



**ResolutionCare**

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## **JOB DESCRIPTION: RN Case Manager**

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**The RN Case Manager works as part of a transdisciplinary team and is supported by the Clinical Team Manager.**

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### **POSITION SUMMARY**

The Registered Nurse Case Manager is responsible for managing and coordinating patient care, including oversight of the care plan and provision of direct patient care. Care is provided in collaboration with other Care Team members as described in the patient's care plan.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

#### 1. Direct patient care

- Manages the patients assigned to their Care Team, ensuring that visit frequencies by the RN and transdisciplinary team are appropriate to the patient's current acuity level and needs.
- Communicates with patients via phone, video conferencing, and home visits per care plan.
- Provides patient care within scope of practice and per provider order (including but not limited to wound care, injections, blood draws and other labs and other basic nursing care).
- Assesses and enrolls patients and as needed, completes initial referral follow-ups.
- Completes initial care plan upon enrollment and ensures ongoing assessments, updating the care plan as appropriate.
- Manages patient's medications
  - Implements medication orders and ensures that medication list is current
  - Proactively ensures adequate medication supply
  - Assists with refill ordering and filling medication boxes when needed
  - Provides appropriate patient follow-up when new medication orders are implemented
- Facilitates requisition of medical supplies and durable medical equipment.
- Completes care coordination activities:
  - Ensures that documentation is completed by the end of the next working day, including updates to the care plan and medication log.
  - Ensures that the patient's primary care provider and other physicians are notified of new orders from ResolutionCare.
  - Provides support, oversight, and mentorship to the CHW and/or LVN assigned to their Care Team.
  - Refers, coordinates and communicates with the transdisciplinary team and others involved in the patient's care.



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- o Facilitates advanced care planning in collaboration with the Care Team.
- o Facilitates referrals to outside agencies when appropriate, including timely referral to hospice when patient meets their criteria.
- o Teaches patients and caregivers about ResolutionCare services and palliative care, including provision of educational materials about specific disease processes and symptom management, as well as caregiver teaching and the importance of medication teaching/tracking.

2. Assumes other duties in support of ResolutionCare's needs as directed by the Clinical Team Manager or Medical Director.

### **ORGANIZATIONAL REQUIREMENTS**

- Works at all times within the policies and guidelines of the company.
- Willingness to use video conferencing as frequently as appropriate.
- Ensures effective use of resources.
- Plays an active part in the development and maintenance of good relationships with all who have business with the Company.
- Respects at all times the confidentiality of information covering patients, staff and volunteers and is HIPAA compliant.
- Promotes at all times ResolutionCare's philosophy of compassionate communication towards all patients and their families, visitors and coworkers.

### **Environmental Conditions and Physical Requirements**

- Routinely performs procedures or other tasks that could involve exposure to blood, body fluids, or other potentially infectious materials.
- Works with Palliative Care patients wherever they reside or are receiving care, including homes, skilled nursing facilities, hospitals and residential care for the elderly facilities.
- Provides own transportation.
- Successfully performs the essential duties and responsibilities of the position through the use of physical activities as described below:
- Regularly requires sitting, standing, walking, talking, use of hands, listening, and observing.
- Regularly requires travel, sometimes to remote areas.
- Regularly requires working at a computer for 2-4 hours at a time.
- Regularly requires use of telephone.
- Requires use of video-conferencing technology.
- Occasionally requires reaching, stooping, bending, kneeling, and lifting items weighing 25 pounds or less.
- Occasionally requires providing care for bed bound and chair bound patients, including pulling patients to the side of the bed on a draw sheet-to a sitting position from the



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supine, or forward and up out of bed or a chair in preparation for performing a standing pivot transfer.

**Minimum Qualifications:**

- Current California Registered Nurse license
- Minimum of one year of experience as a professional nurse within the previous three years
- Current California driver's license, proof of acceptable automobile insurance coverage, and reliable transportation
- Excellent oral and written communication skills required.
- Positive interpersonal skills required
- Must have general computer skills and a working knowledge of MS Office and the internet

**Preferred Qualifications:**

- Experience in hospice, palliative care, oncology or home health
- CHPN certification or equivalent

**Position Reports to:**

- **Clinical Team Manager**

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

Employee (Print) \_\_\_\_\_

Date \_\_\_\_\_

Signature \_\_\_\_\_