

MOUNT AUBURN CAMBRIDGE INDEPENDENT PRACTICE ASSOCIATION, INC.

MACIPA

POSITION: **Complex Care Manager**

REPORTS TO: **Supervisor of Care Management**

EXEMPT POSITION

POSITION SUMMARY:

The MACIPA Complex Care Manager (CCM) will manage all aspects of patient centered care for a panel of high risk patients, working with a health care team. The CCM directly interfaces with physicians, health care teams, patients and their unpaid care givers in managing patient care.

As a team member, the CCM must possess excellent communication skills both written and verbal, and an ability to listen and be assertive, as required. Central to the role of the CCM is a commitment to “coaching” (rather than “teaching”) patients to improve their health behavior to attain their health-related goals. An ability to work independently is essential. The CCM also performs utilization management duties for their patients receiving covered services outside of the organizations home hospital.

PRIMARY RESPONSIBILITIES

The CCM will have a clear understanding of the role, and will demonstrate a commitment to implementation of the following accountabilities:

1. Comprehensive case management and care coordination for a panel of high risk patients. The CCM is expected to provide the following services to each patient:
 - a. Comprehensive assessment.
 - b. Development and communication (with patient, caregiver and primary care physician/health care team) of a comprehensive care plan based on evidence-based best practice for chronic illness.
 - c. Pro-active management and follow-up (PCP office-based, home visits and by telephone) according to care plan.

- d. Management and coordination of all transitions in care:
 - Communicate care plan to all providers in all settings of care (Emergency Department (ED), hospital, rehabilitation facility, nursing home, home care and specialist).
 - Ensure that relevant providers receive timely clinical data for care treatment decisions in all settings of care (ED, hospital, rehabilitation facility, nursing home, home care and specialty care).
- e. Direct caregiver support, including ad hoc telephone advice.
- f. Facilitation of patient and caregiver access to community resources relevant to patient's needs, including referrals to transportation programs, i.e., Meals on Wheels, senior centers, chore services, etc.
- g. Incorporation of self-care and shared decision making in all aspects of patient care.

2. Other duties as assigned.

PRIVACY & SECURITY RESPONSIBILITIES:

- Workforce Vigilance: Each MACIPA employee has a responsibility to watch for unauthorized use or disclosure of Protected Health Information (PHI) or Personal Information (PI), to act and prevent the action and to report suspected breaches of privacy and security policies to their supervisor and MACIPA's designated Privacy and Security Officers. MACIPA Workforce are required to attend MACIPA's Privacy and Security Training, sign a Confidentiality and Non-Disclosure Agreement and complete HIPAA webinar training on an annual basis.
- System Access Profiles & Controls: MACIPA assigns system access profiles to job titles based on how much information is needed to accomplish work responsibilities in accordance with our Privacy and Security Policies and Procedures.

The above statements describe the general nature and level of works being performed by individuals assigned to this classification. This is not intended to be an exhaustive list of all responsibilities and duties required of personnel so classified.

SKILLS/KNOWLEDGE AND ABILITIES

- Current unrestricted Massachusetts licensure as a Registered Nurse or Advanced Practice Nurse.
- Current Massachusetts Driver's License and own vehicle.
- Minimum five years of nursing experience, preferably with older patients.

- Proficiency with Utilization Review processes and Level of Care criteria.
- Proficient in computer use, the Internet, and health information technology.
- Ability to travel frequently to hospitals, skilled nursing facilities, patients' homes, PCP office practices and other sites where patients receive care (as indicated by patients' needs).
- Certification in geriatric nursing or Guided Care a plus.
- Creative problem solver.
- Advanced clinical experience and understanding of geriatric conditions.
- Knowledge of heart failure goals, medications, exercise, and diet.
- Work with PCPs to create care plan for patient self management of medications.
- Work with all stakeholders to improve patient quality of life and end-of-life planning.
- Understanding patient benefits and how to help patient use these benefits appropriately along with benefits not covered by insurance.
- Use of internal consultants (social worker/ palliative care) when appropriate.
- Ability to temporarily take over for the Clinical Liaison, if necessary.
- Demonstrating the ability to develop positive working relationships with facilities in order to work collaboratively on plan of care and obtain timely, accurate clinical information regarding inpatient stays.
- Understanding of the roles of other members of the team to enable appropriate triaging of patients and questions.
- Critical thinking skills that enable extraction of complex and transition of care implementation (TOCI) members from reports and appropriately refer for management based on clinical information combined with daily reports.
- Clear understanding of inpatient (acute/skilled nursing facility (SNF) care system and benefits.
- Knowledge of internal e-review process and the internal/external denial process.
- Applying "the right care, the right patient, the right time" care philosophy
- Demonstrated ability to document findings in the Care Management electronic systems.

ESSENTIAL ABILITIES

1. Sufficient clarity of speech and hearing, with or without reasonable accommodation, which permits the employee to communicate well with the supervisor, community, employees and general public.
2. Sufficient vision, with or without reasonable accommodation, which permits the employee to produce and review a wide variety of materials, written correspondence, reports and related materials in electronic and hard copy form.
3. Ability to lift, move or carry objects up to 10 pounds regularly.

4. Ability to ascend or descend stairs or ramps using feet and legs, hands and arms.
5. Ability to maintain body equilibrium to prevent falling when walking, standing or crouching.
6. Ability to travel to and from various locations.
7. Ability to learn and carry out the primary responsibilities of the assigned position.
8. Ability to effectively communicate in writing and orally on job progress and other assignments and responsibilities.
9. Ability to conceive and articulate plans; creates and manages detailed projects; organize and prioritize work.
10. Ability to analyze data and exercise sound judgment in making decisions and managing confidential or sensitive information.

MACIPA is an Equal Opportunity Employer (EOE) and all qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, disability status, protected veteran status, gender identity, sexual orientation or any other characteristic protected by law.

Reasonable accommodations may be made to enable qualified individuals with disabilities to perform essential functions (primary responsibilities) of this job. This job description is not intended as, nor should be construed as, exhaustive of all responsibilities, skills, efforts, or working conditions associated with this job.

This job description is not intended to limit or in any way modify the right of management to assign, direct, and control the work of employees. The listing of duties and responsibilities shall not be held to exclude other duties not mentioned that are of similar kind or level of authority.

MACIPA reserves the right to revise this job description at any time.