



tandem health

Women's Health Registered Nurse (RN) Case Manager/Educator

Position Summary:

The Women's Health Registered Nurse (RN) Case Manager/Educator will develop, implement and manage educational and support programs that promote women's health in addition to facilitating evidence-based guidelines to educate team members, patients and the community. The RN Case Manager/Educator will coordinate and guide patients and families throughout the continuum of their pre-pregnancy and post-partum experience to include contraceptive care services. The RN Case Manager will be integrated in to the office-based health care team to work in partnership to promote patient-centered care, frequent contact with primary care providers and medical home team members, and actively participate in interdisciplinary patient-centered team meetings. The RN Case Manager will also work as part of the clinical support team to provide direct patient care as needed.

Duties and Responsibilities:

Care Management/Education Duties:

- Embeds contraceptive care support, referrals, and linkages (contraceptive services) with Participants and families, as appropriate.
- Supports women and men in creating reproductive health plans.
- Initiates discussions with health care delivery partners about access to culturally appropriate contraceptive care services and implementing effective contraceptive care and messages.
- Assesses systemic issues that negatively affect access to contraceptive care services.
- Facilitates community-based group or individual education at community venues to deliver information about contraceptive methods, resources and points of access.
- Uses an interdisciplinary team approach to address opportunities to plan and coordinate care; acts in a supportive capacity to other team members (i.e., medical assistants, office personnel and providers) in supporting patient and the treatment plan.
- Uses population data and attends high risk OB meetings to proactively identify patients to ensure continuity of care, especially those patients who are most at risk for poor outcomes.
- Develops, coordinates and facilitates programs that establish patient centered care in group environments such as Centering Pregnancy. Evaluates effectiveness of programs using data systems to document patient outcomes.
- Promotes mother, baby and family-centered maternity care as well as breastfeeding and parent-infant bonding for all pregnant women and their family members.
- Works collaboratively with members of the pediatric team to promote a family centered approach to care.
- Communicates with Pediatric and OB/GYN providers to improve lactation support for clients who elect to breastfeed.
- Actively participates in outreach events that provide information on the health center's women's and children's services.
- Helps to arrange contact with other resources needed to support the treatment plan.
- Integrates social and medical services.



tandem health

- Identifies and utilizes cultural and community resources.
- Arranges group education sessions on topics such as breastfeeding, nutrition and prenatal care.
- Provides ongoing follow-up and support to assist patient retention in programs related to medical care, including, but not limited to, contacting patients in reference to missed appointments.
- Ensures open communication regarding patient status with providers and office staff.
- Provides training to other practice staff, as needed.
- Maintains an accurate database of services and contact information for resources.
- Understands the mission and values of the organization.
- Promotes a calm and effective work environment by maintaining appropriate emotional control and displaying appropriate behavior at all times.
- Participates with the Quality Assurance and Improvement team to develop and implements performance improvement strategies to meet/exceed quality of care expectations.
- Performs quality work within the primary care office setting consistent with evidence-based treatment guidelines and NCQA Patient Centered Medical Home Recognition Standards within deadlines with or without direct supervision.
- Shares best practices among all teams, serves as a medical home advocate, mentor and leads by example to support a positive work environment, and encourages other staff to do the same.
- Represents the practice in a positive manner to all patients and all applicable external clients.
- Brings issues to the appropriate manager(s) in a timely manner for resolution.
- Maintains licensure and any additional educational requirements for special programs.
- Attends required training.

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 (urine, stool, wound, throat cultures, etc.).
- Assists patients to prepare for examinations or treatment.
- Responds to telephone call-backs as directed by the provider.
- Assists with precepting new clinical employees and student nurses.
- Performs other duties as assigned by supervisor.

Qualifications:

Education and Experience:

- Must be a registered nurse with a license in good standing in the state of South Carolina.



tandem health

- A minimum of three (3) years nursing experience required.
- Prefer previous experience in or knowledge of case management practices and principles on interpersonal intervention techniques.
- BLS certification required.
- IBCLC certification strongly preferred.

Knowledge, Skills and Abilities:

- Must be able and willing to work as a team member.
- Ability to communicate effectively and build rapport with coworkers and patients.
- Ability to record patient data and communicate with providers.
- Ability to adjust to the changing needs of the health center.
- Ability to work independently and collaboratively to achieve goals.
- Ability to role model and apply patient-centered medical home principles, including promoting shared decision-making with patients,
- Highly organized and detailed.
- Exercise sound judgment and decision-making; able to assess and differentiate priorities.
- Excellent interpersonal skills and ability to work with other people to get the job done.
- Excellent written and verbal communication skills.
- Able to maintain confidentiality in all aspects of information (including patient data) in accordance with center's philosophy and policy, and state and federal regulations. Must handle the most sensitive and confidential matters with the utmost discretion,
- Proficiency with computer skills (i.e., Microsoft Word, Excel and Access, and web-based applications.)
- Able to learn new computer programs.

Environment:

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

Physical Demands:

Considerable sitting, standing or walking. Assists in 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