

# Nurse Case Manager Job Description

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## **Overview:**

Case management is a collaborative process. They work closely with physicians, nurses, social workers and a wide range of medical and non-medical professionals to develop, implement, and evaluate individualized patient care plans. Case managers work to meet complex patient needs. They make provisions for current and future needs of patients. Case management nurses promote quality care which encourages appropriate use of available resources.

Case managers ensure that ethical and legal issues are addressed. They also ensure that patients receive medically appropriate services. They need to be experts regarding public and private insurance reimbursement policies regarding healthcare. Case managers review charts and meet with other health care professionals to ensure that patients receive appropriate levels of care. They facilitate admission processes.

Case managers work holistically, ensuring that care and discharge plans meet the physical, social, and emotional needs of patients.

## **Job Description:**

Case managers use the nursing process to assess, plan, implement, and evaluate patient care and the use of resources. They monitor quality of care to ensure that infection control, risk management and all other aspects of services are appropriate. The case manager must have strong problem-solving abilities in order to solve organizational, relational or technical problems which may arise and to avoid variances to the plan throughout its anticipated duration.

Nurse case managers serve as patient, family, insurance, and facility advocates. Case managers facilitate care of patients with mental health or substance abuse issues. Case management nurses provide assistance to victims of abuse and neglect.

Case managers need to be able to interpret complex regulations and be skillful when working with computers. Case managers frequently need to spend more time sitting compared to other nurses. They need to be able to oversee patient care, considering multiple perspectives. Case managers must be able to oversee care based on the needs of the patient, with respect to family, community and reimbursement requirements.

Case managers work in diverse capacities. Some case managers provide short term assistance to patients while others may be actively involved with patients and family members for extended periods of time.

Must be willing to work Monday – Thursday 8am – 6:30pm.

## **Education:**

Case management nurses must be registered nurses. Most have a Bachelor's or advanced nursing degree however many case managers possess a Diploma or Associate's degree in nursing. LPN preferred.