
TITLE:	LVN Case Manager	DEPARTMENT	Clinic 310
REPORTS TO:	Clinic Manager	JOB CODE	00000
STATUS:	Exempt	DATE	2/25/15

SUMMARY

Under the supervision of the Medical Director and Clinic Manager, the Licensed Vocation Nurse Case Manager works within a multi-disciplinary health care team in the delivery of comprehensive services for adult patients diagnosed with chronic illness and high risk pediatric patients in a primary care setting. Acting as the primary contact person for the family, the LVN Case Manager assists the health care team in the development and implementation of a health care plan tailored to the needs of the client and the client's families in order to promote continuity of care, improve referral tracking and ultimately reduce the rate and severity of chronic illness complications through the health care team approach.

The Licensed Vocational Nurse Case Manager is also responsible for providing leadership to clinic Medical Assistants to ensure efficient clinic flow, excellent patient care and customer service. The LVN Case Manager will perform various clerical duties related to the provision of care. As a leader, he/she will set an exemplary of peer leadership and model consistent back office teamwork.

ESSENTIAL DUTIES

Case Manager

1. Assists the health care team to develop and implement a health care plan tailored to the needs of the client and client's family in order to promote the continuity of care, improve referral tracking, reduce patient cycle time, and ultimately reduce the rate and severity of disease-related complications.
2. Acts as a primary contact for assigned patients and their families and ensures continuity of care through:
 - a. Enhanced coordination and follow-up of patient referrals
 - b. Ensures the maintenance of patient follow up procedures to track patient compliance to care plan and reschedule appointments as needed
 - c. Monitors and ensures patients' Clinical Decision Support System (CDSS) in eCW is accurate and up to date
 - d. Implements patient follow up on abnormal diagnostic tests according to providers orders or existing clinical protocols
 - e. In conjunction with Clinic Manager and Medical Director, develop and implement comprehensive care coordination and follow-up procedures for hospital/in-patient facility admittances, discharges and emergency room visits
 - f. In conjunction with Medical Director, develop and implement LVN visits for patients with chronic conditions, based on clinical protocols and within scope of practice.
 - g. Provides counseling and health education for patients and families as per standardized protocols
 - h. In conjunction with Medical Director, develops new/or uses existing appropriate health education materials for class and counseling activities
 - i. Ensures that all disease/condition related data is documented into appropriate visit note and recorded in clinic's disease registry system (eCW or i2iTracks) in a timely manner.
 - j. Assists clinician with determining case closure when patient chooses to discontinue follow up or has completed plan of care
 - k. Accurately and completely documents all coordination activities in patients electronic health record
 - l. Participates in interdisciplinary team conferences as needed to periodically evaluate the effectiveness of care plan through communication with patient and other members of the health care team
 - m. On-going communication with health care providers through computer tasking, huddles and other designated communication tools
3. Prepares reports or conducts audits as required
4. Participates in UMMA's Quality Improvement committee
5. Conducts in-reach or outreach activities as needed
6. Attends position specific meetings/seminars as assigned by Clinic Manager/Medical Director

7. Assists with implementation of clinical policies and procedures as needed within the health center working in concert with other staff to improve processes and systems, recommending changes in policies and procedures as needed
8. Participates in all safety programs, which may include assignment to emergency response team. Participates in hazardous waste infection control assignments as required in the health center; which may include being designated as an emergency responder to a hazardous substance release or spill
9. Performs other duties as required or assigned by Supervisor

Lead to Medical Assistants

1. Assists Clinic Manager to provide direction to Medical Assistants to ensure efficient workflow and excellent customer service to patients and patient families as well as act as a mentor and resource person for all Medical Assistants
2. Ensure smooth office operations which support teamwork, generate a positive attitude and works collaboratively as a team member with front and back office staff to provide high quality care and efficient service to patients
3. Maintains patient confidentiality according to HIPAA regulations
4. Informs Clinic Manager of issues affecting the ability to deliver timely patient care within industry standards
5. Assists the Clinic Manager with orientation of New and Volunteering staff as well as precepting of Medical Assistants and monitor ongoing clinical education, assess competencies and training needs; such as Insulin/Glucometer teaching
6. Coordinates the procuring of office supplies and equipment with the appropriate staff to ensure the availability of adequate equipment and supplies to provide patient care services
7. Ensures adequate stock of all medical supplies, instruments and places orders as required to maintain adequate levels as well as maintains an orderly work area. Verifies and maintains all medical supply inventory by updating the Destruction and Expired Logs
8. Through supervision of MA IIs, ensures that all in-house medications are up to date by monitoring dispensary logs, formulary, expiration dates, stocking and ordering
9. Ensures Medical Assistant assignments are completed in a timely manner; such as, but not limited to: VFC compliance, scanning and documentation of all correspondence in eCW, and maintenance of examination rooms and equipment, as per clinical protocols.
10. Monthly checks of "Emergency Kit" drug box, emergency supply box, oxygen tank, AED, fire extinguishers, eye wash stations and Log in Binder for Audit purposes
11. Ensure electronic lab ordering by MAs is properly submitted, lab result follow-up process is properly adhered to and that laboratory log binders are up-to-date and meet standards.
12. In conjunction with clinic manager, clearly communicate and monitor any new processes to the department
13. Act as the first level, "go to person" for medical assistants regarding troubleshooting issues
14. Assists Clinic Manager with documenting and maintaining point-of-service quality controls to ensure adherence to clinic policies and procedures
15. Responsible for overseeing 911 calls on behalf of patient including assisting patient and provider throughout process (eg: *Includes working directly with Patient Care Coordinators in the retrieval of all patient progress notes, demographic information and insurance availability as well as contacting next of kin if needed*)
16. Maintains complete and accurate patient records, including entering data into the computer, ensuring proper documentation of all procedures
17. Attend regular electronic medical records training sessions and distribute new information to medical assistants through group trainings and communications
18. Identifies errors made by medical assistants with regards to all lab orders including incorrect insurance information and mix-match patient information, reports all findings to Clinic Manager and Medical Director
19. Attends and actively participates in all team and staff meetings and related continuing education programs; such as immunizations, family planning, CHDP, Hypertension and Diabetes
20. Assist Clinic Manager with readiness during any/all audits such as OSHA, Steri-Cycle and HIPAA Compliance
21. Provide first level support as a patient services liaison to research issues surrounding complaints, billing, registration and then communicating any/all findings to Clinic Manager
22. Must be competent with the basic duties performed by all medical assistants and under general supervision of the physician or nurse:
 - a. Follow-up abnormal findings over the phone per the direct orders of the provider or nurse
 - b. Call in medications to pharmacy per the direct orders of the provider or nurse
 - c. Preparing examination rooms and equipment to maintain patient flow and workflow. Escorts patients to and from exam rooms, take and record vital signs, following standard rooming protocols. Documents and updates patient information in eCW.
 - d. Performs point of service care such as glucometer, urinalysis, and clia-waived back office labs
 - e. Performs diagnostic tests, and procedures, such as EKGs, peak flows, pulse oximetry, and spirometry. Prepares specimens for lab by following standard precautions.

- f. Provides safe and effective patient care, including nebulizer treatments, splint placement, vision and hearing screening, ear lavage, simple wound care, tuberculin skin testing, vaccinations, and oral medication administration. Adheres to infection control practices at all times
 - g. Utilizes and maintains clinic equipment, such as autoclave, scales, tympanometer, audioscope, EKG machine, liquid nitrogen, portable oxygen tanks, pulse oximeter, electronic blood pressure device, and surgical instruments
 - h. Coordinates patient communication, schedule patient appointments, schedule specialized tests, including, but not limited to laboratory test, x-rays or appointments with specialists
 - i. Instructs patient in preparation for tests and appointments
 - j. Assists with completion of patient insurance forms as necessary prior to submission of lab orders
23. Performs other duties as required or assigned by Supervisor

SECONDARY DUTIES

Assists Clinic Manager and Chief Medical Director with Special Projects

- 1. HTN Reach Project-Community Health Councils
- 2. MHLA Retention, Tracking, Reporting & Follow Up

SUPERVISORY RESPONSIBILITY

The incumbent in this position supervises a small staff and coordinates the work of volunteers. In addition, the incumbent is expected to coordinate schedules and provide advice, guidance and training in operational and administrative functions to medical staff.

SERVICE VALUES

All employees are expected to provide the very highest level of service to Clinic patients and their families. In addition, their work ethic is expected to reflect the Islamic values and moral principles that inspired its founders. These include the core values that are universally shared and revered by society at large:

Service
Compassion
Human Dignity
Social Justice
Ethical Conduct

ENVIRONMENT

The environment for this position is medical clinic that is clean and comfortable. It may include some minor annoyances such as noise, odors, drafts, etc. The incumbent is in a non-confined office-type setting in which he or she is free to move about at will. In addition, the incumbent may travel via personal vehicle or public transportation throughout the community.

PHYSICAL ACTIVITY

In the course of performing this work, the incumbent:

- Will spend substantial time standing, sitting, speaking and listening
- Must regularly lift and/or move up to 10 pounds, and occasionally lift and/or move up to 25 pounds

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of the job.

PHYSICAL DEMANDS

Strength

Standing		70%
Walking		20%
Sitting		10%
Lifting	_____ lb.	30lb.
Carrying	_____ lb.	30lb.
Pushing	_____ lb.	200lb.

Reaching

Handling	C
Keyboarding	F
Throwing	N
Eye-Hand Coordination	C
Foot-Hand-Eye Coordination	O
Other _____	

<u>Key</u>
C – Constant
F – Frequently
O – Occasionally
R – Rarely
N – Never

Climbing

Stairs	R
Ladders	R
Balancing	O
Other _____	

Hearing

Ordinary	C
Other _____	

Stooping

Kneeling	R
Crouching	R
Crawling	R
Turning/Twisting	F
Bending at Waist	F
Other _____	

Seeing

Acuity - Near	C
Acuity - Far	C
Depth Perception	C
Color Vision	R
Field of Vision	C
Other _____	

EQUIPMENT & SOFTWARE OPERATION

The incumbent in this position may operate any/all of the following equipment:

- Telephone, cell phone, fax
- Computer, printer and related equipment
- Copy machine
- Audio-visual equipment
- Personal automobile
- Calculator

Computer software may include any or all of the following:

- Microsoft Office (eg: word and excel)
- Internet Explorer & Google
- i2i Tracks, Electronic Medical Record (eCW) knowledge preferred but not required
- CA Immunization Registry (CAIR)

POSITION REQUIREMENTS

These specifications are general guidelines based on the minimum experience normally considered essential to the satisfactory performance of this job. Individual abilities may result in some deviation from these guidelines.

To perform effectively in this position, the incumbent must have:

POSITION EDUCATION/QUALIFICATIONS:

- 1 year of experience in a community based clinic or medical office environment preferred
- Must hold a current Licensed Vocational Nurse License in the State of California
- Current Provider BLS CPR card
- Bilingual in English and Spanish required, with excellent written and oral communication skills
- Articulate clearly with patients over the phone or in person
- Work effectively with medical assistants, physicians and clinic staff within a complex medical center
- Accept delegation of tasks and presents a positive role model
- Possess the ability to work independently and as a team member
- Possess excellent organizational and problem solving skills and have the ability to prioritize
- Experience with basic computer skills and must type 35 wpm
- Annual physical
- Two professional references from current/former supervisors
- Citizen of the United States or proof of the right to work in the U.S.

Typically, these skills are the result of a combination of education and experience equivalent to a bachelor's degree that included courses in business, public health, English, accounting, computer skills, supervision and similar, and several years of progressively responsible experience in a medical/clinic office or similar.

The incumbent must be able to perform this job safely, without endangering the health or safety of him/herself or others.

ACKNOWLEDGEMENT

I have been given a copy of this position description. I understand that I may be asked to perform responsibilities and duties not listed in the description and that my supervisor may change the description at any time, according to Clinic needs.

Signed:	Date:
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