but not limited to depression screening, functionality and health risk assessment. (1,2,3,4,5)

- 6. Collaborates with PCP, patient and members of health care team, including continuum of care settings and community. Responsible for developing, monitoring and revising a comprehensive individualized plan of care and targeted interventions. Maintains required documentation for all care management activities. (1,2,3,4,5,8)
- 7. Provides patient self-management support and fosters a team approach and includes patient/family as active members of the team empowering them to achieve optimal health and independence to build capacity for self-care. (1,2,3)
- 8. Implements evidence-based care, chronic disease protocols and guidelines. Monitors individual patient progress and population management. Implements systems of care that facilitate close monitoring of high-risk patients to prevent and/or intervene early during acute exacerbations. (1,2,3,4,5,8)
- 9. Coordinates and ensures patient care by linking patients to resources through ongoing collaboration with PCP, patient/family, community and other members of the health care team. Takes the lead in ensuring the continuity of care which extends beyond the practice boundaries. Serves as liaison to acute care hospitals, specialist and post-acute care services. (1,2,3,4,5)
- 10. Provides follow-up with patient/family when patient transitions from one setting to another. Completes timely post-hospital discharge calls and follow-up including medication reconciliation, PCP or specialist follow-up appointment, assessing symptoms, teaching warning signs, reviewing discharge instructions, coordinating care and problem solving barriers. (1,2,3,4,5,8)
- 11. Participates with practice and PO/PHO leadership to continuously evaluate process, identify problems and propose/develop process improvement strategies to enhance care management and Patient Centered Medical Home delivery of care model. (2)
- 12. Reviews the current literature regarding effective engagement and communication strategies, care management strategies and behavior change strategies and incorporates into clinical practice. (5)
- 13. Participates in continuous quality improvement to enhance care management in the office setting. (1,2)

- 14. Enhances professional growth and development through participation in educational programs, current literature, inservice meetings, and professional conferences. (5)
- 15. Participates and attends meetings and inservices as required and/or assigned. (5)
- 16. Performs other related duties as assigned or requested. (5)

\*Comment or data needed to support this.

\*\*Those activities that employees are required to and able to perform independently following procedure and/or criteria

**POSITION QUALIFICATIONS:**

**Minimum Education:**

- Bachelor Degree in Nursing or higher in a clinical field

**Minimum Experience:**

- 2-3 years with adult medicine and pediatric patients in primary care/ambulatory care, home health agency, skilled nursing facility or hospital medical-surgical setting with the past five years

**Preferred Education:**

- Completion of self-management support training

**Preferred Experience:**

- Care management experience
- Experience as a participant in continuous quality improvement
- Prior experience with an Electronic Medical Records (EMR) system

**Required Certification/Registration/Licensure:**

- Current licensure in the State of Michigan as Registered Nurse, Physician Assistant or Nurse Practitioner
- Basic Life Support-Heart Care Provider (BLS-HCP)
- Valid Michigan driver's license

**Other Skills:**

- Knowledge of chronic conditions, evidence based guidelines, prevention, wellness, health risk assessment and patient education
- Critical thinking skills and ability to analyze complex data sets
- Excellent assessment and triage skills
- Excellent interpersonal communication skills, both verbal and written
- Ability to affect change, work as a productive and effective team member, flexible, adapt to changing needs and priorities
- General computer knowledge and capability to use computers
- Demonstrates ability to work autonomously and be directly accountable for practice including time management, priority setting, work delegation and work organization
- Demonstrates ability to influence and negotiate individual and group decision making
- Demonstrates ability to function effectively in a fluid, dynamic and rapidly changing environment
- Demonstrates leadership qualities
- Demonstrates ability to develop positive, longitudinal relationships and set appropriate boundaries with patient/families

**Physical Demands:**

- Infrequent, but possibility of home visits
- Extremely heavy physical effort (lift/carry 50 lbs or more)
- Prolonged, extensive or considerable standing/walking
- Lifts, positions, pushes and/or transfers patients
- Pushes/pulls or moves/lifts heavy equipment/supplies
- Manual dexterity and mobility
- Considerable reaching, stooping, bending, kneeling and crouching

**Environmental Conditions:**

- Hazards-conditions where there is danger to life, body and/or health
- May be exposed to extremes of heat and cold and all weather conditions

**Working Conditions:**

- Regularly exposed to the risk of bloodborne diseases
- Exposed to hazards from electrical/mechanical/power equipment
- Subject to hazards of flammable, explosive gases
- Contact with patients under wide variety of circumstances
- Subject to varying and unpredictable situations
- Handles emergency or crisis situations
- Subject to many interruptions
- Subject to long irregular hours, variable shifts and call time
- Travel required
- Occasional pressure due to multiple calls and inquiries
- Requires judgment/action which could result in death of patient

**Required Protective Equipment:**

- Eye protection
- Face protection
- Gown
- Lab coat or apron
- Mask
- Non-sterile medical gloves

- (1) The performance of this function is the reason that the job exists and is a critical activity.
- (2) There are limited employees among whom the performance of this function can be distributed.
- (3) This function occupies a great deal of the employee's time.
- (4) This function is highly specialized. Employees are hired for the skill/ability to perform this.
- (5) Failure to perform this function may have serious consequences.
- (8) Exposure to bloodborne pathogens that requires use of personal protective equipment.

The above statements are intended to describe the nature and level of work being performed. They are not construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified.  
7590\_0846