

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

### **POSITION SUMMARY**

ResolutionCare | a Vynca company, is a fast-paced, fun entrepreneurial environment incredibly passionate about transforming end-of-life care. This individual works as part of an interdisciplinary team and 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. Patient Care**

- Manages the patients assigned to their Care Team, ensuring that visit frequencies by the RN and Interdisciplinary 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 collaborates with pharmacies and outside resources when the client is unable to manage medications appropriately
  - Provides appropriate patient follow-up and education 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 Interdisciplinary team and others involved in the patient's care.
  - Facilitates advanced care planning in collaboration with the Care Team.
  - Facilitates referrals to outside agencies when appropriate, including timely referral to hospice when patient meets their criteria.
  - 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 Director or Medical Director.**

#### **3. Float Nurse**

- During normal working hours, has designed time spent assisting in the coverage of patient care of other care teams.

#### 4. Outreach 0 - 15%

- Conduct outreach to community partners to develop, improve, and sustain relationships, including but not limited to hospitals, referral sources, and community agencies.

### **ORGANIZATIONAL REQUIREMENTS**

- Works at all times within the policies and guidelines of the company.
- Willingness to use video conferencing and work remotely. .
- 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**

- Works with Palliative Care patients remotely wherever they reside or are receiving care, including homes, skilled nursing facilities, hospitals and residential care for the elderly facilities.
- 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 working at a computer for an entire shift (with appropriate breaks).
- Regularly requires use of telephone and laptop.
- Requires use of video-conferencing technology.
- Occasionally requires reaching, stooping, bending, kneeling, and lifting items weighing 25 pounds or less.
- Potentially performs procedures or other tasks that could involve exposure to blood, body fluids, or other potentially infectious materials.
- If an in-person visit is required for a bed bound or chair bound patient, the nurse might occasionally need to provide care that could include 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 supine, or forward and up out of bed or a chair in preparation for performing a standing pivot transfer.
- Occasional travel may be required to perform job duties, attend training, or company events and requires attendees to be fully vaccinated.

### **QUALIFICATIONS**

#### **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 Location and Reporting**

- This position is remote
- Reports to RN Manager and/or designee
- Employed by ResolutionCare

**Travel Requirements**

- Occasional travel may be required to perform job duties, attend training, or company events

**Additional Information**

- This job description is not designed to cover or contain all job duties required of the employee. There may be additional activities, duties and/or responsibilities that are required for this position that are not listed in this job description.
- In compliance with federal law, all persons hired will be required to verify identity and eligibility to work in the United States and to complete the required employment eligibility verification document form upon hire.
- Vynca Inc and Resolution Care PC are both Equal Opportunity/Affirmative Action Employers. We consider applicants without regard to race, color, religion, age, national origin, ancestry, ethnicity, gender, gender identity, gender expression, sexual orientation, marital status, veteran status, disability, genetic information, citizenship status, or membership in any other group protected by federal, state or local law. [EEO is the Law](#).

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

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

Signature \_\_\_\_\_

Date \_\_\_\_\_

Supervisor (Print): \_\_\_\_\_

Signature: \_\_\_\_\_

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