

UPPER PENINSULA HEALTH PLAN

JOB DESCRIPTION

POSITION _____ Clinic Case Manager

DEPARTMENT _____ Clinical Services

POSITION SUMMARY: Provides care management and care coordination for adult and pediatric patients with complex illness, in the primary care setting, under minimal supervision; provides targeted interventions to avoid hospitalization and emergency room visits; coordinates care across settings and helps patient/families understand health-care options; serves in an expanded health-care role to collaborate with specialists, members of the health-care team, and patients/families to ensure the delivery of quality, efficient, and cost-effective health-care services; assesses, plans, implements, coordinates, monitors and evaluates all options and services with the goal of optimizing the patient's health status; integrates evidence-based clinical guidelines, preventive guidelines, and protocols in the development of individualized care plans that are patient-centric, promoting quality and efficiency in the delivery of health care.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

1. Follows established Upper Peninsula Health Plan (UPHP) policies and procedures, objectives, safety standards and sensitivity to confidential information.
2. Identifies targeted high-risk population within the practice site and develops a comprehensive individualized plan of care with targeted interventions based on risk stratification and evidence-based clinical guidelines; continually monitors patient/family response to plan of care, and revises the care plan as indicated.
3. Assesses over time the health-care, educational, and psychosocial needs of the patient/family; uses standardized assessment tools such as depression screening, functionality, and health-risk assessments; provides patient self-management support with a focus on empowering the patient/family to build capacity for self-care.
4. Collaborates with the primary care physician (PCP), patient/family, and members of the health-care team, including continuum of care settings and community; fosters a team approach and includes patient/family as active members of the team; takes the lead in ensuring the continuity of care which extends beyond the practice boundaries; serves as liaison to acute care hospitals, specialists, and post-acute care services.
5. Implements systems of care that facilitate close monitoring of high-risk patients to prevent and/or intervene early during acute exacerbations.
6. Provides follow-up with patient/family when patient transitions from one setting to another.
7. Maintains required documentation for all care-management activities.

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8. Works with practice and UPHP leadership to continuously evaluate process, identify problems, and propose/develop process improvement strategies to enhance care management and Patient Centered Medical Home (PCMH) delivery-of-care model.
 9. Reviews the current literature regarding effective engagement and communication strategies, care management strategies, and behavior change strategies and incorporates into clinical practice.
 10. Maintains confidentiality of client data.
 11. Performs other related duties as assigned or requested.

POSITION QUALIFICATIONS:

Education:

- Minimum: Registered nurse with current Michigan licensure
Preferred: Bachelor of science in nursing with completion of self-management support training

Experience:

- Minimum: Three years of experience with adult medicine and pediatric patients in primary care/ambulatory care, home health agency, skilled nursing facility, or hospital medical-surgical setting within the past five years
Preferred: Care management experience and use of case management software

Required Skills:

Excellent written, verbal, and listening communication skills, positive relationship building skills, and critical analysis skills
Customer-focused interpersonal skills to interact in an effective manner with the interdisciplinary health-care team and patients/families with diverse opinions, values, and religious and cultural ideals
Ability to work autonomously and be directly accountable for practice
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 including time management, problem-solving, and decision-making, priority setting, work delegation, and work organization
Working knowledge of PC business applications (i.e., MS Word, Excel, Access and PowerPoint); keyboarding proficiency

The qualifications listed above are intended to represent the minimum skills and experience levels associated with performing the duties and responsibilities contained in this job description. The qualifications should not be viewed as expressing absolute employment or promotional standards, but as general guidelines that should be considered along with other job-related selection or promotional criteria.

Physical Requirements: *[This job requires the ability to perform the essential functions contained in the description. These include, but are not limited to, the following requirements. Reasonable accommodations may be made for otherwise qualified applicants unable to fulfill one or more of these requirements]:*

- Ability to access departmental files
- Ability to enter and access information from a computer
- Ability to access all areas of the UPHP and practice offices
- Moderate physical effort (lift/carry up to 25 pounds)

Occasionally lifts supplies/equipment
Occasional reaching, stooping, bending, kneeling, crouching
Prolonged periods of sitting
Occasional prolonged standing
Manual dexterity and mobility

Working Conditions:

Works in office conditions, but occasional travel may be required
Exposure to situations requiring exceptional interpersonal skills or periods of intense concentration
Subject to many interruptions
Occasionally subjected to irregular hours