



Klamath Tribal Health & Family Services

3949 South 6th Street
Klamath Falls, OR 97603

Phone: (541) 882-1487 or 1-800-552-6290
HR Fax: (541) 273-4564

OPEN: 09-17-20

OPEN UNTIL FILLED

EXEMPT X
NON-EXEMPT

POSITION DESCRIPTION

POSITION: RN CASE MANAGER

RESPONSIBLE TO: Nurse Supervisor

SALARY: GS-13 Annually/Full Benefits
GS-14 Annually/Full Benefits
GS-15 Only for Employees with 10+ years of Service

CLASSIFICATION: Professional, Regular, Full-Time

LOCATION: Klamath Tribal Health & Family Services
Wellness Center, Chiloquin, Oregon

BACKGROUND: P.L. 101-630 Level

POSITION OBJECTIVES

The RN Case Manager will be responsible for performing a full range of nursing tasks for the Medical Clinic in a variety of settings, working with a diverse group of patients and care providers. Delivery of appropriate, timely and beneficial care for patients which promotes quality and cost-effective health care outcomes working within established standard's for case management practice. The RN Case Manager will exercise full professional discretion and technical judgment based on licensure.

Routine duties shall include providing health care related services to individuals eligible for services provided by Klamath Tribal Health & Family Services.

MAJOR DUTIES AND RESPONSIBILITIES

1. Responsible for serving as RN case manager for patients with chronic illness and/or conditions. Duties to include but are not limited to: maintaining an accurate record, coordinating care/follow up, and provide patient education.
2. Collaborate proactively with all team members and with a patient-focus to facilitate and maximize patient healthcare outcomes.

3. Consistently model appropriate behaviors, attitudes and skills that support the C.L.E.A.R. and H.E.A.R.T. customer-service standards to build positive relationships with patients and KTFHS employees.
4. Coordinate multi-disciplinary patient care conference for high risk or complex patients.
5. Advocate for the patient/family at the service delivery level and at the policymaking level fostering the patient/family's decision-making, independence, and growth and development.
6. Promote health care outcomes with currently accepted clinical practice guidelines. Provide patient education, advice and information on health assessment, disease processes, medications and treatment.
7. Utilize best practice model to identify, incorporate or develop best practices for panel management. Collaborate with other teams to share and establish best practice for clinic.
8. Assist with the development and review of medical clinic and nursing related policies and procedures in accordance with evidenced based practice, federal and state regulations, and/or accreditation standards.
9. Manage panel acute care and chronic care needs as well as health maintenance, meeting clinic expectation for health maintenance standards.
10. Develop, implement, and evaluate patient care plans.
11. Use electronic health record and/or develop a tracking system to track, monitor and assure the appropriate follow-up of patients. Utilize electronic health record for ordering, scheduling and tracking patient care.
12. Handle referrals in conjunction with provider, medical assistant, and Referral Clerk.
13. Acts as a resource to the clinic. Coach and mentor all clinical team members to build or enhance capability and competency.
14. Respond to emergency situations.
15. Manage Nurse Clinic during provider's Walk-in schedule. Duties include telephone and clinic triage for walk-in patients. Conduct initial health assessment and identify chief complaint. Nurses will coordinate with medical provider patient needs.
16. Initiate needed therapeutic measures and other general nursing care. Assist the provider as needed.

17. Participate in department and KTHFS committees as assigned.
18. Active member of clinical team, contributing to overall team function, team building and enhancement.
19. Participate in the continued development of the role of case management in the Patient Center Medical Home model. Active member of the Integrated Care Team by mentoring Integrated Care Team Medical Assistants to improve skill sets.
20. Maintain accurate, complete, timely and professional documentation in health records. Documentation of all patient contacts required; including but not limited to telephone calls, nursing visits and/or any significant changes for provider to review.
21. Provide support to the Community Health Nursing Program when appropriate; based on organizational need and supervisor direction.
22. Assist in the development and implementation of the KTHFS Quality Improvement Program, as assigned. Apply knowledge and experience with preparation for regulatory and/or accreditation review or inspections.
23. Train nursing students, family practice residents, pharmacy students, medical students, and/or any other students in outpatient clinic nursing standards and quality of care, as assigned.
24. Assist with the accurate data entry, tracking and reporting of all statistics for federal, state, I.H.S. and/or grant requirements, including but not limited to immunization reports, GPRA, IHS reports, and meaningful use; as assigned.
25. Assist with maintaining accurate records and/or administering healthcare worker required immunizations, TB testing, and certifications (ex: CPR or ACLS) for KTHFS employees, as assigned.
26. The incumbent will be called upon to accomplish other tasks within his or her scope of work.

KNOWLEDGE, SKILLS, ABILITIES

Knowledge of and the ability to interpret regulatory and accreditation standards.

Knowledge of nursing theory and practice.

Ability to coordinate clinic activities; work well under pressure and demands for time.

Demonstrates ability to successfully coach/mentor/train subordinates for sustained performance improvement.

Knowledge of out-patient or ambulatory clinic policies and procedures.

Knowledge of sanitation, nutrition, epidemiology and communicable disease control.

Knowledge of health care provider operating techniques.

Knowledge of children, adult and healthcare worker immunization recommendations and procedures.

Ability to prepare and administer medication and injections.

Ability to perform specialized medical procedures, including, IV therapy and phlebotomy.

Ability to identify medical priorities for patient care and telephone triage.

Ability to provide patient education.

Ability to effectively work with the public, co-workers, and supervisors; which includes communicating effectively both verbally and in written form.

Possess the tact necessary to work effectively with patients, providers and other employees.

Must have ability to complete required documentation and required written follow-up.

Teamwork skills a must.

Demonstrate proficient computer skills for data entry, scheduling and other related duties.

Demonstrate ability to accurately maintain records and/or a filing system.

Ability to provide telephone triage while “on-call”, including during afterhours and on weekends.

Ability to maintain strict confidentiality of medical records and adhere to the standards for health record-keeping, HIPAA and Privacy Act requirements.

QUALIFICATIONS, EXPERIENCE, EDUCATION

Minimum Qualifications: *Failure to comply with minimum position requirements may result in termination of employment.*

- **REQUIRED** to possess a current State License as a Registered Nurse. *For out of state applicants; Oregon Registered Nursing Licensure required within 90 days of hire. (Must submit copy of Licensure with application.)*
- **REQUIRED** to acquire and maintain ACLS certification within 180 days of hire; strongly recommend certification within 90 days of hire, probationary period will be extended for a maximum of 180 days pending certification.
- **REQUIRED** to be proficient in phlebotomy, starting and maintain intravenous access to patient.
- **REQUIRED** to submit to annual TB skin testing and adhere to KTHFS staff immunization policy in accordance with the Centers for Disease Control immunization recommendations for healthcare workers.
- **REQUIRED** to submit to and clear an alcohol/drug screen and random testing as per policy.
- **REQUIRED** to submit to a background and character investigation, as per Tribal policy. Following hire must immediately report to Human Resource any citation, arrest, conviction for a misdemeanor or felony crime.
- **REQUIRED** to accept the responsibility of a **mandatory reporter** of abuse and neglect of infants and children, people who are elderly or dependent, individuals with mental illness or developmental disabilities or residents of nursing homes and other health care facilities. This includes reporting any evidence of physical injury, neglect, sexual or emotional abuse or financial exploitation.

Preferred Qualifications:

- Three (3) years experience working in an ambulatory, inpatient, outpatient, or other relevant clinic settings.
- Flexible work schedule is strongly preferred.
- Positive working experience with Native Americans in a related field will be given preference.

Indian Preference:

- Indian and Tribal Preference will apply, as per policy. *(Must submit tribal documentation with application to qualify for Indian Preference).*

ACKNOWLEDGEMENT

This position description is intended to provide an overview of the requirements of the position. It is not necessarily inclusive and the job may require other essential and/or non-essential functions, tasks, duties, or responsibilities not listed herein. Management reserves the sole right to add, modify, or exclude any essential or non-essential requirement at any time with or without notice. Nothing in this job description, or by the completion of any requirement of the job by the employee, is intended to create a contract of employment of any type.

APPLICATION PROCEDURE

Submit a Klamath Tribal Health & Family Services ***Application for Employment*** with all requirements and supporting documentation to:

**Klamath Tribal Health & Family Services
ATTN: Human Resource
3949 South 6th Street
Klamath Falls, OR 97603**

IT IS THE RESPONSIBILITY OF THE APPLICANT TO PROVIDE SUFFICIENT INFORMATION TO PROVE QUALIFICATIONS FOR TRIBAL POSITIONS.

Please Note: If requirements are not met, i.e., submission of a resume in lieu of a tribal application or not including a required certification, your application will not be reviewed and will be disqualified.

Indian Preference will apply. In accordance with Klamath Tribal policy, priority in selection will be given to qualified applicants who present proof of eligibility for "Indian Preference".

Applications will not be returned.