

Employee: _____
Positions Supervised: None
Status: Regular Full-Time
Classification: Non-Exempt

Date of Hire _____
Supervisor: Director of Clinical Operations

Last Revised: 1/6/2025

Position Summary: Under the general supervision of the Director of Clinical Operations, the Care Manager is responsible for managing patients with two or more chronic diseases, to promote effective education, self-management, and timely health care delivery to achieve optimal quality, cost-effective outcomes and support a team-based care approach. The Care Manager behaves in a professional manner, and consistently demonstrates and promotes the values of respect, honesty, care, and dignity for the patient and all members of the healthcare team. The Care Manager is committed to the constant pursuit of excellence in improving the health status of the community and resolves to act out Fairfield Community Health Center's mission, vision, and values.

Primary Duties:

- Provides Care Management services to a patient panel of up to 100 patients meeting all eligibility criteria.
- Identifies patients that may benefit from Care Management due to poorly controlled or complex conditions, high cost or high utilization, social determinants of health, behavioral health conditions or referrals by outside organizations, practice staff or patient/family/caregiver. May also utilize risk stratification.
- Complete and maintain provider/patient driven care plans for patients enrolled in CCM services that include a problem list, expected outcome/prognosis, treatment goals, medication management and a schedule for reviewing and revising the plan.
- Provide information on community resources based on social determinants of health to patients enrolled and participating in CCM services.
- Coordinate hospital follow ups for all patients of the organization and accomplish transitional care management
- Coordinates referrals for patients enrolled and participating in CCM services as directed by the patient's healthcare provider.
- Provides patient education to high-risk patients as needed.
- Maintains confidentiality of all patient information and adheres to policies/safety practices as established by FCHC.
- Short staffing situations can periodically result in the care manager being asked to work in the clinic to meet the needs of the operations.
- Other duties as may be assigned from time to time.

Competencies/Skills:

- Recognizes and participates in continuous quality improvement efforts for preventative and chronic conditions as well as operational and workflow changes.
- Collaborates with providers and medical center staff in identifying appropriate patients for care management, utilizing established Care Management criteria.
- In collaboration with the health care provider and patient, establishes a nursing plan of care and contributes to the revision of the care plan as needed.
- Promotes patient self-management and empowers patients to achieve maximum levels of wellness and independence.
- Collaborates with providers, and other healthcare team members including inpatient facilities, the patient's payer, and health system administrators to facilitate care across the healthcare continuum and optimize clinical outcomes. Determines and completes appropriate referrals and follow-up. Serves as a support to staff, providers, patients and families.
- Maintains active list on care managed population. Maintains accurate and timely documentation. Demonstrates knowledge in working with Electronic Health Records (EHR), and other computer systems.
- Assists in data collection, entry, retrieval and generates reports for QI measures.
- Demonstrates the ability to work independently.
- Ability to communicate and collaborate effectively with the care team.
- Ability to carry out projects and education to identified populations of people.
- Demonstrates leadership qualities including professional and written communication skills, ability to be flexible and to prioritize in complex situations, decision-making skills, and professional development through participation in continuing education.

- Maintains knowledge of, and expertise with multiple systems and software including, but not limited to, Office 365, NextGen (EHR), Azara (Population Health Management tool), CliniSync (electronic health interface), and the FMC Provider Portal.
- Demonstrates knowledge of Population Health Management, Patient Center Medical Home Concepts (PCMH), CPC, UDS and HEDIS.
- Willingness to learn, embrace change and have a positive attitude.

Experience, Education/Training and Licensure:

- Licensed Practical Nurse (LPN) licensed by the State of Ohio minimum, License Registered Nurse (RN) preferred.
- Current Basic Life Support certification.
- Minimum of 3 years' experience of:
 - Working in clinical out-patient settings such as hospital, nursing facility, home health, or primary care office.
 - Working with diverse population groups.
 - Care Coordination and/or Case Management experience.
 - Working with Electronic Health/Medical Records.
 - Proficiency with standard computer software; e.g.; Word, Excel, etc.
 - Excellent oral and written communication skills.

PHYSICAL REQUIREMENTS & ENVIRONMENTAL CONDITIONS:

Must be able to push, pull and assist in lifting up to 50 lbs. May be exposed to loud noises. Must be able to stand and sit for extended periods of time, stoop, bend, reach, show manual dexterity, and clearly communicate with office personnel and external customers. May be exposed to blood and bodily fluids.

Attestation:

1. I have read the duties and responsibilities for my position as listed in this Position Description.
2. I understand what is expected of me in the performance of my duties and responsibilities.
3. I am able to perform my duties and responsibilities with/without any restrictions.

Employee

Date

Supervisor

Date

Chief Executive Officer

Date Approved

This job description is intended to indicate the basic nature of the position(s) allocated to this class and examples of typical duties that may be assigned. It does not imply that all position within this class will perform all of the duties listed, nor does it attempt to list all possible duties that may be assigned.