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RN Care Manager

Position Summary:

The RN Care Manager is part of the adult primary care 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 also works as part of the clinical support team and provides direct patient care for the Family Medicine Residency Program and other Adult/Family Medicine Providers as assigned. The RN Care Manager, as an integral part of the primary care team, is responsible for ensuring that the Primary Care Provider (PCP) and practice team maintains a central role in coordinating and managing the care of high-risk patients and that the patients receive optimal care including acute illness management, chronic disease management, and preventive care across multiple health settings and multiple physicians/providers.

Duties and Responsibilities:

Care Management Duties:

- Manages tracking and documentation systems for patients admitted to and discharged from the hospital, patients seen in the emergency room (ER), and patients transitioning from or to any other health care facility.
- Provides transition care for patients discharged from the hospital within 24 – 48 hours to prevent readmission and related complications.
- Identifies and manages the patient's primary driver (reason or problem that caused the hospitalization or ER visit); evaluates and institutes follow-up care for patients seen in the ER to prevent further disease exacerbation, untoward complications, or additional ER or hospital utilization.
- Assures that care is patient-centered and that the patient/family are informed about the plan of care and are involved in decision-making about that care.
- Comprehensively assesses identified patient's physical, mental, and psychosocial needs.
- 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.
- Helps develop care plans that prevent disease exacerbation, improve outcomes, increase patient engagement in self-care, decrease risk status, and minimize hospital and ER utilization.
- Assists patients in problem-solving issues related to the health care system, financial and psychosocial barriers.
- Performs ongoing evaluation and documentation of patient progress/risk status and appropriate scheduling of care manager interventions.
- Coordinates care with other care managers across the continuum of care and payers.
- Communicates and affirms patient needs, plan of care, and changes in status with the PCP, team and the patient/family.



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- 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 Manager 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 (urine, stool, wound, throat cultures, etc.).
- 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.

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.



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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