



## Job Description: **NURSE/CASE MANAGER**

### **DEFINITION**

The RN Case Manager is responsible as a member of the interdisciplinary team to the Clinical Supervisor and the attending physician for the provision of skilled nursing assessment, planning and care in order to maximize the comfort and health of patients and families consistent with Hospice of the Valley policies and procedures.

### **RESPONSIBILITIES**

Responsible for identifying patient/family needs and for providing supportive care and appropriate services in accordance with the attending physician's orders and the interdisciplinary team plan of care.

### **QUALIFICATIONS**

- Possession of current license to practice as a registered professional nurse in the state of Colorado.
- Minimum two years of varied work experience as a professional nurse and preferably one of the two years in an acute setting.
- Demonstrated ability to assess and respond to the needs of patients and families in varied settings.
- Demonstrated skill in nursing practice, ability to cope with family emotional stress and tolerance of individual lifestyles.
- Basic computer skills and proficiency in navigating the internet in order to use multiple web-based charting programs.

### **FUNCTIONS**

- Assume primary responsibility for a patient/family caseload that includes the assessing, planning, implementing and evaluating phases of the nursing process.
- Initiate communication with attending physicians, other staff members and other agencies as needed to coordinate optimal care and use of resources for the patient/family.
- Maintain regular communication with the nurse/team leader to review caseload.
- Maintain regular communication with the attending physician concerning patient/family care needs and response to interventions.
- Obtain data on physical, psychological, social and spiritual factors that may influence patient/family health status and incorporate that data into the plan of care.

- Seek input from other team members regarding the patient plan of care to obtain additional knowledge and support.
- Maintain up-to-date patient records so that problems, plans, actions and goals are accurately and clearly stated and changes are reflected as they occur.
- Instruct primary caregivers, volunteers, and employed caregivers to provide care as indicated.
- Meet regularly with agency nursing staff to review problems or unique issues from caseloads, share professional support, and exchange feedback aimed toward enhancing professional growth.
- Attend patient conference and facilitate discussion of issues from caseload for full staff discussion, consultation and evaluation.
- Supervise and document observance of the home health aide delivery of care every two weeks.
- Inform the members of the team and Executive Director of unusual or potentially problematic patient/family issues.
- Assist other nurse/case managers including assuming primary responsibility for patients when necessary.
- Share in providing 24-hour, seven-day-a week coverage to patients/families when necessary.
- Provide appropriate support at time of death and perform bereavement assessment if requested.
- Participate in HOV's orientation and inservice training programs for professional staff.
- Participate in agency and community programs as requested to promote professional growth and understanding of hospice care.
- Demonstrate familiarity with policies of the agency and rules and regulations of State and Federal bodies which aid in determining policies.
- Accept other assignments as appropriate.

**Contacts:** Patients, families, volunteers, staff members, hospital/facility personnel, the general public and household pets.

**Physical Demands:** Physical exertion—walking, lifting up to 50 lbs, pulling, driving, step climbing, computer work, flex hours and travel.

**Environmental Conditions:** Exposed to infections, communicable diseases, odors, blood, excreta and hazardous materials.

**Working Conditions:** Periods of stress—variable workloads and deadlines. Some evening work will be required. Exposed to terminally ill patients and their families.

Non-Exempt, hourly position  
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