

UW HEALTH JOB DESCRIPTION

RN SNF Case Manager

Job Code: 800066	FLSA Status: Exempt	Mgt. Approval: MBF	Date: 2/2019
Department : Transitional Care		HR Approval: KS	Date: 2/2019

JOB SUMMARY

Under the supervision of the Director of Transitions and Post-Acute Services and in collaboration with the Skilled Nursing Facility (SNF) Advanced Practice Providers (APPs), the Registered Nurse (RN) SNF Case Manager is responsible for coordinating and managing the transitions and care efficiencies of patients residing in a SNF for either short-term rehabilitation or long-term care. Starting at time of SNF admission, the RN SNF Case Manager oversees the SNF stay with a focus on patient experience, readmission prevention, length of stay management, and transition planning to ensure delivery of high-quality cost-effective care during the SNF stay, and safe and timely transition to the next level of care upon discharge.

The RN SNF Case Manager meets regularly with patients and families at the SNF to assess needs, gaps in services, progress related to care plan goals and readiness for transition to next level of care. He/she advocates for and links patients to additional resources needed to achieve positive outcomes.

In addition to meeting with the patient and family, the RN SNF Case Manager initiates and maintains communication and collaboration with SNF staff, SNF APPs, physicians, social workers and other caregiving disciplines to develop, implement, and evaluate a transition plan of care for each patient. This includes assuring medication reconciliation across sites, coordination of post-discharge appointments and services (durable medical equipment, home health), and coordination of care and communication across the continuum. This will be accomplished during weekly SNF Medicare meetings and other formal and informal venues with caregiving staff.

The RN SNF Case Manager will utilize research findings in practice and participate in program design, implementation and evaluation as requested. He/she participates in ongoing quality improvement activities and collects selected process and clinical data that indicates potential areas for system-wide improvement of care.

The practice of this position has a direct impact on Next Generation Accountable Care Organization (ACO) measures.

MAJOR RESPONSIBILITIES

Clinical Care Coordination/Clinical Practice and Quality of Care

- **Assessment**

- Identifies family and support system strengths and needs to support goals of care plan and safe transition.
- Assists SNF care team and APP with transition into the SNF, discharge planning from the SNF, and safe transition to next level of care.
- Educates patient/family as appropriate.
- Continuously monitors patient's progress, intervening as necessary to ensure appropriate length of stay, high quality care, and services.
- Works with SNF staff to initiate and/or facilitate referrals to other resources or agencies, e.g. palliative care, home health, community supports.
- Assists with medication reconciliation at times of transition.
- Monitors the achievement of clinical outcomes and communicates with SNF team, SNF APPs, primary and specialty physicians and staff, regional providers and community resources (Home Health).
- Facilitates hand-off to ambulatory or community-based medical and support services as needed upon discharge from SNF.
- Completes accurate and timely documentation in the electronic medical record.

- **Leadership**

- Coordinates and facilitates patient progression throughout the continuum.
- Collaborates with all members of the healthcare team and external customers.
- Participates in clinical performance improvement activities to achieve set goals.
- Demonstrates positive and professional written, verbal and nonverbal communication skills.
- Applies advanced critical thinking and conflict resolution skills using creative approaches.

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- **Collaboration**
 - Participates in ongoing clinical consultations with SNF APP and SNF care team.
 - Responds to all requests appropriately and within a timely manner.
 - Uses multiple modalities for communication including face-to-face visits, written communication, telehealth, telephone encounters or video visits.
 - Uses data for decision making and performance improvement.
 - Demonstrates working knowledge of performance standards (e.g. Centers for Medicaid and Medicare Services (CMS), National Committee for Quality Assurance (NCQA), Joint Commission, Wisconsin Collaborative for Healthcare Quality (WCHQ), American Academy of Ambulatory Care Nursing (AAACN))

- **Education**
 - Upon request, will provide learning opportunities for students in various health care disciplines.
 - Develops, implements, and evaluates comprehensive patient education that assure quality and appropriateness of care across settings (i.e. inpatient, post-discharge and home).
 - Supports the UW Health outreach mission through consultation and/or education of community.

- **Research**
 - Demonstrates knowledge of research findings related to clinical specialty.
 - Participates in activities that support the advancement of care transitions, SNF case management, and discharge planning through literature review, professional organizations, research, committee participations, etc.
 - Consistently uses new knowledge, technology and research in practice.

- **Work Schedule**
 - Ability to travel to between SNF locations
 - Ability to work extended clinical hours (before 8am and after 5pm), based on operational needs and clinical location

JOB REQUIREMENTS

Education	Minimum	Bachelor of Science in Nursing or higher
	Preferred	Master's Degree in Nursing
Work Experience	Minimum	Two (2) years experience as registered nurse
	Preferred	<ul style="list-style-type: none"> • Previous experience in post-acute care setting • Previous case management experience • Experience and proficiency using Epic
Licenses & Certifications	Minimum	<ul style="list-style-type: none"> • Registration as a registered nurse in state where employed or licensure in the state licensure compact • CPR/BLS
	Preferred	<ul style="list-style-type: none"> • Case Management Certification
Required Skills, Knowledge, and Abilities		<ul style="list-style-type: none"> • Excellent communication, problem-solving, conflict resolution and motivational interviewing skills • Excellent prioritization and organizational skills • Ability to work as team member and as independent service provider • Excellent verbal and written communication skills, including grammar and spelling • Knowledge and experience documenting in an electronic medical record • Ability to educate staff • Ability to provide counseling and emotional support with compassion and respect for the individual • Ability to provide support to members of the care team • Ability to maintain confidentiality

AGE SPECIFIC COMPETENCY (Clinical jobs only)

Identify age-specific competencies for direct and indirect patient care providers who regularly assess, manage and treat patients.

Instructions: Indicate the age groups of patients served either by direct or indirect patient care by checking the appropriate boxes below. Next,

	Infants (Birth – 11 months)		Adolescent (13 – 19 years)
	Toddlers (1 – 3 years)		Young Adult (20 – 40 years)
	Preschool (4 – 5 years)	X	Middle Adult (41 – 65 years)

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School Age (6 – 12 years)	X	Older Adult (Over 65 years)	
JOB FUNCTIONS			
Review the employee's job description and identify each essential function that is performed differently based on the age group of the patient.			
PHYSICAL REQUIREMENTS			
Indicate the appropriate physical requirements of this job in the course of a shift. <i>Note: reasonable accommodations may be made available for individuals with disabilities to perform the essential functions of this position.</i>			
Physical Demand Level	Occasional Up to 33% of the time	Frequent 34%-66% of the time	Constant 67%-100% of the time
Sedentary: Ability to lift up to 10 pounds maximum and occasionally lifting and/or carrying such articles as dockets, ledgers and small tools. Although a sedentary job is defined as one, which involves sitting, a certain amount of walking and standing is often necessary in carrying out job duties. Jobs are sedentary if walking and standing are required only occasionally and other sedentary criteria are met.	Up to 10#	Negligible	Negligible
X Light: Ability to lift up to 20 pounds maximum with frequent lifting and/or carrying of objects weighing up to 10 pounds. Even though the weight lifted may only be a negligible amount, a job is in this category when it requires walking or standing to a significant degree.	Up to 20#	Up to 10# or requires significant walking or standing, or requires pushing/pulling of arm/leg controls	Negligible or constant push/pull of items of negligible weight
Medium: Ability to lift up to 50 pounds maximum with frequent lifting and/or carrying objects weighing up to 25 pounds.	20-50#	10-25#	Negligible-10#
Heavy: Ability to lift up to 100 pounds maximum with frequent lifting and/or carrying objects weighing up to 50 pounds.	50-100#	25-50#	10-20#
Very Heavy: Ability to lift over 100 pounds with frequent lifting and/or carrying objects weighing over 50 pounds.	Over 100#	Over 50#	Over 20#
List any other physical requirements or bona fide occupational qualifications:			

Note: The purpose of this document is to describe the general nature and level of work performed by personnel so classified; it is not intended to serve as an inclusive list of all responsibilities associated with this position.