

County of Cook

Human Resources
749 S. Winchester
Room: G-50
Chicago, IL 60612



Entity: _____
(In-Pt, Out-Pt, MC, SS)
Job Code: **5505**
Salary: **FC**

STANDARD JOB DESCRIPTION

Job Title

Clinical Case Manager

Department

Extended Care Management

Job Summary

Uses knowledge of disease processes, health care delivery and financing to support effective, efficient extended care while acknowledging patient/family preferences, treatment requirements and self-care capabilities to determine and appropriate discharge plan. These and all other activities are performed in compliance with all Cook County Health and Hospitals System's (CCHHS) policies and procedures and in collaboration, as appropriate, with physicians, nurses, therapy department members, social workers, and insurance company representatives.

Typical Duties

The clinical case manager oversees all aspects of a contracted patients post discharge care.

Manages contracts that provide extended care services to CCHHS patients.

Contracts are for the following post discharge care; short term comprehensive rehabilitation service, (i.e. PT, OT, short term antibiotics), acute ventilator support, and long term-care for unfunded, and undocumented patients.

Performs a review, which includes a determination as to whether the patient's condition meets medical necessity criteria for extended care services, and identifies significant discharge barriers related to the discharge plan.

Validates payer source, and the physician orders when planning for the patient's discharge.

Collaborates with social work colleague to coordinate, and validate the approach to the discharge plan.

Monitors quality of care provided by contracted vendors by performing onsite visits, and the re-assessment of the patient when clinically indicated.

Work with vendors to reconcile monthly billing statements.

Identifies concerns regarding quality of care, and risks issues, report to appropriate agencies.

Job Code: _____

Collaborate with physicians regarding the patient's need for continued post hospital contracted care services.

Identification, and discussion with the patient, and family regarding reasonable care alternatives, and provide information necessary to support discharge from contracted services.

Participate in Quality Improvement (QI) activities, pilots, workgroups and other activities that improve departmental operations.

Reporting Relationships

- Reports to the manager of Integrated Care.

Minimum Qualifications

- Registered Professional Nurse in the State of Illinois
- Three years of experience as a registered professional nurse in any of the following settings: inpatient care, home care, long term care, ventilator care, or rehabilitation.
- Valid driver license and current auto insurance

Preferred Qualifications

- Bachelor of Science in Nursing
- Previous case management experience for patients with multiple chronic disease and acute illness
- Accredited Case Manager (ACM) or Certified Case Manager (CCM)
- Bilingual skills in either English/Spanish or English/Polish

Knowledge, Skills, Abilities and Other Characteristics

- Knowledge of managed care and impact on patient care priorities
- Excellent interpersonal skills with the ability to work with a culturally diverse patient population and collaboratively with physicians, nurses, therapy department members, social workers and insurance company representatives
- Ability to adopt another's point of view to facilitate patient centered goal setting.
- Ability to streamline workflows
- Ability to make sound judgments.
- Ability to prioritize, plan, and organize projects and tasks.
- Ability to multi-task, manage multiple or competing priorities, and meet deadlines in a fast paced and stressful environment.
- Attention to detail
- Basic Office Suite skills to include Outlook, Excel and Word
- Strong initiative
- Knowledge of InterQual and/or Millman criteria sets

Working Conditions and Physical Demands

This position is functioning within a healthcare environment. The incumbent is responsible for adherence to all hospital and department specific safety requirements. This includes but is not limited to the following policies and procedures: complying with personal protective equipment requirements, hand washing and sanitizing practices, complying with department specific engineering and work practice controls and any other work area safety precautions as specified by hospital wide policy and departmental procedures.

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of the personnel so classified.

For purposes of the American with Disabilities Act, "Typical Duties" are essential job functions.

Approval: Elaine O'Connell 8/7/2015
[Enter Name & Title of Person Approving the JD] Date

Approval: _____ Date
[Enter Name & Title of Person Approving the JD]

Approval: _____ Date
Gladys Lopez
Chief of Human Resources