

NORTHEAST MONTANA HEALTH SERVICES
JOB DESCRIPTION
DISCHARGE PLANNER / CASE MANAGER, RN

NAME: _____

ACCOUNTABLE TO: **VP NURSING SERVICES**

PURPOSE OF YOUR JOB POSITION

The Discharge Planner / Case Manager, RN conducts admission, concurrent with retrospective utilization reviews for all assigned patients. This individual communicates with payers, physicians and the VP of Nursing Services, to facilitate appropriate admissions and discharges, and to promote a high quality of care while preventing under-utilization and over-utilization of hospital resources. This person conducts discharge-planning activities for assigned patients and completes data collection. This person also is responsible for an active utilization review of all patient admissions and discharges, collaborates and facilitates on all Swing Bed admissions, maintains an active re-admission review program, and works closely with the VP of Nursing Services and the Nursing Leadership team to improve patient outcomes.

Every effort has been made to make this as complete as possible. However, it in no way states or implies that these are the only duties you will be required to perform. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical job assignment to the position.

ESSENTIAL EDUCATIONAL CERTIFICATIONS & LICENSES

1. Must possess a Montana Register Nurse degree through accredited program.
2. Current Montana R.N. license
3. 2 years acute care experience
4. Training in patient assessment and identification of patient needs
5. Ability to communicate effectively both orally and written.
6. Ability to read and write and follow oral and written instructions
7. Ability to form effective working relationships with a wide variety of hospital and community resources
8. Ability to function independently with minimal guidance
9. Working knowledge of Microsoft Office, Excel, PowerPoint

10. Current BLS or CPR certification (required), ACLS, PALS, NRP, and TNCC as indicated by work area. Nonviolent Crisis Intervention (required within two years of hire)

ADDITIONAL DESIRABLE QUALIFICATIONS

1. Skills in the area of crisis intervention, triage and discharge planning/case management
2. Leadership or management skills
3. QI/PI, or CMS review

WORKING CONDITIONS

1. Is subject to frequent interruptions.
2. Is subject to sitting, standing, and lifting throughout the day.
3. Is subject to infectious diseases, waste, and odors, etc.
4. Is subject to hostile and emotionally upset patients, families and visitors.
5. Is willing to work beyond normal working hours, weekends and holidays.
6. Is subject to falls, injury from equipment, odors, etc.
7. May be required to be placed on an “on-call” status during periods of low census.

ESSENTIAL JOB FUNCTIONS

1. Must be able to lift and move patients daily. Must be able to lift a minimum of 50 pounds.
2. Must be able to work on feet all day and free of any lack of mobility problems.
3. Must be able to work flexible hours.
4. Must be able to speak the English language in an understandable manner.
5. Must be able to cope with the mental and emotional stress of the position.
6. Must be able to see and hear or use prosthetics that will enable these senses to function adequately to assure that the requirements of this position can be fully met.

7. Must function independently, have flexibility, personal integrity, and the ability to work effectively with patients, family members, physicians and co-workers.
8. Must be in good general health and demonstrate emotional stability.
9. Must be able to relate to and work with the ill, disabled, elderly, emotionally upset, and at time hostile people within the facility.
10. Must display ability to maintain absolute confidentiality at all times.

ACUTE CARE NURSING PROCESS FOR DISCHARGE PLANNING

Assesses patient's discharge needs by interviews with patient, significant others, and members of the health care team to determine patient's previous status and resources used and identify additional problems or needs as a result of the present illness. Their needs are assessed as it relates to the discharge planning process, the need for psycho-social intervention, or financial concerns. Proactively acts as a potential advocate, responding with empathy and respect to resolve patient and family concerns.

- Patients are assessed for discharge planning needs in a timely manner.
- Works with all members of the health care team to ensure coordination of services to facilitate post hospital plan of care.
- Participates in patient care rounds. As part of the health care team, will assess educational needs in preparation for discharge.
- Discharge plan is evaluated and revised as appropriate to patient's condition.
- Encourages patients and families to participate in planning and implementation of post hospital care and services.
- Demonstrates knowledge and skill in meeting age-related needs as determined through completion of ongoing age-related competencies.
- Coordinates patient inter-facility transfer or discharge to home to provide for continuity of care. Patient transfer to another facility is done according to NEMHS policy and maintain relationship with referral/community services.
- Assist in placement of patients in a skilled nursing facility, rehabilitation center, or hospital providing special services, working closely with LTC, Social Services Department.

- Reviews medical records concurrently for medical necessity, intensity of service, and continued stay review.
- Works with the Chief Nursing Officer and Charge Nurse to ensure optimal outcomes on all patient admissions and discharges.
- Works in conjunction with medical staff on appropriate discharge planning and admission status, educating physicians when appropriate.
- Patients are informed of equipment needs and available community resources and referrals are made based on their diagnosis and assessment of need.
- Develops and maintains a system to ensure all patients are informed of opportunity to obtain information regarding advance directives.
- Available also to do community education on advance directives.
- Provide support in meeting the needs of dying patients and their families.
- Assisting the patient and family who are having a difficult time adjusting to illness, disability or the aging process.
- As a member of the trauma team, assists and supports family members as they deal with the crisis, they are involved in.
- Completes follow up calls for acute and swing bed discharges, as well as discharged ED patients.
- Works closely with Physical Therapy and Occupational Therapy to coordinate equipment for discharge.
- Coordinate follow up services that are needed at time of discharge.

NURSING PROCESS FOR UTILIZATION REVIEW

Ensures the patients receive the appropriate level of care and the facility/patient obtains the highest level of reimbursement to which they are entitled.

- Medical records are reviewed upon admission for severity of illness and compliance with admission criteria. No reimbursement is lost due to lack of certification or recertification.
- Medical record review reflects each patient is assigned to the lowest level of care appropriate to the patient's needs; patients will be notified of a change in level of care.

- Provides patients with education regarding their third party payer and implications for care decisions, as necessary.
- Reviews patient records according to policy and procedure each month.
- Attends quarterly medical staff utilization review committee and makes appropriate recommendations to medical staff based on medical record review and regulation charges and identifying opportunities for improved revenue opportunities.
- Conducts monthly re-admission analysis and chart reviews, reporting to the Director of Nursing and Chief Nursing Officer, and an established re-admission work group on opportunities for improvement.
- Works with Nursing Leadership on quality improvement programs and patient satisfaction improvement projects.
- Insures over-all compliance with CMS standards for Discharge Planning and Utilization Review.
- Advises the Director of Nursing and Chief Nursing Officer on discharge planning and utilization review.
- Maintains current understanding of changing utilization review requirements

COORDINATION OF PATIENT CARE DELIVERY

Ensures organized, accurate and efficient nursing care delivery in compliance with hospital and nursing departments policies and procedures.

- Maintains safe and clean working environment by designing and implementing procedures, rules and regulations.
- Maintains a cooperative relationship among the health care team by communicating information; responding to requests; building rapport; participating in team problem solving methods to improve the quality of services and to resolve identified problems.

MEDICATION ADMINISTRATION/EQUIPMENT MANAGEMENT

Performs necessary technical skills as delineated through education, expertise and as determined by Nursing Administration.

- Assists nursing staff and pharmacist to identify and problem-solving system improvements.

PERFORMANCE IMPROVEMENT/EDUCATION TRAINING

Demonstrates accountability for maintaining and improving individual and department nursing knowledge, clinical skills and quality process.

- Attends and actively participates in organizational and department specific staff meeting as required.
- Participates and contributes to department's PI program as demonstrated by participation in staff meetings, and PI initiatives.
- Maintains and provides documentation to HR of current required professional license and/or certifications.
- Develops, and implements Competency Based Orientation for newly assigned RN's.
- Develops networking opportunities for patient growth within the industry.
- Works in conjunction with all QI/PI projects.
- Other duties as assigned
- Attends meetings of staff, medical staff, and board as required.
- Responsible to abide by the policies of Northeast Montana Health Services.
 - a. All Nursing Policies
 - b. All Personnel Policies
 - c. All OSHA Regulations
 - d. All Corporate Compliance
 - e. All HIPAA
 - f. All Hazcom/Blood Borne Pathogens

OTHER FUNCTIONS, DUTIES, AND RESPONSIBILITIES

1. Supports models individual behavior consistent with the mission, vision and values of NEMHS
2. Demonstrates commitment of customer service by:
 - a. Building effective working relationships and treating others with respect
 - b. Interacting with customers (patients, co-workers and visitors) in a warm and friendly way.
 - c. Taking immediate action to meet customers' needs or requests.

- d. Listening to understand what customers have to say.
3. Adheres to NEMHS Code of Conduct and NEMHS and departmental compliance polices.

I have read the job description and hereby agree to perform the above duties and responsibilities to the best of my ability.

Supervisor

Date

Employee

Date