

Job Description: Disease Manager

JOB TITLE: DISEASE MANAGER

GENERAL SUMMARY: To improve the health, wellbeing, and satisfaction of patients (and their families) with chronic and complex diseases; monitor patient compliance with current disease specific clinical guidelines; educate patients and their families on their specific disease processes, and provide ongoing assessment, monitoring, and re-evaluation of health related needs.

SKILLS AND ORGANIZATION REQUIRED:

1. Current State of Tennessee license as a Registered Nurse. BSN is preferred.
2. Experience in the development, planning, and evaluation of patient educational programs.
3. Minimum of three (3) years of previous nursing experience.
4. Knowledge of physical assessment, pathophysiology, pharmacology, and management of acute and chronic diseases.
5. Good needs assessment, care planning and implementation skills.
6. Experience with EMR (Electronic Medical Records).
7. Willingness to acquire case management certification.
8. Knowledge of triaging phone calls.
9. Knowledge of OSHA and HIPPA regulations and guidelines.
10. Ability to multi task, analyze situations and respond appropriately.
11. Must possess the skills to work in a physically and mentally demanding environment.
12. Substantial interpersonal skills necessary to interact with patients, their families, and to collaborate with health team members.
13. Must function with a high degree of autonomy and communication.
14. Must understand the healthcare continuum and have ability to solve complex problems.
15. Values consistent with culturally and family centered approach to care.
16. Must possess an awareness of and sensitivity to cultural diversity and the various socioeconomic levels of our patients, families, and staff members.
17. Computer skills desired include: Word, Outlook, and Excel

PRINCIPAL DUTIES AND RESPONSIBILITIES:

1. Conduct comprehensive assessment of patient/families with real or potential, acute and/or chronic health problems, which may include the psychosocial, cognitive, medical, and personal assets and limitations of the patient/family. Assess strengths, needs, and assets.
2. Work with multi-disciplinary team providing targeted case management, education, and training services to a broad range of patients and their families with diverse needs.
3. Assist with the identification of patients in the practice with special health care needs/chronic diseases; add to the registry and use to plan and monitor care.
4. Develop care plan with family/youth/medical team (emergency plan, medical summary, and action plan as needed) for specific chronic diseases
5. Carry out care plans, evaluate, monitor on a regular basis and effect changes as needed.
6. Develop methods of tracking patient compliance to clinical guidelines and careplans.
7. Develop, plan, conduct, and evaluate disease specific patient education programs.

8. Triage telephone calls from patients, family members or caregivers.
9. Provide direct patient care.
10. Assure patient's confidentiality as defined by HIPPA and medical facility.
11. Serve as contact, advocate, and informational resource for family, community, and other social or medical agencies.
12. Contact appropriate agencies and/or professionals to assist in the determination of patient's needs and /or eligibility for services.
13. Conduct disease specific literature review and research for the development of disease pathways, caremaps, careplans, and relevant patient education.
14. Record and document health appraisal data necessary to maintain, coordinate and /or expedite required services and/or quality improvement programs.
15. Develop plan for individual patient education. Teach techniques or knowledge necessary for health prevention and disease management. Monitor patient/family response to education.
16. Assume responsibility and accountability for time management, professional relationships, and interpersonal interactions.
17. May develop, conduct and/or evaluate formal or informal in-services and educational programs in area of expertise.
18. Acknowledge importance of research process by contributing ideas, collecting data, sharing knowledge and applying new findings to practice.
19. Participate as a team member in the provision of medical and health care, interfacing with professional colleagues to provide comprehensive care. Is encouraged to participate on committees and attend required meetings, and in-services.
20. Must develop and teach relevant disease education classes as required.
21. Assist with grant writing and compliance as necessary and/or requested.
22. Must appropriately document phone calls and face to face encounters with patients, as well as submit billing documentation and coding in a timely manner to ensure proper reimbursement of services provided.
23. Practices universal blood and body fluid precautions, appropriately handles hazardous materials, and follows OSHA regulations per approved policies and procedures.
24. Develop and maintain client files to meet medical facility's city, state, and federal program requirements.
25. Carry out other duties as assigned.
26. Display conduct that fosters the growth and development of a professional and harmonious work environment.

PHYSICAL JOB RESPONSIBILITIES:

1. Requires hand dexterity for office machine operation, standing, stooping, bending and lifting files, supplies, etc. Also may require sitting for extended periods of time.
2. Ability to lift at least forty pounds (40 lbs).

This description is intended to provide only basic guidelines for meeting job requirements. Responsibilities, knowledge, skills, abilities are working conditions may change as needs evolve