



HARDIN COUNTY REGIONAL HEALTH CENTER

Lifespan Health Center Job Posting

POSITION: Chronic Care Case Manager

REQUISITION: #1280

LOCATION: Florence Road

Posting Date: 12/18/24

Expiration Date: until filled

Department: Quality

Salary Range: Dependent on Exp. & Ed.

Reports To: QI Manager

Status: Non-Exempt

Position Hours: Monday – Friday 8:00am – 5:00pm

POSITION SUMMARY: The Chronic Care Case Manager (CCCM) works as part of the Quality Improvement team and assists patients with chronic care management enrollment, monitoring and follow-up of patients with chronic care management needs. The CCCM provides case management for specified populations and patients in order to improve health outcomes and close any gaps in care.

CASE MANAGEMENT RESPONSIBILITIES:

1. Establishes and implements criteria for identifying individuals for case management.
2. Assists patient with the enrollment process to the “Chronic Care Management” (CCM) program.
3. Trains and assists patients on how to use (CCM) tools.
4. Monitors (CCM) website for needed patient follow-up and/or critical/abnormal results. Any critical response should be addressed and documented in the (CCM) portal and/or (EMR) same day. All other non-critical responses/results should be addressed and accurately documented in a timely manner but no more than 48-72 hours as in the case of an extended weekend/holiday.
5. Performs accurate and detailed documentation in the EMR of all case management activities.
6. Enters patient data into the EMR with updates as necessary.
7. Analyzes reports, electronic medical record (EMR) and (CCM) website data of scheduled patients to identify appropriate coordination of care efforts from clinical team.
8. Analyzes reports, electronic medical record (EMR) and (CCM) website data of unscheduled patients to identify patients not meeting organizations current quality measures.
9. Collaborates with clinical/quality improvement managers for outreach and scheduling of patients.
10. Provides assistance to patients as needed via phone or conference for any missing program information or follow-up.
11. Collaborate with clinical and quality team when abnormal data is obtained and verified so that proper treatment plan(s) can be made.
12. Provides education to patients on chronic diseases, successful outcomes and/or treatment plans.
13. Participates directly or indirectly in Patient Centered Medical Home activities.
14. Serves as a liaison between the clinical team, quality team and patient.
15. Prepares reports by collecting, analyzing, and summarizing coordination of care efforts and results data and trends; compiling statistics, and communicating findings to clinical team, quality team, and management team as needed.

16. Educates the patient, the family/caregiver, and clinical team about treatment options, community resources, and insurance benefits so that timely decisions can be made.
17. Attends HCRHC's team, clinic and staff meetings.
18. Responds to email and telephone requests daily.

EDUCATION/EXPERIENCE:

1. CMA or LPN preferred
2. Adequate medical office experience can be considered in lieu of certification/licensure.
3. Greater than 3 years' experience in a medical practice preferred.
4. Ability to use general office equipment, including fax machines.
5. Familiarity with chronic care management guidelines preferred.
6. Current, valid driver's license and proof of auto insurance.

TO APPLY:

Internal Applicants: Please complete a transfer form and send to Human Resources.

External Applicants: Please submit a current resume to any Lifespan location.

EQUAL OPPORTUNITY EMPLOYEER

It is the policy of HCRHC not to discriminate against any employee or applicant for employment because he or she is an individual with a disability or a protected veteran, (i.e., disabled veteran, Armed Forces service medal veteran, recently separated veteran, or other veteran who served during a war, or in a campaign or expedition for which a campaign badge has been authorized). It is also the policy of HCRHC to take affirmative action to employ and to advance in employment, all persons regardless of their status as individuals with disabilities or protected veterans, and to base all employment decisions only on valid job requirements. This policy shall apply to all employment actions, including but not limited to recruitment, hiring, upgrading, promotion, transfer, demotion, layoff, recall, termination, rates of pay or other forms of compensation and selection for training, including apprenticeship, at all levels of employment.