

**Cordova Community Medical Center**  
**Job Description Hospital**  
**Case Manager**

Job Title:	Hospital Case Manager Admission/Discharge Coordinator	Status:	20 hour per week
Supervisor:	CAH Director of Nurses	Pay Grade:	\$29.00 per hour
Department/Division:	Nursing Department	Classification:	Non-Exempt

**POSITION SUMMARY**

Works with patients, their families, guardians, physicians, health care professionals and community resources, to provide medically-related social services to attain or maintain the highest practicable physical, mental and psychosocial well-being of each resident or patient. Protect and advocate for the rights of patients and ensure that the quality of care they receive meets all state and federal requirements. Provide admission and discharge planning services focused on continuity of care, resident/patient and family preferences and available resources.

**ESSENTIAL RESPONSIBILITIES:**

- Maintain census data (inquiries, admissions, payors, discharges, and referral sources).
- Work with the Director of Nursing to ensure that all admissions are screened thoroughly and adequately prior to admission.
- Coordinate with Director of Nursing to ensure that proper insurance information is provided upon admission or that required paperwork has been completed by client to ensure payment.
- Maintain a working knowledge of Medicare and Medicaid regulations and reimbursement processes.
- Assist patients and/or representatives with Medicaid applications and qualifications.
- Serve as the primary contact for referrals/admissions to CCMC; build and maintain relationships with other healthcare facilities to help increase referrals.
- Record interventions, observations, assessments, and other important data, in the medical record.
- Maintain an organized, current case file system that reflects the needs of the residents and patients and the efforts made to meet those needs.
- Assist patients and/or representatives with Medicaid applications and qualifications. Maintain a working knowledge of Medicare and Medicaid regulations and reimbursement processes.
- Be knowledgeable regarding State and Federal regulations for care management in critical access hospitals.
- Develop at the time of admission and maintain an active discharge plan for each patient at the time of admission, if applicable.
- Participate in multi-disciplinary care conferences and intra-agency meetings to facilitate treatment, needs assessment, and discharge planning.
- Arrange for and coordinate the discharge or transfer of appropriate patients to their homes or other community placements, and appointments to assure continuity of care.

- Meet the psychosocial needs of acute patients by providing short-term individual and/or family counseling, crisis intervention services, referral to outside resources and pertinent information as needed or directed.
- Serve as a liaison between Swing Bed residents and their families/relatives/guardians.
- Network with other facilities and social workers throughout the State of Alaska to facilitate admissions to our Swing Beds. Serve as the primary contact for referrals/admissions to CCMC; build and maintain relationships with other healthcare facilities to help increase referrals.
- Outreach and serves as a liaison between community members and needed services. The focus of this work is to connect community members with resources and services to assist with accessing primary care, behavioral health and core services including food, housing, clothing and other necessities.
- Core task focus will be on improving individual social determinants of health through:
  - Develop plans of care to meet the needs of the client utilizing person-centered, strengths-based methods.
  - Provide information about and linkage with available resources.
  - Assist with Public Assistance, Unemployment, Social Security paperwork, and other application materials.
  - Provide education and relevant printed materials on relevant health topics including Covid-19, vaccinations, preventative care, accessing health care.
  - Work in collaboration with other team members and community providers to remove barriers to services: e.g., acquisition of identification, legal aid, benefits assistance, scheduling appointments, arranging transportation to appointments, enrollment with service providers.
- Actively participate in community meetings and consortiums relative to the provider network, collaborating effectively with coordinating service delivery.
- Is expected to respond to the hospital, if requested, to assist in the event of an emergency or if the hospital activates its emergency management plan.

The above is not intended to be an all-inclusive list of essential functions for the job described, but rather a general description of some of the responsibilities necessary to carry out the duties of this position.

### **QUALIFICATIONS**

**EDUCATION:** Must possess, as a minimum a high school diploma or equivalent, preferred case management and social services support experience.

**EXPERIENCE:** Preferred, as a minimum, one (1) year experience in a medical setting

**REQUIREMENTS:** The responsibilities for this position generally require 20 hour work week. However, additional time may be necessary due to special events, crisis situations and/or unexpected demands of the caseload. Ability to effectively communicate in English, both orally and in writing. Ability to assess psychosocial behavior and medically related patients needs, and develop a meaningful plan of care, appropriate interventions, and effective discharge plans. Ability to effectively communicate with patients, families, other professionals, and the community, in a positive, professional manner. Ability to articulately express in writing, resident assessments, plans of care, and place these in the record in a timely manner as required by facility policy.

**ADDITIONAL REQUIREMENTS**

Upon date of Hire:      Current Negative TB Test  
                                 Ability to Pass a DHSS Criminal History Check and Drug Test  
                                 Must be current in all immunizations

**EQUAL EMPLOYMENT OPPORTUNITY**

CCMC shall seek to insure and provide equal opportunity for all persons seeking employment without regard to race, age, color, religion, gender, marital status, sexual orientation, military status, national origin, disability, or any other characteristic as established by law.

**ACKNOWLEDGEMENT OF RECEIPT OF JOB DESCRIPTION**

**Position: Hospital Case Manager Admission/Discharge Coordinator**

I acknowledge I have received a copy of this job description. I understand the duties, and am fully able to meet the requirements, and perform the essential functions of this position, with or without reasonable accommodations. I further acknowledge, and understand, this job description does not create an employment contract, and nothing contained herein alters my at-will employment status.

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Employee Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Print Name

\_\_\_\_\_  
Manager Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Print Name