



## **FAMILY HEALTH CENTER**

### **JOB DESCRIPTION: NURSE CARE MANAGER**

**REPORTS TO:** Primary Care Health Home Director

- **GENERAL DESCRIPTION:** Assumes responsibility for care management of Medicaid patients with co-occurring chronic diseases.

### **MINIMUM QUALIFICATIONS:**

- RN with current licensure in the State of Missouri.
- Minimum of 3 years clinical experience in case management or managed care.
- Prefer Bachelors degree in Nursing.
- Computer literate, including word processing, medical office management system applications, and electronic mail.

### **JOB RESPONSIBILITIES:**

- Identification of high-risk individuals and use of client information to determine level of participation in care management services;
- Assessment of preliminary service needs; treatment plan development, which will include client goals, preferences, and optimal clinical outcomes;
- Development of treatment guidelines that establish critical pathways for health teams to follow risk levels or health conditions;
- Monitoring of individual and population health status and service use to determine adherence to or variance from treatment guidelines and;
- Develops wellness and prevention initiatives, and facilitates health education groups.
- Consult with Community Support Staff about identified health conditions, referral to community and social support services.
- Provide individual and family support service activities to assist individuals to attain their highest level of health and functioning in their families
- Assist in contacting medical providers and hospitals for admission/discharge.
- Provide training on medical diseases, treatments, and medications.
- Track required assessments and screenings.
- Assist in implementing MHD health technology programs and initiatives (i.e. CyberAccess, metabolic screening).
- Monitor HIT tools and reports for treatment.
- Monitor education alerts and hospital admissions/discharges.
- Monitor & report performance measures and outcomes.
- Development and dissemination of reports that indicate progress toward meeting outcomes for client satisfaction, health status, service delivery, and costs.

### **JOB ACCOUNTIBILITIES:**

- Demonstrate positive relationships for customer service with patients, families, outside agencies, and FHC team.
- Demonstrate effective communication skills, both written and oral.
- Work in concert with Care Coordinator, providers, nurses, and front office staff to optimize patient services and outcomes.

Job Description  
Clinic Support Coordinator

- Performs other duties as assigned.

\_\_\_\_\_  
Employee

\_\_\_\_\_  
Date

\_\_\_\_\_  
Manager/Supervisor

\_\_\_\_\_  
Date

Management Approval Of Job Description: By \_\_\_\_\_ Date \_\_\_\_\_