



## DIVISION SCOPE OF SERVICE

<b>Division: GULF COAST</b>
<b>Classification: CASE MANAGER - CLINICAL</b>
<b>Applicant Name:</b>

  

<b>Case Manager – Clinical:</b> The Case Manager - Clinical must have equivalent qualifications and competence as employed individuals performing the same or similar services at the facility
<b>Definition of Care or Service:</b> Gathers assessment information, plans, facilitates and advocates for options and services to meet an individual's health needs. Scope of Service may include: <ul style="list-style-type: none"><li>• Communicates with available resources to promote quality cost-effective outcomes</li><li>• Interprets legal or medical documents</li><li>• Contacts appropriate community members, patient and family regarding transfer</li><li>• Coordinates move-in process, paperwork and orients family and new residents to the location</li><li>• Writes reports and professional correspondence</li><li>• Implements standards and regulations that govern the individual case</li><li>• 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</li></ul>
<b>Setting(s):</b> <ul style="list-style-type: none"><li>• Healthcare facilities including but not limited to hospitals</li><li>• Patient care areas, all settings</li></ul>
<b>Supervision:</b> <ul style="list-style-type: none"><li>• Direct supervision by the department director of the patient's location<ul style="list-style-type: none"><li>◦ Indirect supervision by the hospital department director who is responsible for case management/care coordination</li></ul></li></ul> <b>Evaluator:</b> Department director, director of case management / care coordination or designee
<b>Tier Level: 2</b>
<b>Qualifications:</b> <ul style="list-style-type: none"><li>• Bachelor of Science degree in Sociology, Public Health Administration preferred</li><li>• Licensed RN or Licensed Social Worker</li><li>• Certified in Case Management, as recognized by Case Management Society of America (CMSA) preferred</li></ul>
<b>State Requirements:</b> <ul style="list-style-type: none"><li>• Current RN or Social Worker license approved to be used in the State of Texas</li></ul>
<b>Experience:</b> Minimum two years' experience acute care setting preferred. Case management experience preferred
<b>Competencies:</b> Case Manager – Clinical will demonstrate: <ul style="list-style-type: none"><li>• Accurate patient information review and evaluation<ul style="list-style-type: none"><li>◦ Uses at least two ways to identify patients before meeting with the patient and family unit</li><li>◦ Accesses the patient medical record appropriately</li><li>◦ Documents in the medical record according to the facility standard / policy</li></ul></li><li>• Appropriate case management activities<ul style="list-style-type: none"><li>◦ Engages community resources in accordance with current laws, regulations and policies surrounding medical and behavioral healthcare</li><li>◦ Engages patient and family to gather, evaluate, analyze and integrate pertinent information to</li></ul></li></ul>



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- complete assessment and form conclusions
- Gathers and reviews information with attention to individual, family, and community resources
- Respects patient and family preferences
- Implements interventions appropriate for identified patient needs
- 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](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](http://www.oceantoocean.net/pdfs/A_Website_-_JOB_Case_Manager.pdf)

**Applicant Printed Name:** \_\_\_\_\_

**Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_