



DIVISION SCOPE OF SERVICE

Division: FAR WEST

Classification: CASE MANAGER-CLINICAL

Applicant Name:

Case Manager – Clinical:

The Case Manager - Clinical must have equivalent qualifications and competence as employed individuals performing the same or similar services at the facility

Definition of Care or Service:

Gathers assessment information, plans, facilitates and advocates for options and services to meet an individual's health needs for discharge planning purposes. Scope of Service may include:

- Communicates with available resources to promote quality cost-effective and safe discharge outcomes
- Interprets medical documents
- Implements standards and regulations that govern the individual case according to CMS or payor guidelines.
- Demonstrates Clinical and Service excellence behaviors to include the HCA code of conduct core fundamentals in daily interactions with patients, families, co-workers and physicians

Setting(s):

- Healthcare facilities including but not limited to hospitals
- Patient care areas, all settings

Supervision:

- Direct supervision by the department director of the patient's location
 - Indirect supervision by the hospital department director who is responsible for case management

Evaluator: Department director, director of case management

Tier Level: 2

Qualifications:

- Bachelor of Science degree in Sociology, Public Health Administration preferred
- Licensed RN or Licensed Social Worker
- Certified in Case Management, as recognized by Case Management Society of America (CMSA) preferred

State Requirements:

- N/A

Experience:

At least one year experience as Social Worker or Case Manager

Competencies:

Case Manager – Clinical will demonstrate:

- Accurate patient information review and evaluation
 - Uses at least two ways to identify patients before meeting with the patient and family unit
 - Accesses the patient medical record appropriately
 - Documents in the medical record according to the facility standard / policy
- Appropriate case management activities
 - Engages community resources in accordance with current laws, regulations and policies surrounding medical and behavioral healthcare by CMS or payor regulations.
 - Engages patient and family to gather, evaluate, analyze and integrate pertinent information to complete assessment and form conclusions



DIVISION SCOPE OF SERVICE

- Gathers and reviews information with attention to individual, family, and community resources for discharge planning purposes
- Respects patient and family preferences
- Implements interventions appropriate for identified patient needs for discharge planning purposes
- Infection Prevention
 - Practices consistent hand hygiene
 - Uses personal protective equipment (PPE)
 - Maintains current immunization for influenza
 - Complies with Isolation precautions

References:

Case Management Society of America (CMSA). (2008-2011). Retrieved from <http://www.cmsa.org/>

Job Description for a Case Manager/eHow.com. (1999-2011). Demand Media, Inc. Retrieved from http://www.ehow.com/about_5208008_job-description-case-manager.html

Ocean to Ocean Healthcare (2008-2011) Case Manager Description. Retrieved from http://www.oceantoocean.net/pdfs/A_Website_-_JOB_Case_Manager.pdf

Applicant Printed Name: _____

Signature: _____

Date: _____