

# INSPIRING HEALTHCARE RESOURCES

## Job Description RN, Case Manager

### Job Summary

The Hospice Nurse Case Manager plans and delivers care to patients utilizing the nursing process of assessment, planning, interventions, implementation, and evaluation in order to maximize the comfort of our patients and families consistent with company policies and procedures.

### Qualifications

- Graduate of an accredited school of nursing with a valid RN license and current CPR
- Demonstrated skill in nursing practice, ability to assess and respond to the needs of patients and families
- Must be able to speak and write the English language in an understandable manner
- Must be self-directed; able to work without the direct presence of a supervisor
- Demonstrated skill with general use and functions of the computer; internet; e-mail; navigation of computer desktop, and electronic medical records (EMR)

### Essential Functions and Responsibilities

- Assume primary responsibility for managing a patient/family caseload which includes the assessing, planning, implementing, delegating and evaluating phases of the nursing process as well as working with psychological/social family issues
- Initiate communication with attending physicians, hospice staff members and other facilities as needed to coordinate optimal care and use of resources for patient/family
- Obtain data on physical, psychological, social, and spiritual factors that may influence patient/family health status and incorporate that data into plan of care needs
- Maintain regular communication with the Director of Nursing Services to review caseload and help with managing care needs (this may include unusual or potentially problematic patient/family issues)
- Maintain regular communication with the attending physician concerning patient/family care needs and response to interventions/orders
- Seek input through Interdisciplinary conferences from Medical Directors and other team members regarding the patient's plan of care
- Maintain up-to-date patient records within 24-hrs through web-based charting
- Supervise, assign, and document care needs delivered by the hospice aide every two weeks & as needed
- Instruct/delegate care needs to primary caregivers, volunteers, and hired caregivers
- Arrange and/or attend family/patient conferences as needed
- Assist other team members which may include assuming primary responsibilities for their patients when absent
- Share in providing call coverage after hours, weekends, and holidays
- Attend and provide support at the time of death
- Participate in orientation and training programs by mentoring newly hired RN and/or student nurses
- Participate in agency and community programs as requested by administration to promote professional growth and understanding of hospice care
- Demonstrate familiarity with company policies and rules/regulations of state and federal licensing agencies
- Attend and participate in in-house education programs
- Perform other job-related duties as assigned by the Director of Nursing Services
- Able to utilize good judgement, demonstrate patience, and maintain a professional demeanor at all times

### **Physical and Environmental Demands and/or Conditions**

- Regularly lift and/or move up to 10 pounds, frequently lift and/or move up to 20 pounds, and occasionally lift and/or move over 50 pounds and up to 100 pounds when lifting residents with use of assistive devices
- Ability to sit, stand, walk, and/or run or walk rapidly
- Ability to turn, reposition, and assist patients to transfer and ambulate
- Push/pull with up to 50 pounds of force
- Occasional bending and twisting at waist
- Occasional reaching above or below shoulder height, e.g. charts or supplies on upper/lower shelves
- Perform repetitive tasks and/or motions with fingers, hands, wrists, elbows, shoulders, knees, ankles, and feet
- Distinguish colors and have clarity of vision with or without corrective lenses
- Able to hear alarms, telephone, and normal speaking voice
- Requires manual dexterity sufficient to provide hands-on care to patients under variable conditions and settings

### **Other Non-Physical Requirements**

- Must be a licensed driver with an automobile that is insured in accordance with state and company requirements and in good working order
- Must furnish own cell phone; plan must include texting

### **Working Conditions**

- Subject to hostile and emotionally upset residents/patients, family members, personnel, and visitors
- Works beyond normal working hours and on weekends and holidays when necessary
- Subject to falls, odors, etc. throughout the workday
- There may be a fluctuating work load with periods of stress and deadlines
- Frequent travel is required; up to several hours of driving per day
- Exposure to variable weather conditions is likely
- General office environment is favorable; lighting and temperature are adequate, and there are no hazardous or unpleasant conditions caused by noise, dust, etc.