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**Coastal Medical Position Description**

**Company:** Coastal Medical, Inc.

**Title:** Nurse Care Manager

**Reports To:** Senior Manager of Care Management

**Supervises:** N/A

**Job Summary:** Ensures consistent high-quality nurse care management of complex patients in an effort to reduce unnecessary utilization.

**Essential Functions of the Position (***Illustrative Examples Included***)**

* Identification and assessment of the rising-risk and high-risk patient population
  + Identifies the targeted rising-risk and high-risk population within practice site(s) per Primary Care Provider (PCP) referral, risk stratification, and according to an established high-risk definition
  + Identifies hospital-based patients and overviews care management and safe discharge planning, including identification of barriers on morning conference call with interdisciplinary care teams
* Development, implementation and updating of care plans
  + Manages a panel of high-risk patients to establish care management plans, interventions, treatment goals and self-management goals
  + Develops care plans for patients upon admission into high-risk care management program and updates quarterly
  + Encourages and supports high-risk patients to maintain adherence to their care plans
* Coordination of patient care
  + Assesses the healthcare, educational, spiritual, social and psychosocial needs of the patient/family
  + Determines individual patient needs for services, referrals and training and provides patient education pertaining to health status, medications, discharge planning, safety and other needs
* Assisting patients with self-management through in person education and telephonic engagement
  + Conducts ongoing assessments both in person and telephonically, coordinating care conferences with providers, and collaborating with the healthcare team
  + Assists patients in navigating the healthcare system
  + Engages high-risk patients to actively manage their health
  + Assesses readiness for complex care conversations with patients and families
* Collaboration with the practice and specialty care teams
  + Collaborates patient care with PCP and all members of the healthcare team, including any required health care services outside of Coastal Medical
  + Ensures open communication regarding patient status with physicians, office staff, Coastal centralized clinical services and patients' families
  + Identifies and utilizes cultural and community resources
  + Acts as liaison to hospital, long-term care, specialists and home health representatives
* Attends required trainings and practice team meetings as scheduled
* Mentors Care Navigator and actively supports role development and scope of practice
* Complies with federal and local confidentiality laws, including HIPAA, ensuring patient privacy
* Adheres to Coastal Medical guidelines for protecting patients’ demographic, clinical and financial information
* Performs other miscellaneous job-related duties as assigned

**Education and Experience**

* Graduate of an accredited school of nursing and maintenance of active Rhode Island RN license
* Strong professional level of knowledge and comprehensive clinical assessment skills in the adult population and chronic disease management
* Three (3) to five (5) years of experience in an adult medicine outpatient practice setting, public health, population health management and chronic disease management
* Experience working with primary care provider teams to coordinate care and disease management
* Experience working with high risk patients performing care coordination and disease management/ education

**Knowledge, Skills and Ability**

* Ability to create systems of care coordination
* Ability to work collaborative with a wide range of internal and external clinical partners
* Highly organized
* Exercise sound judgment and clinical decision making
* Able to assess and differentiate priorities
* Excellent interpersonal skills and ability to work with and through others to achieve results
* Excellent written and verbal communication skills
* Ability to handle sensitive and confidential matters with the utmost discretion
* Proficiency with computer skills (i.e. electronic medical records, Microsoft Word, Excel, Outlook, and web-based applications)

**Physical Effort and Dexterity**

* Sit and stand for prolonged periods of time
* Work and move among all departments of Coastal Medical group
* Excellent hand/eye coordination
* Lift up to 15 pounds
* Manual dexterity to operate personal computers and standard office machines and equipment as it pertains to one’s position
* Travel may be required for offsite meetings and trainings

**Visual Acuity, Hearing and Speaking**

* To transfer information from paper to computer, from computer to computer, and to communicate in person and on the telephone

*\*This position description does not list all duties of the position. The employee may be asked by his or her supervisor, manager, or director to perform other duties. The employee will be evaluated in part based on the performance of the tasks contained herein.*

**Signatures**

Manager: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Human Resources: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Employee signature below constitutes employee's understanding of the requirements, essential functions and duties of the position.

Employee Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (Please Print)

Employee Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

*January 2020*