

JOB DESCRIPTION – RN – Case Manager

PURPOSE

The South Coast Hospice and Palliative Care Services (SCH) RN Case Manager performs all nursing functions for an assigned caseload of terminally ill patients, coordinates the activity of multiple internal care team disciplines, and collaborates with external medical community partners, to ensure that quality end-of-life services are being provided to patients, families and caregivers.

SUPERVISOR

The RN Case Manager reports to and is supervised by the Nursing Manager or Patient Care Coordinator, as applicable, and works in conjunction with the Medical Director and/or patient's Attending Physician. In the absence of the Nursing Manager and/or Patient Care Coordinator, RN Case Manager receives direction from the Executive Director.

SKILLS REQUIRED

1. Respond to patients, families, caregivers, community partners and co-workers in a calm, respectful and compassionate manner.
2. Communicate clearly and concisely through verbal, listening and written means. Share silence.
3. Demonstrate excellent clinical assessment and critical thinking skills.
4. Receive direction and follow through with minimal supervision.
5. Organize work activities, multi-task, and remain flexible with assignments.
6. Possess strong interpersonal, educational and collaborative skills.
7. Perform duties with the utmost attention to the safety of all parties

DUTIES AND RESPONSIBILITIES

1. Treat patients and their loved ones in a supportive, dignified and kind manner at all times.
2. See death as a natural part of life and accept the hospice philosophies of: quality rather than quantity of life; comfort when there is no cure; the right of self-determination
3. Exhibit safety consciousness at all times and report unsafe conditions to the Nursing Manager and the person within the organization responsible for safety issues.
4. Promote and coordinate multidisciplinary care provided in an interdisciplinary fashion, engaging with other professional care team members as needed to provide full and effective service in the physical, emotional, social and spiritual dimensions of care.
5. Review documentation for all new patients assigned, and communicate with admissions staff, or other members of the Care Team, as appropriate to ensure continuity of care.
6. Provide routine nursing visits based on the needs of current caseload and as requested to cover for other nurses. Perform follow-up visits or check-in phone calls based on the assessed or reported needs of the situation. Educate patients, families, caregivers and facility staff on end-of-life issues and practices. Provide post-activity report to loved ones as appropriate.
7. Supervise and monitor Licensed Practical Nurses' delegated duties at least monthly and oversee and provide supervision of Hospice Aides bi-weekly.
8. Participate daily/weekly with Nursing Manager and other assigned parties to develop and maintain effective visit schedules until ability to self-schedule has been reached.

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9. Complete an in-person Comprehensive Assessment and Care Plan Update for each assigned patient every fourteen days at a minimum, with any changes in condition or interventions being reported at the Interdisciplinary Group (IDG). Be prepared to participate in recertification/discharge discussions.
10. Respect, promote and protect patients' rights to individualized care and collaboration in the Care Planning process.
11. Communicate regularly with the Nursing Manager and other care team members to review unique patient issues, share professional support, and exchange feedback aimed toward enhancing patient-centered care.
12. Communicate with Medical Director at least once every 14 days regarding changes in patient condition and Care Plan updates. Provide updates to Attending Physicians according to their preferences.
13. Understand, support, and comply with all Federal and State regulations including HIPAA, CMS Conditions of Participation (CoPs), SCH Policies and Procedures, and accepted standards of nursing practice. *Always* record legible, clear, complete and dated documentation.
14. Learn the EMR and other technology required to fulfill the duties of the position.
15. Ensure that the clinical records, with all the information contained therein, are safeguarded from loss or unauthorized use.
16. Complete SCH On-boarding and Orientation with delegated staff within the first 2 weeks, the Initial Competency Skills checklist with Nursing Manager within 60 days, and receive the support of a preceptor as needed.
17. Demonstrate continued professional growth and development through participation in staff training, internal and external educational programs and review of current health care literature.
18. Share in providing 24-hour, seven-day-a-week coverage to patients/families, including after-hours and weekend relief as needed, and agreed to, or assigned.
19. Serve on agency committees upon request, such as Quality Improvement, Safety, etc. and attend required such as IDG, Nursing, meetings ad hoc training, All Staff, etc.
20. Report for duty at scheduled time, ready to perform work functions, and remain on task until shift is completed. Adhere to agency requirements regarding absenteeism and tardiness.
21. If employee decides to terminate employment with SCH, a personal letter of resignation is required, and the agency makes the request that as much advance notice time as possible can be given to ensure a smooth transition for other staff members and continuity of care for the patients and loved ones.

QUALIFICATIONS

1. Must possess and maintain a current license to practice as an RN/LPN in the State of Oregon.
2. Must possess, or within 30 days be able to possess, a valid Oregon Driver's License or ID card, dependable transportation and proof of automobile insurance coverage.
3. Must have and provide proof of professional liability insurance coverage.
4. Must have current CPR and Basic Life Support? certification.
5. Must have ability to work in diverse and unpredictable surroundings in personal residences, nursing homes, assisted living facilities, adult foster homes, etc.
6. Must be able to safely negotiate in a variety of environments, e.g. steep stairs, uneven surfaces, cramped physical quarters, etc.
7. Must be able to meet the physical demands of the position including lifting a maximum of 50 lbs., repositioning and transferring of patients, 2-person assist, providing personal care, etc.
8. Must be willing and able to drive in a variety of road and weather conditions, day or night.

This Job Description describes the general nature and level of duties and responsibilities required of this position. Other nursing duties may be assigned as necessary. The order in which duties and responsibilities are listed is not significant.

SOUTH COAST HOSPICE & PALLIATIVE CARE SERVICES

1200.02

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Employee's Signature

Date

Manager's Signature

Date

Executive Director's Signature

Date

Accommodations for disabilities will be made whenever possible unless such accommodations would create an undue hardship on South Coast Hospice and Palliative Care Services, Inc.

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