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| <p style="text-align: center;">CAROLINA ORTHOPAEDIC AND SPORTS MEDICINE CENTER, P.A. JOB DESCRIPTION</p> |
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POSITION: CASE MANAGER

Reports to: Chief Executive Officer

Supervises: None

Qualifications: This individual must possess a current unrestricted Registered Nurse license in the state of North Carolina, preferably a BSN certified case manager, possess outstanding interpersonal and proficient computer skills and have a minimum of 2-3 of nursing experience in a hospital setting or telephonic case management. Current CPR certification.

Medicare or Medicare Advantage experience preferred

Orthopaedic and Geriatric experience a plus

Proficient computer skills

Basic Function: The Case Manager will utilize the nursing process to provide optimal quality and continuity of nursing care from the pre-operative setting through a 90 day episode of care. The Case Manager will implement care plans that are specific to each patient's physical, mental, and social needs, based on pre-surgical clinical assessments. The care plans will be implemented and modified, as needed throughout the transition of care to ensure the patients well-being and achievement of the desired outcomes. The Case Manager will work collaboratively as part of a multi-disciplinary team to provide patient and family education, communicate with healthcare providers and coordination and facilitation of services within an episode of care.

Essential Functions:

1. Responsible for managing a group of Medicare orthopaedic population throughout a 90 day episode of care, as part of the Bundled Payments for Care Improvement-Advanced Initiative.
2. Gather clinical information from the EMR and telephonic health assessments to determine risk stratification (This includes a comprehensive assessment of physical, emotional, psychosocial, and environmental needs of the patient).
3. Document clinical assessments and care plans in designated case management system.
4. Educate the patient and caregiver of the process and expectations of the health care delivery system throughout the course of care, AR, SNF, LTAC, Home Care.
5. Development and implementation of care plans throughout the transition of care to ensure the patients well-being.

6. Collaborate with multidisciplinary team members in the acute, post-acute and outpatient settings to identify patient needs such as home health care, DME, physical therapy and community services.
7. Follow up on patients at pre-determined intervals and as needed based on patient status, telephonic and on-site.
8. Complete and submit all required documentation within established guidelines.
9. Evaluate plan of care and revise on ongoing basis as determined by patient's health status and communicate changes to all other disciplines involved in the patient's care.
10. Communicate with providers and multi-disciplinary care team members to facilitate transition of services throughout the continuum of care.
11. Identify gaps or barriers in treatment plans to ensure that discharged patients receive appropriate resources and services.
12. Understand the Bundled Payment Program design, implementation, management monitoring and reporting requirements.
13. Remain flexible and responsive when changes occur in patient activity and workload.
14. Adhere to the scope of practice for the Registered Professional Nurse per state regulatory guidelines.
15. Maintain strictest confidentiality of all patient information per HIPAA and Signature Care Management guidelines.

Knowledge:

1. Knowledge of current nursing practices and protocols.
2. Knowledge of clinic policies and procedures.
3. Knowledge of business and supervision theories and methods.
4. Knowledge of computer programs and applications.

Skills:

1. Skill in appropriate assessment, examination, treatment skills.
2. Skill in dealing effectively with personnel development and issues.

Abilities:

1. Ability to maintain effective working relationships with patients, medical staff, and the public.
2. Ability to react calmly and competently in emergency situations.
3. Ability to communicate clearly and effectively in person, in writing, or by the phone.

Environmental/Working Conditions: Combination of office and exam settings. Frequent exposure to conditions common to nursing situations. Occasional evening or weekend work.

Physical/Mental Demands: Varies activities include sitting, walking, bending, reaching, lifting, stooping. Requires eye-hand coordination, finger dexterity. Occasional lifting/carrying items up to 30 pounds. Must be able to transfer patients. Occasional stress from balancing supervisory and patient care responsibilities.

This job description is intended to provide only basic guidelines for meeting job requirements. Responsibilities, knowledge, skills, abilities and working conditions may change as needs evolve.