



Job Description – ACO Case Manager

Job Title: ACO Case Manager
Department: Accountable Care Organization
Supervisor: ACO Director, Clinical Programs or Designee
FLSA Status: Exempt
Prepared By: AB
Prepared Date: 3/15/2019
Approved By: MAPR
Approved Date: 3/15/2019

Summary

The Case Manager is responsible for the direct provision of services that assist patients with the achievement of their highest level of wellness. S/he is focused on client centered services that link clients and other family members with health care, psychosocial and other home and community-based services to ensure timely, coordinated access to medically appropriate levels of health and support services and continuity of care. S/he is responsible for assessment, planning, coordination, advocacy, education, monitoring and accurate, timely documentation in all program areas. S/he demonstrates knowledge of growth and development and possesses the ability to assess, interact, communicate and care for age specific patient populations.

Essential Duties and Responsibilities include the following. Other duties may be assigned.

- Conducts comprehensive assessments that identify behavioral, clinical, social and environmental concerns and needs of the patients
- Demonstrates ability to work with the patient, patient's physician and other members of the population health team to create a care plan that addresses the identified needs, removes the barriers for implementation of the plan and improve the health of the patient
- Provides regular outreach to the patient, reviews/modifies care plan as indicated, provides education on disease state management, coordinates care with all members of the patient's healthcare team
- Coordinates/collaborates with the Social Worker to obtain assistance with local community and government resources for patients and their families and helps facilitate the patient's access to these resources
- Assesses the patient's knowledge of their clinical condition and provides education and self-management support based on the patient's unique learning style
- Assists in improving quality care by identifying quality gaps, educating patients on the importance of preventative care, and assisting in facilitation of appointments as indicated.
- Maintains a caseload consistent with program guidelines
- Provides verbal and written reports as requested

Supervisory Responsibilities

This job has no supervisory responsibilities.

Competencies:

To perform the job successfully, an individual should demonstrate the following competencies:

Adaptability - Maintaining effectiveness in varying environments and with different tasks, responsibilities, and people.

Communication - Expressing ideas effectively in individual and group situations (including nonverbal communication); adjusting language or terminology to the characteristics and needs of the audience. Good listening skills.

Compassion - The responsibility to put a patient's or person's interests first, including the duty not to harm, deliver proper care, and maintain confidentiality. Compliance - Employee has satisfactory completed employers required compliance training. Employee is able to demonstrate an understanding of employers Code of Conduct.

Dependability - Meets commitments, deliverables, deadlines, work independently, accepts accountability, handles change, sets personal standards, stays focused under pressure, and meets attendance/punctuality requirements.

Follow up - Establishing procedures to monitor the results of delegations, assignments, or projects; taking into consideration the skills, knowledge, and experience of the assigned individual and characteristics of the assignment or project.

Initiative - Making active attempts to influence events to achieve goals; self-starting rather than accepting passively; taking action to achieve goals beyond what is required; being proactive. Practices self-development.

Integrity - Maintaining and promoting social, ethical, and organizational norms is conducting internal and external business activities.

Patient Service Orientation - Proactively developing patient/customer relations by making efforts to listen and understand the customer and their needs (both internal and external); anticipating and providing solutions to customer needs; giving high priority to patient/customer satisfaction. Ensures appropriate follow up and is their advocate in determining solutions. The employee uses a variety of communication techniques to effectively express thoughts and ideas and to understand or influence.

Practical Learning - Assimilating and applying, in a timely manner, new job-related information that may vary in complexity. Quality Orientation/ Attention to detail - Is attentive to detail and accuracy, is committed to excellence, looks for improvements continuously, monitors quality levels, finds root cause of quality problems, owns/acts on quality problems.

Quality Orientation/ Attention to Detail - Is attentive to detail and accuracy, is committed to excellence, looks for improvements continuously, monitors quality levels, finds root cause of quality problems, owns/acts on quality problems.

Results Driven& Execution - Accountable for meeting or exceeding individual and/or department goals and objectives. Committed to producing results that will achieve company objectives. Sets priorities and organizes time to meet or exceed goals, follows up, and takes personal responsibility for results whether they are positive or negative.

Team work/ Collaboration - Working effectively with team/work group or those outside formal line of authority (e.g., peers, senior managers) to accomplish organizational goals; taking actions

that respect the needs and contributions of others; contributing to and accepting the consensus; subordinating own objectives to the objectives of the organization or team. Listens to others and values opinions.

Technological /Professional knowledge - Having achieved a satisfactory level of technical and professional skills/knowledge in job-related areas; keeping abreast of current developments and trends in area of expertise.

Work Standards - Setting high goals or standards of performance for self, direct reports, others, and the organization; being dissatisfied with average performance; self-imposing standards of excellence rather than having standards imposed by others.

Qualifications To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience - Registered Nurse, 5+ years of clinical experience with 1+ year(s) of case management experience preferred.

Language Skills - Ability to read, analyze, and interpret the most complex documents. Ability to respond effectively to the most sensitive inquiries or complaints.

Mathematical Skills - Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

Reasoning Ability - Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.

Computer Skills - To perform this job successfully, an individual should have knowledge of Athena Database software; Microsoft Spreadsheet software and Microsoft Word Processing software; including Excel.

Certificates, Licenses, Registrations

Registered Nurse

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this Job, the employee is regularly required to stand; walk; use hands to finger, handle, or feel; reach with hands and arms; climb or balance and talk or hear. The employee is frequently required to sit. The employee is occasionally required to stoop,

kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this Job, the employee is occasionally exposed to outside weather conditions. The noise level in the work environment is usually moderate depending on the business activity of the office.

Receipt and Acknowledgement

I acknowledge and understand that:

- Receipt of the job description does not imply nor create a promise of employment, nor an employment contract of any kind, and that my employment is at-will.
- The job description provides a general summary of the position in which I am employed, that the contents of this job description are job requirements and, at this time, I know of no limitations which would prevent me from performing these functions with or without accommodation. I further understand that it is my responsibility to inform my supervisor at any time that I am unable to perform these functions.
- Job duties, tasks, work hours and work requirements may be changed at any time.
- Acceptable job performance includes completion of the job responsibilities as well as compliance with the policies, procedures, rules and regulations of the Home and the Corporation.
- I have read and understand this job description.

Print Employee Name: _____

Employee Signature: _____

Date: _____