Manager, Care Management
Management Position Description

<table>
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<tr>
<th>Job Title:</th>
<th>Manager, Care Management</th>
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<tr>
<td>Job Code:</td>
<td>17210001</td>
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<tr>
<td>Date Created:</td>
<td>February 2013</td>
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<tr>
<td>Reports To (Title):</td>
<td>Director, Diagnostics and Rehabilitation Services</td>
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<tr>
<td>Date Revised:</td>
<td>May 2014</td>
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<tr>
<td>Approved by:</td>
<td>VP, Operations</td>
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<td>Update by:</td>
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Position Purpose
Develop, implement and evaluate the strategic plan for the organization-wide Case Management Program by meeting with organizational leaders to assure the case management and activities meet the organization's strategic objectives. Provide operational supervision to Case Managers. Coordinate and support ongoing problem solving related to care coordination, discharge planning, and case management. Monitor processes and systems to ensure efficient delivery of services. Establish tools, processes, and systems to optimize the Case Management role. Provide support for determining the correct continued stay criteria and coordinate implementation across the hospital. Accountable for the development of data priorities and report formats that display critical outcome factors. Reviews the findings with the Executive Team and provides feedback to the department staff regarding the Care Coordination sensitive data findings. Responsible for care coordination to assure appropriate LOS. Develop structures, relationships, and processes to facilitate participation by physicians, pharmacists, nurses, social workers and other health professionals in multidisciplinary care planning, care delivery, and discharge planning. Evaluate and optimize patient satisfaction with discharge planning functions by establishing a smooth process, and resolving conflicts related to discharge planning with patients/families, external agencies and payers. Facilitate transition of patients/families across the continuum by establishing relationships with appropriate providers and community services. Manage and oversee the following: relationships with external agencies to address issues and programs DRG/LOS monitoring and tracking; improvement through the Recovery Audit Contractors (RAC); status management issues with outside consultants; and program functions for status management within the organization. Leads the inpatient certification process to assure payment for care provided to inpatients. Collaborates with IT to develop the Epic systems to support the electronic certification process. Leads the implementation of the process within the department.

Leadership Accountabilities
- Achieves key patient care, financial and/or operational outcomes as found in annual work plan.
- Leverages and adheres to systems and processes that drive accountability for patient care, financial and operational outcomes.
- Works effectively with team colleagues and other key partners to execute divisional and/or departmental initiatives and day-to-day operations.
- Effectively communicates with teammates and key partners.
- Develops talent within the team, including acquiring, engaging and retaining.
- Staffs, organizes and schedules the team to leverage maximum labor productivity.
- Understands, tracks and focuses the team on metrics that measure key business outcomes.
- Choose the applicable statement for the job description:
  (Operations Supv/Mgr) Translates organization vision and strategies to team level and mobilizes allocated resources to achieve profitable growth.
  (Business Support Supv/Mgr): Translates business support vision and strategies to team level and mobilizes allocated resources to support business operations.

License/Certification Accountabilities:
- Assist with the implementation of practice guidelines on the nursing unit.
Facilitate determination of appropriate level-of-care.

### Competencies

**Thought Leadership (Analysis, Strategic Thinking, Financial Acumen)**
- Make Sound Decisions
- Act Strategically
- Use Financial Data

**Results Leadership (Focus on Customers, Managing Execution, Results Orientation)**
- Meet Customer Needs
- Manage Execution
- Show Drive and Initiative

**People Leadership (Engage and Inspire, Talent Enhancement)**
- Motivate Others
- Develop Others

**Personal Leadership (Adaptability)**
- Show Adaptability

### Compliance

- Recognizes and complies with legal regulatory, accrediting and procedural requirements related to area of responsibility.
- Understands and follows principles and standards as outlined in North Memorial's Corporate Code of Conduct.
- Reports violations or areas of concern to supervisor or Corporate Compliance Committee via established methods of communication.
- Protects patient/employee privacy and only accesses patient/employee-related information as needed to perform job duties.

### Basic Qualifications

**Education**
- Bachelor's Degree in Social Work, Nursing or Health Administration plus two years prior experience in Utilization Management, Case Management and/or acute care social work.
- Masters Degree in Social Work, Nursing or Health Administration preferred

**Experience**
- Three to five years progressive management experience required, management of a hospital based department preferred.
- Prior experience with Utilization Management, Case Management, and/or acute hospital social work or nursing preferred

**Knowledge, Skills and Abilities**
- Knowledge of current case management and utilization management principles, peer review organization criteria and standards and discharge planning processes highly preferred.
- Excellent verbal and written communication skills required.
- Knowledge of hospital routine as it relates to admission and payor reimbursement processes required.

**Licensure/Certification(s)/Registration**
- **None** (Check here if no preferences or requirements exist. Otherwise, enter descriptions and requirement types below).
Physical Demands
Walking/Standing ........................................ Occasional, 6-33% or 1 - 2 1/2 hours of 8 hour work
Sitting .......................................................... Frequently, 34-66% or 2 1/2 to 6 hours of an 8 hour work
Standing in one place................................. Occasional, 6-33% or 1 - 2 1/2 hours of 8 hour work
Reaching
   Above Shoulder .................................... Seldom, 1-5% or less than 1 hour of an 8 hour work
   Away from Body .................................. Seldom, 1-5% or less than 1 hour of an 8 hour work
Climbing .................................................. Seldom, 1-5% or less than 1 hour of an 8 hour work
   Height (ladders, stairs)
Pulling/Pushing ....................................... Seldom, 1-5% or less than 1 hour of an 8 hour work
□ Crawling, □ Kneeling, □ Squatting .... Seldom, 1-5% or less than 1 hour of an 8 hour work
Bending/Stooping ..................................... Seldom, 1-5% or less than 1 hour of an 8 hour work
Balancing ................................................. Seldom, 1-5% or less than 1 hour of an 8 hour work
Twisting/Turning ...................................... Seldom, 1-5% or less than 1 hour of an 8 hour work
Repetitive Movement (hands/wrists) ...... Frequently, 34-66% or 2 1/2 to 6 hours of an 8 hour work
   Check box below if job requires repetitive hand action.
   Right / Left (Hand)
      Simple Grasping □ □
      Firm Grasping  □ □
      Fine Manipulating □ □
      Keyboarding □ □
Repetitive Foot Movement ..................... Seldom, 1-5% or less than 1 hour of an 8 hour work

Lifting/Carrying                       WEIGHT  DISTANCE  FREQUENCY
Above Shoulder <10#  <5’ Seldom, 1-5% or less than 1 hour of an 8 hour work
Waist to Shoulder <10#  <5’ Seldom, 1-5% or less than 1 hour of an 8 hour work
Knee to Waist <10#  <5’ Seldom, 1-5% or less than 1 hour of an 8 hour work
Floor to Knee <10#  <5’ Seldom, 1-5% or less than 1 hour of an 8 hour work
Carrying <10#  <5’ Seldom, 1-5% or less than 1 hour of an 8 hour work

Physical Senses (mark if required)
 □ Vision
 □ Color Vision
 □ Hearing
 □ Talking
 □ Smelling
 □ Feeling

Physical Exposure/Environment (mark where applicable)
Hazardous Substances
□ Gases
□ Chemical
□ Fumes
□ Dust
□ Infectious Diseases
Harmful Physical Agents
- Heat/cold/frequent temp. changes
- Wet/dry
- Noise
- Humidity
- Ionizing/Non-ionizing radiation
- Vibrations
- Unprotected heights
- Electrical Hazards
- Mechanical Hazards (i.e., equipment, machinery, moving parts, etc.)

Lighting: ☐ Bright, ☑ Dim
Time Spent Inside (Specify Hours) 8 hours
Time Spent Outside (Specify Hours)
Time Spent in Vehicle (Specify Hours)

Cognitive/Mental Demands
Time Awareness ........................................Continuous, 67-100% or 6 to 8 hours of an 8 hour w
Initiation of Work .........................................Continuous, 67-100% or 6 to 8 hours of an 8 hour w
Receptiveness to Change ..................Continuous, 67-100% or 6 to 8 hours of an 8 hour w
Required Sequences in Work ....Continuous, 67-100% or 6 to 8 hours of an 8 hour w
Attentiveness Duration......................Continuous, 67-100% or 6 to 8 hours of an 8 hour w
Attentive Intensity ..................Continuous, 67-100% or 6 to 8 hours of an 8 hour w
Co-Worker Support .................Continuous, 67-100% or 6 to 8 hours of an 8 hour w
Mathematical Aptitude...............Continuous, 67-100% or 6 to 8 hours of an 8 hour w
Reading ........................................Continuous, 67-100% or 6 to 8 hours of an 8 hour w
Writing ........................................Continuous, 67-100% or 6 to 8 hours of an 8 hour w
Memory ........................................Continuous, 67-100% or 6 to 8 hours of an 8 hour w
Reasoning ........................................Continuous, 67-100% or 6 to 8 hours of an 8 hour w
Problem Solving .........................Continuous, 67-100% or 6 to 8 hours of an 8 hour w
Tact ........................................Continuous, 67-100% or 6 to 8 hours of an 8 hour w
Social Interactions ..................Continuous, 67-100% or 6 to 8 hours of an 8 hour w
Appearance Demands ..........Continuous, 67-100% or 6 to 8 hours of an 8 hour w
Conflict Management .............Continuous, 67-100% or 6 to 8 hours of an 8 hour w
Detail Oriented ....................Continuous, 67-100% or 6 to 8 hours of an 8 hour w
Flexible ........................................Continuous, 67-100% or 6 to 8 hours of an 8 hour w

Working Conditions
- Generally day hours with flexibility to meet the demands of the position.
- May be exposed to infectious diseases and hazardous agents.