

Job Title: Nurse Care Manager
Department: Nursing Services
Reports To: Director of Nursing
Salary Level: Grade 18 RN Grade 15 LVN
FLSA Status: Nonexempt
Approved By: Chief Executive Officer
Approval Date: January 2023

GOALS FOR POSITION:

- The employee will become an effective, highly qualified, productive member of the K'ima:w Medical Center health care team (IPC).
- The employee will continue self-improvement through formal continuing education programs, journal reviews and on-line courses.
- The employee will be an integral participant for process improvement of all K'ima:w Medical Center health care programs and or services.

SUMMARY:

Primary role is that of patient care coordinator for outpatient clinical services. Primary responsibility is to assist in the overall management of K'ima:w Medical Center's high risk patients, particularly those with chronic diseases. This is done through chart review, providers report and health/behavioral assessments to identify prevention, treatment, and intervention opportunities. Participates in patient and family education. Provides leadership when working with medical staff, ancillary services, nursing staff, and other participants in the healthcare team. Works closely with primary care provider and other IPC team members to ensure comprehensive care is provided.

FUNCTIONS & RESPONSIBILITIES:

- Participates in IPC team huddles for information sharing and management of patient care on daily basis. Gives direction and delegates duties to other team members to ensure patient care needs are met in a timely, cost effective manner, and to maximize each patient encounter.
- Collects and interprets relevant data through pre-visit planning. Coordinates clinic visits and follow-up care as needed. Ensures health care maintenance is up to date on all impaneled patients (i.e. Wellness Health Screening, DM Screening, Cancer Screening, immunizations, etc.).
- Assesses patient condition and establishes appropriate nursing care. Initiates needed therapeutic measures and other general nursing care.
- Collaborates with patient, family members and health care team (primary care provider, clinic nurses, public health nursing, DM case management, Referral/PRC services, etc.) in development, implementation, and evaluation of patient care. Integrates cultural and age-specific differences when developing, implementing, and evaluating patient's plan of care.

- Identifies goals and nursing actions required to meet diagnosis-specific goals. Care plan that addresses physical, psychological, social, and rehabilitative discharge planning to meet those goals.
- Utilizes appropriate educational resources for patients and/or family members to assist in understanding, accepting and adjusting to diagnosis or treatment modalities. Provides educational materials that address areas of concern related to nursing diagnosis and self-care needs.
- Facilitates communication between patients, families, primary providers and outside providers when applicable. Provides information to patient as directed by the primary provider.
- Provides support for Outreach by facilitating requests for assistance.
- Works with PRC staff and outside facilities for necessary follow-up on outside testing and treatment. Obtains records and test results for primary provider as needed for continuity of care.
- Assists primary provider as needed.
- Acts as a resource nurse in the clinic.
- Actively participates with orientation of new personnel. Serves as a positive role model for new employees while encouraging a high level of professional conduct and maintaining a positive work attitude.
- Participates in continuous quality improvement process for constructive changes, on-going improvement in patient care, and to ensure JC accreditation is maintained.
- Maintains a clean work environment and adheres to infection control policies.
- Maintains strict confidentiality with regards to patient information.
- Adheres to all policies and procedures of K'ima:w Medical Center.
- Participate in clinic pharmacy procedures to include appropriate medication requisitions.
- May be required to work in the Clinic, Triage, or help support Outreach, due to staffing needs.

SUPERVISORY RESPONSIBILITIES:

May be required to act in a supervisory role during the temporary absence of the Nurse Manager (DON). Nurse Care Manager will provide direction and delegate duties to other IPC team members.

QUALIFICATIONS:

To perform this job successfully, the employee must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skills, and/or abilities required. Reasonable accommodations

may be made to enable individuals with disabilities to perform the essential function.

BASIC REQUIRED ABILITY:

PUBLIC RELATIONS/ADVANCED INTERPERSONAL SKILLS: Addresses clients by name; smiles when talking to clients, physician, peers, and families; answers telephone with promptness and courtesy; identifies self and department when answering the telephone using pleasant voice tone/verbiage; possesses excellent listening skills; interacts well with clients and peers.

AGE-SPECIFIC COMPETENCE: Must demonstrate the knowledge and skills necessary to: (1) provide care appropriate to any age-related needs of the patients; (2) understand and apply the principles of appropriate growth and development; (3) assess and interpret data relative to the patient's status in order to identify individual patient needs and provide appropriate care needed by KMC's age specific Groups. Age specific Patient Groups are defined as newborn, infants, toddlers, preschool children, school age children, adolescents, young adults, middle-age adults, and late-stage older adults.

QUALITY IMPROVEMENT RESPONSIBILITIES and JACHO: Responsible for assisting with planning, delivery, and maintenance of high quality health care. Serve on various performance improvement committees and become directly involved in the generation or modification of policies and procedures that allow KMC to continue to improve on health care services.

COOPERATION: Must be a self-starter; seeks solutions, not excuses; accepts constructive criticism; willingness to adjust to change; loyal to K'ima:w Medical Center.

PROFESSIONALISM: Shows pride in personal appearance and grooming; displays a positive attitude about work; respects the confidentiality of clients; and is congenial with public and peers.

INITIATIVE: Willing to participate in continuing education programs: asks questions; contributes during staff meetings; serves on K'ima:w Medical Center committees as appointed; demonstrates a desire for self-improvement.

JOB-SPECIFIC SKILLS AND ABILITIES:

- Demonstrated ability to perform processes in the delivery of care to specific age groups.
- Skills relative to efficient nursing department procedures to include: IV initiation and maintenance (for hydration), EKG, cardiac monitor, and able to use AED equipment.
- Skill in operation of computer, calculators, and other office equipment

- Knowledge of S.O.A.P. charting, medical abbreviations and terminology, appropriate sentence structure, spelling, and punctuation
- Demonstrated ability to obtain and interpret patient vital signs, lab results, and other results per scope of practice.
- Knowledge of Hoopa Community, cultural awareness and sensitivity
- Demonstrated ability to perform administrative and managerial functions, evaluate, modify, or develop new methods or revise standard methods based on the findings of investigations of similar duties
- Must be able to assess and interpret data relative to the patient's status in order to properly identify each patient's needs
- Demonstrated ability to prioritize responsibilities. Excellent time management skills.
- Demonstrated knowledge of maintaining and managing patient files or records in EHR

EDUCATION AND/OR EXPERIENCE:

Nursing degree from an accredited school of nursing; Bachelor's degree preferred and one to two years related experience.

CERTIFICATIONS, LICENSES, REGISTRATION:

- Valid California R.N. or LVN Licensure
- Current BLS certification
- Current ACLS certification (must obtain within 6 months of hire)
- Current PALS certification (must obtain within 6 months of hire)

ANNUAL TRAINING REQUIREMENTS:

At a minimum, employee is required to complete the following training:

- KMC Orientation to include: Infection Control, Safety, and Human Resource Policy and Procedures. Health Stream Courses and Security Awareness Training are both required annually.
- CEUs to maintain current state licensure.

LANGUAGE SKILLS:

Ability to read and analyze professional journals, technical procedures, or governmental regulations. Ability to write reports and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, customers, and the general public.

MATHEMATICAL SKILLS:

Ability to work with mathematical concepts such as probability and statistical inference, and fundamentals of basic mathematical applications (addition, subtraction, multiplication, and division) is mandatory. Employee must have the ability to apply concepts such as fractions, percentages, ratios, and proportions to practical situations. Also required of employees is the ability to calculate figures in order to quickly make appropriate drug and fluid administration rates.

Ability to convert metric equivalents as well as the ability to read and understand dosages is mandatory for all pharmaceutical functions.

REASONING ABILITY:

Ability to solve practical problems and deal with a variety of concrete variables in situations where limited standardization exists is imperative. Ability to interpret a variety of instruction furnished in written, oral, diagram, or schedule form.

CONFIDENTIALITY:

Employee will be aware of and adhere to the K'ima:w Medical Center's Confidentiality Policy and deal appropriately with patient confidentiality at all times.

CONDITIONS OF EMPLOYMENT:

Employee is subject to baseline and random drug testing per the Hoopa Tribal Drug & Alcohol Fit for Duty Policy. Employee will serve a 90-day introductory period. Employee is subject to introductory and annual performance evaluations. Preference will be given to qualified Indian applicants pursuant to the Tribe's TERO Ordinance.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform an essential function.

While performing the duties of this job, the employees is regularly required to stand, walk, and use hands for palpation, examination, lifting, and moving patients or equipment. Employees must also possess the ability to sit, climb or balance, stoop, kneel, crouch, or crawl, as well as speaking and hearing. The employee may be required to lift and/or move up to 50 pounds as needed. Specific visual abilities include near vision, distance vision, depth perception, and ability to adjust visual focus.

WORK ENVIRONMENT

Work environments characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly exposed to blood-borne pathogens, airborne pathogens, infections, and other contagious diseases as well as fumes or airborne particles. The employee is occasionally exposed to toxic or caustic chemicals and outside weather conditions. The noise level in the work environment is usually moderate.

Employee Signature

Date

Supervisor Signature

Date

Human Resource Director

Date