



## HOSPICE OF ST. FRANCIS JOB DESCRIPTION

**JOB TITLE:** RN Case Manager  
**EFFECTIVE:** JANUARY 1999  
**APPROVED:** EX. DIRECTOR: 1999

**DEPARTMENT:** Clinical Services  
**REVIEWED/REVISED:** 01.18

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### **JOB SUMMARY:**

The RN Case Manager (RNCM) is a registered nurse who is responsible for the accurate assessment of each patient's status, problems and needs. The RNCM, in conjunction with other members of the Interdisciplinary Team, designs and implements an individualized Plan of Care from admission to discharge/death. The RNCM serves as the coordinator of hospice care for the patient and their family. All care directly provided or coordinated by the RNCM is in conformance with federal/state regulations.

**REPORTS TO:** RN Clinical Manager                      **DIRECTLY SUPERVISES:** LPNs, Hospice Aides

### **EDUCATION AND/OR TRAINING REQUIRED:**

Requires an Associate degree in nursing or a diploma certificate from an approved nursing program. Bachelor's degree preferred.

### **CERTIFICATIONS/LICENSES REQUIRED:**

Requires a valid current Florida Registered Nurse License and a valid Florida Driver's License.

### **EXPERIENCE/SPECIFIC SKILLS AND ABILITIES REQUIRED:**

One to two years' experience in home health, oncology, acute care or public health. Ability to read, write and speak English. Bi-lingual preferred. Ability to manage time and coordinate a caseload with minimum direct supervision. Excellent communication and interpersonal skills.

### **PHYSICAL REQUIREMENTS:**

Ability to lift, push, pull twenty five (25) pounds without difficulty. Good visual and audio acuity. Ability to work effectively under varying degrees of stress.

### **PRIMARY RESPONSIBILITIES:**

1. Collects and analyzes data from patient's medical history, nursing assessment and staff input to develop a written, individualized Plan of Care which meets the needs of the patient.
2. Coordinates nursing care with other Interdisciplinary Team members, including leading the presentation during Interdisciplinary Team meetings, case conferences and discussions with Hospice of St. Francis (HOSF) medical staff and the patient's attending physician.
3. Prepares complete and accurate documentation in accordance with all HOSF policies and procedures, Federal/State regulations and Medicare/Medicaid guidelines.
4. Maintains strict confidentiality and respect for patient/family privacy and possessions.

5. Practices Universal Precautions and safety at all times.
6. Teaches patient/family skills needed to maintain patient in comfort and perform personal hygiene activities.
7. Provides emotional support to patient/family and other caregivers.

**SECONDARY RESPONSIBILITIES:**

- Participates in rotational on-call schedule.
- Participates in performance improvement and quality control activities.
- Increases knowledge of palliative care through active participation in educational opportunities.
- Assists patient/family with understanding requirements during implementation of a disaster plan.
- Participates in orientation and education of HOSF personnel.

Every incidental duty connected with the RN Case Manager position cannot be specified in the job description and the employee may be required to perform duties that are not included in this job description.

**COMPLIANCE:**

Exhibits knowledge of organizational policies, and state and federal laws and regulations consistent with duties and responsibilities. Demonstrates high ethical standards and compliance with organizational standards.

**QUALITY:**

Actively participates in the Quality Assessment Performance Improvement program by identifying opportunities for improvement and by participating in performance improvement activities. Demonstrates the ability to apply customer service techniques to facilitate improved outcomes with internal and external customers.

**MACHINES, EQUIPMENT, TOOLS USED:**

Communication equipment including telephone system, pagers, cell phone and fax machines. Office equipment including computers, copiers and routine office equipment. Durable medical equipment utilized for patient care.

**JOB HAZARDS/RISKS:**

Type I Risk Category per HOSF Exposure Control Plan. Reasonable anticipated exposure to blood borne pathogens or other potentially infectious materials; variable exposure to non-medical hazards such as cleaning products. Daily exposure to the elements.

**ORIENTATION:**

Position requires general hospice orientation, departmental orientation and job specific orientation. Normal time range is one to two weeks.

**STANDARDS OF PERFORMANCE:**

- Clinically competent in all aspects of hospice nursing.
- Submits complete and accurate documentation in the electronic medical record of all activities in time frame identified in policy/procedures.

- Displays ability to adapt to changing work environment and flexible in schedule to meet needs of patient/family.
- Keen clinical observation of patient's condition, response to treatment/medications and recommend changes to patient's Plan of Care.
- Participates in Performance Improvement activities on a formal basis.

**EVALUATION OF PERFORMANCE:**

After ninety days and on an annually thereafter. Evaluation based upon competency review (two week, 90 day and annual), chart audits and direct oversight.

Hospice of St. Francis provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, sex, national origin, age, disability or genetics. In addition to federal law requirements, Hospice of St. Francis complies with applicable state and local laws governing nondiscrimination in employment in every location in which the company has facilities. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leave of absence, compensation and training.

Hospice of St. Francis expressly prohibits any form of workplace harassment based on race, color, religion, gender, sexual orientation, gender identity or expression, national origin, age, genetic information, disability, or veteran status. Improper interference with the ability of Hospice of St. Francis' employees to perform their job duties may result in discipline up to and including discharge.

I have read and understand the content of this job description.

**Print Name:** \_\_\_\_\_

**Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_