



## Elbowoods Memorial Health Center

1058 College Drive  
New Town, ND 58763-4400  
(701) 627-4750  
Fax: (701) 627-2809

EXEMPT \_\_\_\_\_  
NON-EXEMPT  X

### POSITION DESCRIPTION

**POSITION:** Registered Nurse Case Manager  
**DEPARTMENT:** Managed Care  
**REPORTS TO:** Managed Care Director  
**SALARY:** \$29.00 - \$39.00 per hour  
**CLASSIFICATION:** Non-Management, Regular, Full-time  
**TELEWORK ELIGIBLE:** Yes, as determined by policy  
**DUTY STATION:** Elbowoods Memorial Health Center  
New Town, North Dakota

### POSITION SUMMARY:

Under the direct supervision of the EMHC Managed Care Director, with overall responsibility to EMHC CEO, the Registered Nurse (RN) Case Manager is responsible for providing extensive case management services for the medically and/or socially complex patients who are eligible for services with EMHC. The goal of the program will be to assist these patients to achieve optimal health and/or independence in managing their care. To achieve this goal the case manager will demonstrate and apply knowledge of the philosophy/principles of comprehensive case management, patient-centered, culturally sensitive care coordination and management of complex patients. The RN Case Manager promotes knowledge of the Managed Care Program throughout EMHC, additional hospital programs where EMHC patients may receive care, as well as sustaining partnerships with community resources and support agencies while maintaining HIPAA regulations.

### ESSENTIAL DUTIES:

- Conduct individualized clinical evaluations of patients, their health needs and concerns; develop personalized action plans, provide education and issue referrals for care management programs; monitor patients' progress in meeting established goals and modify care plans accordingly;
- Work closely with interdisciplinary care team and technology to identify high-risk, complex patient cases; manage care, including referral management, care planning, post-discharge planning and coordinating community-based and transitional care with available services;
- Direct discharge planning process in support of treatment adherence and medication compliance; assist with transitions for patients discharged from an in-patient hospital to a skilled nursing facility;

- Guide, intervene and advocate on behalf of patients, their caregivers and/or families in regards to navigating and comprehending the healthcare system to ensure needs are met in the most efficient and effective way;
- Demonstrates critical thinking skills, responsibility and accountability in the performance of assessment, reassessment, development and implementation of the patient's plan of care in relation to discharge needs and follow-up care while collaborating with in-house team members as well as outside facilities;
- Monitors quality outcomes as they relate to Managed Care/Case Management processes such as delays in treatment, barriers to discharge, high utilization patients, and risk of readmission;
- Attends education sessions and committee meetings to ensure success of the Managed Care/Case Management program and to enhance expertise in the areas assigned;
- Accepts responsibility for professional growth and development to maintain current and relevant knowledge and skills;
- Maintains knowledge of current documentation required by Medicare/Medicaid to accurately reflect the patient's condition and support the level of services provide as well as Medicare/Medicaid coverage and patient care guidelines;
- Maintains knowledge of current reimbursement modalities, community resources, review systems, and clinical and legal issues affecting patients and care providers;
- Carries out Managed Care/Case Management activities within the ethical and legal guidelines of Elbowoods Memorial Health Care System's Code of Ethics, State and Federal laws, procedures regarding patient confidentiality and release of information, and requirements of reimbursement systems;
- Ensures compliance with AAAHC standards, including accurate and timely documentation in the patient's medical record regarding the patient's care, treatment plan, discharge plan, transfer arrangements, and follow-up care; communicates this information with the patient, their family, and other members of the care team promptly and on an ongoing basis;
- Applies clear communication skills and properly processes information;
- Demonstrated strong communication and interpersonal skills with all levels of internal and external customers, including but not limited to medical staff, patients and families, clinical personnel, other Case Managers and Social Workers, support and technical staff, outside agencies, third party payors, and members of the community;
- Charts in a clear, concise and accurate manner utilizing appropriate spelling, terminology and grammar;
- Reports unit needs to Department Manager – follows chain of command while following established lines of communication and authority for reportable information;
- Active participation in orientation and training of new employees, students or trainees as assigned;
- Participates in the development of materials or programs within the department.
- Coordinate with available resources in the community to ease transition back to home;

- Serves as a resource to staff to ensure clinical review for patient care is consistent with adopted standards;
- Work closely with EMHC Purchase and Referred Care department to ensure patient needs are met;
- Basic understanding of Purchase and Referred Care guidelines;
- Work closely with EMHC Patient Registration/Patient Benefits to ensure required documentation and current insurance information is available in EMHC's system Implements and maintains a team approach for managing complex cases.
- Basic understanding of reimbursement issues, denials, and DRGs;
- Represents EMHC in a highly professional matter;
- Demonstrates respect and understanding of confidentiality for patients, staff and others according to policy and HIPAA regulation;
- Participates in EMHC staff meetings, assigned committees, community events, and other meetings as instructed or deemed necessary;
- Actively strives to educate the community on the mission, vision and values of EMHC in a positive approach to assist in the growth of the organization and assist our community in its healthcare needs;
- Adheres to and abides the policies and procedures of the MHA Nation and of the Elbowoods Memorial Health Center;
- Adheres to the Mission, Vision and Values of the Elbowoods Memorial Health Center; and
- Attend training as required.

*NOTE: The duties listed are not intended to be all-inclusive. Duties assigned any individual employee are at the discretion of the appointing authority.*

**SUPERVISORY REQUIREMENTS:**

- The requirement for managing of others does not exist.

**QUALIFICATIONS, EXPERIENCE, EDUCATION:**

- Must have an Associate's Degree in nursing; Bachelor's degree in nursing is preferred;
- Must have an active and unrestricted RN license;
- Must have minimum of three years of clinical experience as a nurse;
- Certified case manager and/or accredited case manage certification recommended; or ability to obtain within 1 year of official start date;
- Must have excellent critical-thinking, organizational, and analytical skills;
- Must have excellent communication skills and pay attention to detail;
- Cognitive knowledge, skills, abilities as related to the position;
- Computer literate and basic proficiency with Microsoft Office and other database software. ie. RPMS/EHR;
- Knowledge of principles and practices of the organization;
- Operate standard office equipment;
- Familiarity with MHA Nation culture, values, and traditions;
- Must be punctual, reliable, dependable, and able to maintain confidentiality;

- Must have a valid driver's license and an acceptable motor vehicle record from the North Dakota Department of Motor Vehicle;
- Must submit to a Criminal Records Background Check;
- Must submit to an Alcohol/Drug Screen and random testing as per policy.

### **WORKING CONDITIONS:**

- Work is primarily performed in an office/clinic environment with varying conditions of noise level, temperature, and illumination. Some work will be performed in the warehouse or supply closet.
- Requires eye-hand coordination and manual dexterity sufficient to operate keyboard, computer and other office equipment.
- Work situations may be stressful and require irregular hours.
- Potential exposure to blood and other hazardous material, communicable diseases, and other conditions common in a health care environment.
- Work is performed inside with exposure to unpredictable crisis situations.
- Shift work may be required.
- Extensive walking is required since interaction between all disciplines within the health care operations and management is required.
- Travel may be required to accomplish organizational goals.
- Telework is a privilege not a right. Management can revoke the telework option at any time which will require the work to be performed onsite.
- Telework travel reimbursement is reviewed on a case-by-case basis only.

### **PHYSICAL DEMANDS:**

- The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.
- Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- While performing the duties of this job:
  - The employee is regularly required to stand; walk; use hands to handle or feel; reach with hands and arms; and talk or hear.
  - The employee is occasionally required to sit; climb or balance; and stoop, kneel, crouch, or crawl.
  - The employee must regularly lift and/or move up to 50 pounds.
  - Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.
  - Must be alert, oriented, ability to perform with accuracy and be self-conscious of surroundings at all times.

### **ACKNOWLEDGEMENT**

This job description is intended to provide an overview of the requirements of the position. It is not necessarily inclusive, and the job may require other essential and/or non-essential functions, tasks, duties, or responsibilities not listed herein. Management reserves the sole right to add, modify, or exclude any essential or non-essential requirement at any time with or without notice. Nothing in this job description, or by the completion of any requirement of the job by the employee, is intended to create a contract of employment of any type.

Preference will be given to bona fide American Indian applicants in accordance with TAT policies and Federal Indian regulations for such preference.

**THE MANDAN, HIDATSA, ARIKARA TRIBES DOES NOT DISCRIMINATE ON THE BASIS OF RACE, COLOR, NATIONAL ORIGIN, SEX, RELIGIOUS PREFERENCE, AGE, HANDICAP, MARITAL STATUS, POLITICAL PREFERENCE, GENETICS, OR MEMBERSHIP OR NON-MEMBERSHIP IN AN EMPLOYEE ORGANIZATION, EXCEPT AS ALLOWED BY THE INDIAN PREFERENCE PROVISION OF THE CIVIL RIGHTS ACT OF 1964, AS AMENDED AND NORTH DAKOTA HUMAN RIGHTS ACT.**

**PERSONS OF INDIAN ANCESTRY WHO WISH TO CLAIM INDIAN PREFERENCE SHOULD SUBMIT A COPY OF THEIR TRIBAL ENROLLMENT CERTIFICATE INDICATING THE AGENCY ENROLLED.**

All interested persons must submit the following information:

Job Application (found on MHA Website)

Questionnaire for Child Care Designated Positions (found on MHA Website)

Copies of:

- ✓ Diplomas/Certificates and Transcripts
- ✓ 2 Forms of ID: (1 Driver License and/or State Issued ID) and 1 Other
- ✓ Indian or Veteran Preference documents (If applicable);
- ✓ Must submit a Child Care Questionnaire as per Indian Child Protection and Family Violence Act P.L. 101-630

**Submit all necessary information to the following addresses:**

Three Affiliated Tribes/MHA Nation  
Human Resource Department  
404 Frontage Road  
New Town, ND 58763  
Ph# 701-627-4781  
Fax# 701-627-2960