

CASE MANAGER AND RN CARE MANAGER ROLES/LINKAGES

SETON Health Care Network

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CASE MANAGER	ESSENTIAL FUNCTIONS OF JOB DESCRIPTION	RN CARE MANAGER
PLAN FOR THE CONTINUUM Coordination of resources and removal of barriers for the delivery of patient care delivery across the continuum)		PLAN FOR THE DAY & STAY (Coordination of direct care delivered by interdisciplinary team within the acute care setting)
<ul style="list-style-type: none"> Advocates for resources essential to provide care outcomes, consistent with patients values and preferences Demonstrates caring behaviors and public relations skills that enhance patient satisfaction 	ADVOCATE	<ul style="list-style-type: none"> Advocates for the integration of patient's values and preferences into care provision Demonstrates caring behaviors and public relations skills that enhance patient satisfaction
<ul style="list-style-type: none"> Determines appropriate LOS for various settings across the continuum 	STEWARD OF RESOURCES	<ul style="list-style-type: none"> Determines daily plans/needs to meet LOS
	PROVIDER/COORDINATOR	
Assesses: <ul style="list-style-type: none"> Criterion for admission Level of care Long term needs/continuum Collaborates with HCT in the anticipation of discharge needs Potential barriers that impact LOS 	Assessment	Assesses: <ul style="list-style-type: none"> Data for the identification of immediate interdisciplinary acute care needs Collaborates with HCT in the anticipation of discharge needs
<ul style="list-style-type: none"> Collaborates with HCT and patient/family to determine care goals/restoration of health Participates with patient/family to determine goals and plans for the continuum of care/promotion of health with more complex needs Plans for needed changes in level of care within acute care setting 	Planning	<ul style="list-style-type: none"> Collaborates with HCT and patient/family to determine care goals/restoration of health Determines daily (hospital) plan to meet outcome goals/LOS Makes referrals/collaborates on goals and plans for continuum of care with complex needs Develops patient partnership that nurtures patient/family involvement in planning of care
<ul style="list-style-type: none"> Coordinates efforts to remove barriers to provision of care Coordination of care services across the continuum to address long term and post discharge needs 	Implementation	<ul style="list-style-type: none"> Coordinates daily (interdisciplinary) care to support optimum outcomes goals/LOS Facilitates patient/family involvement in their care
<ul style="list-style-type: none"> Collaborates with HCT in the ongoing evaluation of patient progress specific to desired outcomes/LOS/discharge Evaluates more complex discharge needs 	Evaluation	<ul style="list-style-type: none"> Collaborates with HCT in the evaluation of plan of care as it relates to optimum care goals/LOS/discharge <ul style="list-style-type: none"> Evaluation of daily goals per pathway/plan of care and patient's understanding/expectations regarding plan Identification of needs requiring variances in patient care services
Education specific to processes: <ul style="list-style-type: none"> Processes for meeting financial needs/funding issues Processes for attaining support/referrals Processes for attaining services specific to physical, emotional, housekeeping, transportation, social nad other needs Reinforce education provided by HCT members within acute care setting 	PATIENT EDUCATOR	Education specific to <ul style="list-style-type: none"> Disease Treatment plan Holistic health needs Self care post discharge: Educational resources within scope of patient's availability Life style changes that promote ongoing health
<ul style="list-style-type: none"> Collaborates with physician, department director and nursing director to address barriers that impact patient's plan of care/LOS 	TEAM MEMBER	<ul style="list-style-type: none"> Collaborates with interdisciplinary team to facilitate timely care provision consistent with goals and expected LOS
	PROFESSIONAL	
<ul style="list-style-type: none"> Mentors staff persons in critical thinking processes essential to promotion of optimum care across continuum of care/LOS 	STAFF EDUCATOR	<ul style="list-style-type: none"> Mentors staff persons in critical thinking and technical skills essential to overall care of patient within acute care setting