



Position Title: RN Care Manager

Department: Medical

Supervisor: Population Health Programs Manager

Job Supervisory Responsibilities: None

General Summary: The RN Care Manager is responsible for development and care management of Primary Care patients. Performs all duties required of care management programs within the scope of the State of Missouri Licensed Registered Nurse (RN). The RN Care Manager plays a crucial role in coordinating and managing services for patients to ensure optimal healthcare outcomes and patient satisfaction.

Essential Job Responsibilities:

1. Direct relationships with patients and coordination with primary care team, specialty care teams, and inpatient facilities.
2. Develop care plans, monitor medication adherence and reconciliation, identify, and address high utilizers.
3. Advocate for patients' rights and ensure they receive appropriate care and services.
4. Educate patients and their families about healthcare options, treatment plans, and resources available.
5. Provide direct patient care as needed.
6. Use evidence-based guidelines and regulations to assist in the coordination of care for individual patients and management of populations health to include but not limited to social determinates of health (SDOH), chronic disease management, ER utilization and hospital admissions.
7. Proficient at utilizing the Electronic Health Record (EHR), DRVS, Cyber Access, Emomed, Health Information Exchange (HIE) connected portals, and other applicable data sources to obtain patient information for coordination of care and evaluation of effectiveness of all population health related programs.
8. Participate in quality improvement initiatives to enhance patient care and outcomes.
9. Must provide the highest level of customer services striving to provide a patient experience that is keep with Four Rivers Mission, Vision, and Values.
10. Other duties as assigned.

Education: Registered Nurse

Experience: Minimum one year of experience as a registered nurse and one year of case management or care coordination preferred.

Other Requirements: None

Performance Requirements:

Knowledge:

1. Knowledge of medical practice protocols related to care management.
2. Knowledge of electronic health record systems and healthcare software.
3. Knowledge of customer service principles and techniques.

Skills:

1. Skill in client advocacy and case management.
2. Skill in planning, organizing and developing efficiency within a clinic setting.
3. Skill in developing and maintaining open communication and effective working relationships with staff, patients, public and external agencies.

Abilities:

1. Ability to multitask effectively, dealing with phone calls, in-office patients, staff, and others pleasantly.
2. Ability to communicate calmly and clearly with patients and team members.
3. Ability to analyze situations and respond appropriately.

Equipment Operated: Standard office equipment emphasizing computer hardware, software, and telephone.

Work Environment: Office and Community. All areas of the Four Rivers Community Health Center medical facilities, community partner offsite locations (e.g. homeless shelter, public forum locations for community meetings or events). Exposure to communicable diseases and other conditions related to clinic setting and off-site locations.

Mental/Physical Requirements: Moderately active with any combination of 4-6 hours of standing, 2-4 hours of walking and or reaching, travel daily of up to 1-2 hours per day, extended travel as required for training and oversight for programs at satellite locations, and 6-8 hours of direct patient and staff interaction daily.

Employee's Signature

Date