

## CLINICAL CASE MANAGER

### **NATURE OF WORK IN THIS CLASS:**

Employees in this class are responsible for the coordination of care for patients who are most at risk for health deterioration, sentinel events, and/or poor outcomes and work holistically, ensuring that care and discharge plans meet the physical, social, and emotional needs of patients.

Clinical Case Managers collaborate with interdisciplinary teams to provide comprehensive disease management assessment, treatment, and follow-up evaluation for patients receiving care within the hospital. **ILLUSTRATIVE EXAMPLES OF WORK:** (Any one position may not include all duties listed, nor do the examples cover all duties which may be performed and may be learned on the job.)

Conduct comprehensive assessment of patients by reviewing records and documentation.

Determine discharge planning, by completing intake interviews.

Collaborate with physicians, nurses, social workers and a wide range of medical and non-medical professionals in meeting complex patient needs.

Determine the need for therapeutic medical, psycho-social and psychiatric evaluations; reviewing therapist evaluations, treatment objective and plans.

Coordinate services and monitor care provided to patients.

Establish treatment programs by setting schedules and routines.

Monitor cases by verifying patient attendance at care conferences and by observing and evaluating treatments and responses.

Facilitate regular review meetings with interdisciplinary teams to discuss ongoing appropriateness of the plan of care.

Advocate for needed services and entitlements of patients; obtain additional resources; and intervene in crises.

Maintain patient records by reviewing case notes and logging events and progress. Communicate patient progress by conducting interdisciplinary meetings and evaluations;

Disseminate and explain results and obstacles to the clinical team and the family.

Prepare patient discharge by reviewing and amplifying discharge plans.

Coordinate discharge and post-discharge requirements.

Serve as liaison between patients, their families and healthcare providers.

Train and orient family members on learning opportunities and provide resources.

### **MINIMUM KNOWLEDGE, ABILITIES AND SKILLS:**

Knowledge of electronic health record systems and associated applications.

Clinical Case Manager  
Page 2 of 2

- Knowledge of hospital work processes and resources for patients.
- Ability to access and document on an electronic health record system.
- Ability to review and analyze clinical team member and patient information.
- Ability to verify information and document into specific databases.
- Ability to pay high attention to detail and to meet accuracy standards.
- Ability to communicate effectively orally and in writing.
- Ability in resolving conflicts effectively.
- Ability to organize, multitask, and prioritize duties and responsibilities efficiently.
- Must be proficient in medical terminology.
- Ability to work in a team environment.
- Skill in effective decision making.

**MINIMUM EXPERIENCE AND TRAINING:**

- A. Five (5) years of experience in professional hospital nursing work, and graduation from a recognized college or university with a Bachelor's degree in nursing; or
- B. Four (4) years of experience in professional hospital nursing work and graduation from a recognized college or university with a Master's degree in nursing.

**NECESSARY SPECIAL QUALIFICATIONS:**

- 1. Possession of a current license as a Registered Professional Nurse on Guam.
- 2. Possession of current Basic Life Support certification.
- 3. Must obtain Certified Case Manager (CCM) credential by the Commission on Case Manager Certification (CCMC) three years from the effective date of hire and must maintain certification.

KNOW HOW	EI3 230
PROBLEM SOLVING	E3 (38%) 87
ACCOUNTABILITY	E1C 87
TOTAL	417
PAY GRADE	N (NPP)

Approved:



\_\_\_\_\_  
Eloy S. Lizama, Chairman, Board of Trustees

Date: 7/26/18