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RN Care Manager – Behavioral Health

Position Summary:

The RN Care Manager – Behavioral Health (BH) is part of the behavioral health practice team and is responsible for organizing, coordinating, and providing care coordination and care management services to patients within the practice who are most at risk for health deterioration, sentinel events, and/or poor outcomes. The RN Care Manager – BH also works as part of the clinical support team and provides direct patient care for the Behavioral Health Providers as assigned. The RN Care Manager – BH is an integral part of a collaborative process of assessment, planning, facilitation, and advocacy for options and services to meet an individual patient's health needs through communication, education, and available resource use to promote patient safety, quality of care, and cost-effective outcomes.

Duties and Responsibilities:

Care Management Duties:

- Uses patient-centered, collaborative partnership approach that is responsive to the individual patient's diagnoses, preferences, needs, and values.
- Facilitates the patient's achieving self-management through the tenets of advocacy, shared and informed decision-making, counseling, and health education to the degree possible with the individual patient.
- Uses a comprehensive and compassionate approach to care delivery which integrates the patient's medical, behavioral, social, functional, spiritual, and other needs.
- Implements evidence-based care guidelines for patients as applicable to the needs of the individual patient.
- Promotes patient safety in all interactions.
- Promotes the principles of behavioral change through techniques such as motivational interviewing and other strategies as appropriate.
- Facilitates awareness of and connection to community support and resources.
- Fosters safe and manageable navigation through the health care system to enhance the patient's timely access to services for the achievement of successful outcomes.
- Conducts assessments of the patient's health to include physical, behavioral, and social needs. This would include assessing the patient's health literacy and any deficits, their self-management abilities and engagement with their treatment, and the level of psychosocial supports within their family and extended support system. Such assessments will help in the development and implementation of patient-centered plans of care in collaboration with the patient, family or caregivers, and other health care professionals.
- Plans care interventions with the patient in collaboration with the provider, other team members, family or caregivers, and other community-based agents as appropriate to maximize the patient's health care outcomes, quality, and safety.



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- Collaborates with other members of the care team with particular attention to transitions of care.
- Coordinates interventions, referrals to other providers or community-based services, consults, and resources as appropriate for the individual patient.
- Identifies barriers to care and the patient's own engagement in their health care, addresses any impediments to care, and works to prevent suboptimal care responses.
- Triage high risk patients to identify the highest risk patients, based severity of disease, self-care limitations, lack of family support, severe socioeconomic factors or any other social determinants, poly-pharmacy, and health care utilization trends.
- Maintains a registry of highest risk patients with documented completion of measures and interventions.
- Performs ongoing evaluation and documentation of patient progress/risk status and appropriate scheduling of care manager interventions.
- Communicates and affirms patient needs, plan of care, and changes in status with the Provider, care team, and the patient/family.
- Assists in the management of care coordination systems that support referral, test completion and report receipt.
- Trains clinical support team in the coordination of care with specialists and other providers across the continuum.
- Works closely with the RN Clinical Quality Manger to collect and analyze data to identify and close care gaps as appropriate.

Routine Nursing Duties:

- Performs a variety of direct and indirect patient care activities under the supervision of the Clinical Manager or Provider.
- Administers skilled nursing care to patients according to their physical and emotional needs and in accordance with the medical plan of care to include assessing, planning, implementing, and evaluating the care of all assigned patients as appropriate.
- Administers medications and monitors patients for adverse drug reactions.
- Assists in patient/family education for continuation of care.
- Assists Provider during examinations and treatments.
- Performs triage expectations as appropriate to specific populations.
- Collects specimens by proper procedure.
- Assists patients to prepare for examinations or treatment.
- Performs EKG's upon the request of the provider.
- Responds to telephone call-backs as directed by the provider.
- Assists with precepting new clinical employees and student nurses.
- Assists in providing PI reports for improving quality of patient care.
- Performs other duties as assigned by supervisor.



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Qualifications:

Education and Experience:

- Graduate of accredited registered nursing program and licensed to practice in South Carolina by the SC State Board of Nursing.
- A minimum of two years clinical experience in a primary care setting required.
- Current CPR certification required.

Knowledge, Skills and Abilities:

- Comprehensive nursing assessment, problem identification and care plan development
- Disease management
- Screening for developmental issues, depression, other psychological conditions, and frailty.
- Relationship building with patients, staff, and providers
- Documentation in an EMR
- Computer skills including excel, word, and PowerPoint
- Must have good written and verbal communication skills.
- Must be able to relate to a variety of people at different developmental levels.
- Must possess the ability to prioritize tasks and manage time efficiently.
- Must be flexible as to the changing needs of the center.
- Must be able to work as a team player at all times.

Work Environment:

Very busy atmosphere. Highly stressful when dealing with individual personalities of co-workers, patients and their families. Potential for regular exposure to blood-borne diseases (Category I). Potential for rare exposure to chemical hazards (Category B).

Physical Demands:

Considerable sitting, standing or walking. Assists with lifting and moving patients as necessary. Lifts supplies/equipment up to 20lbs occasionally and/or up to 10lbs frequently. Considerable reaching, stooping, bending, kneeling and crouching.

How to Apply:

If you are interested in applying, please download and print an application from our website: www.tandemhealthsc.org. Return your completed application to:

Tandem Health
Attn: Human Resources
550 S. Pike West
Sumter, SC 29150