

# **JOB DESCRIPTION AND PERFORMANCE EVALUATION**

## **• REGISTERED NURSE CASE MANAGER**

### **I. JOB SUMMARY**

- A registered Nurse who will function in case management and outcome evaluation of patients with diabetes and cardiovascular disease utilizing CV/DEMS software. Will also be responsible for CASA Immunization data and EPSDT compliance tracking. This is a position funded by a grant for at least one year. Responsible for monthly and quarterly reporting of data, call backs and making appointments for patients at least on a quarterly basis.

Performs job duties in compliance with systems and job specific standards.

#### **ALL STANDARDS ARE EVALUATED AND RATED AS FOLLOWS:**

- 0 – FREQUENTLY DOES NOT MEET STANDARD**
- 1 – OCCASIONALLY DOES NOT MEET STANDARD**
- 2 – MEETS STANDARD**
- 3 – FREQUENTLY EXCEEDS STANDARD**

### **II. SYSTEM STANDARDS**

#### **PERFORMANCE RATING 0-3**

1. Practices capable and effective problem identification and resolution skills as a method of sound decision making.
2. Conducts the orientation of new personnel and/or serving as mentor, resource person, or role model for this new staff emphasizing adherence to performance standards, and standards of employee conduct.
3. Promotes a clean, neat, and safe environment for clients/patients/residents and staff as set forth in policies and procedures.
4. Demonstrates prudent and correct use of supplies so appropriate amounts of supplies are used with minimal or no waste.
5. Demonstrates strict adherence to universal precautions

**TOTAL POINTS EARNED FOR SYSTEM STANDARDS**

**III. JOB SPECIFIC STANDARDS**

**RATING 0 - 3**

1. Responsible for collating data from CV/DEMS as it pertains to each specific condition.
2. Responsible for inquires and mailings associated with the needs of patients.
3. Responsible for reporting to medical director and CV/DEMS teams on a monthly basis
4. Responsible for the scheduling of appointments as a follow-up to letters of inquiry
5. Responsible for presentations to selected groups: e.g. LHC medical providers on a monthly basis; the HC advisory board on a quarterly basis, and LHS board as dictated by leadership team.
6. Responsible for training and inservice of nursing and medical office personnel re case management programs.
7. Collate EPSDT data and report as required.
8. Collect and report CASA data along with required reporting functions.
9. Responsible for calling patients not responding to mail inquiry.
10. Responsible for the maintenance of the database for each health center relative to CV/DEMS.
11. Visit each health center routinely to access data.
12. Participate with the CV/DEMS group in routine meetings.
13. Collaborate to improve care with measurable results.

where appropriate, and principals of hygiene and safety in all situations.

6. Treats all internal and external customers in a courteous, respectful and helpful manner with no founded verbal or written complaints.

7. Maintains strict client/patient/resident, family, employee, and Corporation confidentiality as outlined in the Employee Handbook and the Ethics, Confidentiality and Compliance Policy.

8. Demonstrates the ability to follow the chain of command in written and oral communication.

9. Demonstrates a willingness to assume unexpected tasks not identified in the job description within his/her scope of practice.

10. Demonstrates a supportive attitude and willingness to assist fellow employees in adjusting to changing situations and regulations.

11. Practices self-direction in adjusting to change.

12. Demonstrates knowledge of and complies with organizational and departmental policies as outlined in the Employee Handbook and policy and procedure books.

13. Participates in the Quality Improvement process of identifying problems and participates in the development of criteria to study the process and improve it.

14. Participates in appropriate training to maintain and improve skill level.

#### **IV. PHYSICAL REQUIREMENTS**

- Must have normal auditory abilities with a corrective device if necessary. Must have clear speaking voice. Must have normal visual acuity with corrective lenses if necessary.

OSHA Personal exposure Risk Category II:

AirBorne Person Exposure Risk Category I

#### **V. WORKING CONDITIONS**

- Must be able to travel to multiple sites and move about freely within Health center facilities.
- **OSHA PERSONAL EXPOSURE RISK CATEGORY II**  
Tasks that involve no exposure to blood, body fluids or tissues, but employment may require performing unplanned Category I tasks
- **AIR BORNE PERSONAL EXPOSURE RISK CATEGORY I :**  
Exposure of health care worker to patients capable of transmitting M. Tuberculosis. PPD testing will occur at the time of initial employment and following an exposure. Annual review of adherence to the standards outlined in the TB Infection Control Policy and the use of personal protective equipment, particularly the use of respiratory protection, as deemed necessary by the procedure. Universal Precautions will be adhered to at all times.

#### **VI. JOB RELATIONSHIPS**

- **RESPONSIBLE TO:** Health Center Administrator
- **WORKERS SUPERVISED:** None
- **INTER-RELATIONSHIPS:** Physicians, Nurse Practitioners, physician assistants, nurse coordinators, and organizational department employees.

#### **VII. QUALIFICATIONS**

- A. **EDUCATION:** Graduate of an Associate Degree or Diploma Nursing program, or 4 year degree from University (preferred)

**B. TRAINING AND EXPERIENCE:**

- Clinical knowledge of diabetes and cardiovascular disease.
- Strong commitment to professional excellence
- Good telephone and interpersonal skills.
- Ability travel between centers as assigned
- Computer knowledge

**C. JOB KNOWLEDGE:**

- Evidence of ongoing continuing education
- Will maintain a customer service level commensurate with the expectations of the Mission Statement.

**VIII. SIGNATURE AND STATEMENT OF INTENT**

The job description is not a contract. This is a guideline and can be expected to change over time.

As a Health System employee, my signature indicates that I have *read* and *received* a copy of this job description.

\_\_\_\_\_  
Name

\_\_\_\_\_  
Date

*"The mission of the area."*

*Health System is to improve the health status of those living within our service*