



Eastern Band of Cherokee Indians Job Description

Position ID Number:	925614002	Last Revised:	02/28/2018
Position Title:	RN Case Manager, Tribal In-Home Care Services	Department:	Tribal In-Home Care Services
Reports to:	Administrator, TIHCS	Division:	PHHS

Primary Function: Responsible for coordinating the care of In-Home Care patients in accordance with physician order and in compliance with agency/tribal policy, government regulations and accreditation standards. Coordinates care with all primary and secondary providers focusing on in-home care services reducing the risk of hospitalization among the adult population.

**Job Duties and
Responsibilities:**

Interact with internal and external customers / clients in a polite and professional manner.

Maintains best practices with hospital staff, discharge planners, physicians, and county agencies. Serves as a primary resource for patient coordination and navigator throughout local and national healthcare system, advocating for the patient and caregiver at all times. Is a point of contact for other healthcare agencies when a patient is receiving inpatient or long-term care.

Intervenes when actual or potential problems are identified within the service area. Informs multi-disciplinary team of potential issues and concerns to seek advice/consultation when necessary. Attends all case conferences.

Act as the primary liaison between CIHA inpatient and In-home care service, attending in-patient rounds.

Required to communicate with all key team member such as other PHHS programs and outside services to maximize patient advocacy and coordination.

Performs intake for all programs as designated by the administrator ensuring compliance with all federal, state and tribal guidelines. Assists patients and caregivers by coordinating with other community programs if in-home care services cannot meet the specific need.

Performs in-home care visits to gain full knowledge of the patients home condition working in tandem with other disciplines such as the Staff RN, Medical Social Worker and Contract Rehab Services.

Interprets agency policies and procedures, CMS regulations and accreditation standards as it relates to all of aspects of in-home care programs. This includes OASIS assessment for HH staff.

Ensures compliance with P&P, standards and best practice are followed on a daily basis.

Maintains nursing competency and the ability to perform nursing functions when staffing issues arise.

Promotes and maintains the highest standard of health care. Promotes a calm, positive atmosphere in the clinical field and office setting. Maintains a positive morale and healthy work environment.

Consults with the supply clerk when ordering patient care supplies to purchase based on patient and caregiver needs.

Coordinates in-home care medication compliance program. Assists the Field Staff RN with medication refills by communicating to the CIHA provider and pharmacy.

Coordinates with other Tribal Programs such as Family Safety and the TANF to obtain transportation of patients to and from MD apts., grocery shopping, etc. to ensure that patients are compliant with diet, medications and medical evaluations and treatments.

Coordinates Medical Transportation needs with Tribal EMS, NMET Program and other Tribal programs, completing, assisting and documenting the necessary items to ensure compliance with all federal, state and tribal policies.

Represents in-home care services at family/patients meetings scheduled by CIHA and other tribal programs.

Demonstrates the ability to perform clinical functions within the nurse practice act when staffing issues arise. Must be willing to take a patient case load to meet the basic need of each program as it relates to the current patient census.

Attends continuing education sessions to enhance professional growth with a minimum of 16 hours per calendar year. Expected to obtain continuing education both through in-service training and self-propelled training modules both in-house and on location.

Performs job duties according to established safety guideline and tribal policies.

Performs other duties as assigned.

In the event of a public health emergency, employee may be reassigned to a duty station to ensure safety and treatment are delivered to the public as quickly as possible.

Comes to work as scheduled and consistently demonstrates dependability and punctuality.

**Education
/Experience:**

- Diploma from an accredited School of Nursing required
- Current, unrestricted license as a Registered Nurse in North Carolina required
- Minimum of 2 year Home Health or related home care field experience required
- Minimum of 2 years case management experience required in the post-acute care or inpatient setting. Certified Case Manager recommended.
- Valid NC Driver's License, required. Home Health OASIS certification/training preferred. Must obtain within 1 year of employment. Nine to twelve months would be necessary to become proficient in most phases of this position. Basic computer skills required. Basic knowledge of the use of the electronic medical record – point of care, required

Job Knowledge:

Must have a thorough knowledge of the policies, procedures, and guidelines of EBCI PHHS Division and Tribal In-home care Systems, standards nursing practices, applicable OSHA mandates, and related regulatory controls such as ACHC, CMS, DMA, and DHHS. Knowledge regarding home health care with expertise in clinical/coverage issues required. Must have an understanding of the EBCI culture, lifestyles, and risk factors. Requires knowledge of the geography of the assigned area. Knowledge regarding in-home care industry standards and expertise in clinical/coverage and issues required.

**Complexity of
Duties:**

Ingenuity and judgment are required to review facts, plan work, deal with facts that are not easily evaluated, interpret results, draw conclusions and take or recommend action. Must consider patients' needs within compliance with government regulations. Requires a high degree of accuracy in reporting health abnormalities to the patients' providers, and in the documentation of services provided. Undetected errors could have potentially life threatening results. Government regulations, accreditation standards, and third party payers require the submitting of accurate patient information to allow for appropriate reimbursement for patient visits. The submission of false or inaccurate information would place the agency at risk for fraudulent claims, resulting in loss of agency certification/accreditation and the clinician's license would be in jeopardy. Extensive Travel Required, locally and nationally.

Contact with Others:

Has frequent contact with patients, families, coworkers, and other health professionals wherein tact, courtesy and diplomacy are required to maintain positive relationships. Requires good communication skills, both written and oral. Requires sensitivity to others while dealing with patients and their families who may be under stress while dealing with issues of disease and poor health. Purpose of contact is to exchange information, offer instruction and work together to meet the patient's goals and maintain the integrity of EBCI at all times.

Confidential Data:

Must adhere to all tribal guidelines, EBCI policies and procedures for working with confidential data. The above average degree of discretion is required while handling patient and related medical information. Must comply with federal, state and tribal HIPAA guidelines, reporting infractions of potential misconduct to the appropriate authorities immediately. Ensure that PHI is maintained at all times across the health care continuum, including those patients who may not receive direct care from TIHCS.

**Mental /Visual
/Physical Effort:**

Job duties can be mentally/emotionally stressful at times. Requires the ability to deal effectively with stress. Close mental concentration and attention to detail are required for most activities. Physical activities require the ability to walk, sit, reach, extensive bending and heavy lifting while assisting patients to walk or turn and when transferring patients. Must have visual acuity, manual dexterity, and the ability to speak and hear. Must have a completed fit for duty form noting ability to perform job functions. Must be able to lift 25 pounds and carry 5 pounds on a repetitive basis.

Environment:

Works in both office and clinical environments, including patient homes, hospital and outpatient clinics. Potential exposure to contagious disease and infection. Must adhere to OSHA standard precautions to maintain a safe work environment. May be required to work holidays, weekends, or other times when administrative leave is granted in order to ensure optimal patient care.