

SUMTER

FAMILY HEALTH CENTER

Caring For Our Community's
Health and Well Being

JOB POSTING

Case Manager (RN)

Position Summary:

The Registered Nurse (RN) Case Manager is responsible for providing medical case management services through education, counseling, patient advocacy and coordination of services to patients of Sumter Family Health Center. The RN Case Manager will work on and promote team-based interdisciplinary healthcare in a primary care setting. The RN Case Manager will assist with setting up and implementing patient centered medical home care model and administering evidence-based health care in a new and innovative way. The RN Case Manager is responsible for providing comprehensive assessment, care coordination services, disease education and self-management support with patient who have chronic health conditions, specifically but not limited to diabetes and hypertension, The RN Case Manager will be integrated in to the office-based health care team to work in partnership to promote patient-centered care, frequent contact with primary care providers and medical home team members, and actively participate in interdisciplinary patient-centered team meetings.

Duties and Responsibilities:

- Completes initial patient assessment, including a comprehensive medical, psychosocial, and functional assessment of the patient.
- Uses an interdisciplinary team approach to address opportunities to plan and coordinate care; acts in a supportive capacity to other team members (i.e., medical assistants, office personnel and providers) in supporting patient and the treatment plan,.
- Uses population data to proactively identify patients to ensure continuity of care.
- Provides instruction, support, reporting and documentation, as required by the American Association of Diabetic Educators (AADE) Diabetic Self-Management Education (DSME) program, and other such programs.
- Assists with maintenance of self-management education program curricula, objectives and program materials.
- Maintains licensure and any additional educational requirements for special programs.
- Attends required training.
- Helps to arrange contact with other resources needed to support the treatment plan.
- Integrates social and medical services.
- Identifies and utilizes cultural and community resources.
- Develops care management plans, interventions, and treatment goals in collaboration with patient/family; utilizes motivational interviewing techniques to assist patients with establishing self-management goals, and action plans with timeframes.
 - Builds rapport and trust with patients, and engages patients in problem-solving.
 - Promotes success with chronic care plan.
 - Coordinates care and communicates with providers.
 - Reviews test results and tracks outcomes.

- Reviews medications and works with provider/pharmacist, as needed, to assist with medication management.
- Reviews patient risk issues and works with patient/family/team to reduce risk.
- Provides detailed education about patients' specific chronic illness, including the pathology, signs and symptoms, complications, and medications used in treatment.
- Works with patients one-on-one or in a group setting.
- Arranges group education sessions.
- Leverages electronic medical record and chronic disease registry reporting to prioritize patient follow-up.
- Provides ongoing follow-up and support to assist patient retention in programs related to medical care, including, but not limited to, contacting patients in reference to missed appointments.
- Ensures open communication regarding patient status with providers and office staff.
- Provides training to other practice staff, as needed.
- Maintains an accurate database of services and contact information for resources.
- Fosters a patient-centered environment that focuses on patient satisfaction and quality outcomes/monitoring.
- Understands the mission and values of the organization.
- Promotes a calm and effective work environment by maintaining appropriate emotional control and displaying appropriate behavior at all times.
- Participates with the Quality Assurance and Improvement team to develop and implements performance improvement strategies to meet/exceed quality of care expectations.
- Performs quality work within the primary care office setting consistent with evidence-based treatment guidelines and NCQA Patient Centered Medical Home Recognition Standards within deadlines with or without direct supervision.
- Shares best practices among all teams, serves as a medical home advocate, mentor and leads by example to support a positive work environment, and encourages other staff to do the same.
- Represents the practice in a positive manner to all patients and all applicable external clients.
- Brings issues to the appropriate manager(s) in a timely manner for resolution.
- Performs other duties as assigned by supervisor.

Qualifications:

Education and Experience:

- Must be a registered nurse with a license in good standing in the state of South Carolina.
- A minimum of three (3) years nursing experience required.
- Prefer previous experience in or knowledge of case management practices and principles on interpersonal intervention techniques.
- BLS certification required.

Knowledge, Skills and Abilities:

- Must be able and willing to work in a team and independently.
- Ability to communicate effectively and build rapport with coworkers and patients.
- Ability to record patient data and communicate with providers.
- Ability to adjust to the changing needs of the health center.
- Ability to work independently and collaboratively to achieve goals.
- Ability to role model and apply patient-centered medical home principles, including promoting shared decision-making with patients,
- Highly organized and detailed.
- Exercise sound judgment and decision-making; able to assess and differentiate priorities.
- Excellent interpersonal skills and ability to work with other people to get the job done.

- Excellent written and verbal communication skills.
- Able to maintain confidentiality in all aspects of information (including patient data) in accordance with center's philosophy and policy, and state and federal regulations. Must handle the most sensitive and confidential matters with the utmost discretion,
- Proficiency with computer skills (i.e., Microsoft Word, Excel and Access, and web-based applications.)
- Able to learn new computer programs.

Environment:

Very busy atmosphere. Highly stressful when dealing with individual personalities of co-workers, patients and their families. Potential for rare exposure to blood-borne diseases (Category II). Potential for rare exposure to chemical hazards (Category B)

Physical Demands:

Considerable sitting, standing or walking. Assists in lifting and moving patients as necessary. Lifts supplies/equipment up to 20lbs occasionally, and/or up to 10lbs frequently. Considerable reaching, stooping, bending, kneeling and crouching.

How to Apply:

If you are interested in applying for a position at SFHC, please print and complete the [Employment Application](#).

Return your completed application to:

Sumter Family Health Center

Attn: Human Resources

1278 N. Lafayette Drive

Sumter, SC 29150