



RN Case Manager

Scope
<ul style="list-style-type: none"> • To provide clinical care and case management for the hospice patient and family. • To provide supervision and oversight of the Hospice Aide. • Frequently communicate with the patient's physician, the IDG, and the patient/family regarding the patient plan of care, pain/symptom management, and any concerns or issues as they arise. • To participate in and drive the individualized plan of care, in collaboration with the patient/family and IDG, while supporting and maintaining safety and quality in accordance with current federal, state, and organization regulations and policies.
Knut Nelson Values
<p><u>Christian Heritage</u> We believe that our Christian heritage is an integral part of the care we provide.</p> <p><u>Valuing People</u> We believe that our success depends on an engaged workforce that is able to carry out meaningful work, has a clear organizational direction and the opportunity to learn in order to achieve a high standard of performance.</p> <p><u>Customer-Focused Excellence</u> We will seek to understand our customer's desires, respond to their voice and deliver a valuable experience.</p> <p><u>Community Engagement</u> We believe we are an integral part of the communities we serve and will invest time and resources to benefit the communities, which will benefit those we serve.</p> <p><u>Stewardship</u> We believe we must be good stewards of our financial resources to ensure adequate funds are available to fulfill our mission.</p>
Leadership Competencies
<ul style="list-style-type: none"> • Accountability and Trust - Relentless about accomplishing company priorities. Identifies what needs to be done and proactively takes prompt action to accomplish objectives and achieve goals. Has a strong sense of urgency about solving problems and striving for excellence in performance to company strategies and goals. Instills mutual trust and confidence; creates a culture that fosters high standards of ethics; behaves in a fair and ethical manner toward others and demonstrates a sense of corporate responsibility, confidentiality and commitment of service. • Customer First Attitude - Makes the customer experience a primary focus of one's actions; is accessible and provides prompt service. Develops and sustains mutually beneficial customer relationships. Quickly and effectively solves customer problems. Inspires, motivates, and guides others toward goal accomplishments. Consistently develops and sustains cooperative working relationships. Encourages and facilitates cooperation within the organization and with customer groups; fosters commitment,

team spirit, pride, trust.

- **Interpersonal Communication** - Adopts communication styles appropriate to the listeners and situation. Listens actively, asks questions, clarifies points and rephrases others' statements to check mutual understanding. Modifies communication in response to feedback from listeners.
- **Problem Solving and Managing Conflict** - Identifies and analyzes problems; distinguishes between relevant and irrelevant information to make logical decisions; provides solutions to individual and organizational problems. Works effectively with others to resolve conflicts in a constructive way that builds the relationship and drives results.
- **Managing Performance** - Sets clear goals for the employees and the work unit. Works with employees to set and communicate performance standards that are specific and measurable. Maintains methods to track employees' progress and performance. Provides specific performance feedback as soon as possible after the event or action.
- **Empowering Leadership** - Drives employee motivation and engagement within the organization. Develops a team and creates an environment where people understand and are energized about their goals and responsibilities. Provides rewards and recognition for organization and team contributions. Involves others in planning, problem solving, and accomplishing goals. Consistently develops and sustains cooperative working relationships. Encourages and facilitates cooperation by driving trust, clear expectations, accountability and effective team processes.

Education and Experience Required

- Must complete and pass a state required background study.
- Able to communicate verbally and in writing to the extent required by the position.
- Must have a car with required insurance coverage and a state driver's license to travel to clients' residences.
- Must have adequate computer skills.
- Current Registered Nurse licensure in the state of Minnesota.
- Current BCLS certification.
- Able to physically perform the duties required by the position.
- Required to have the ability to read, write and speak English well enough to communicate with staff, residents and visitors.

Key Responsibilities

- **Provide Case Management for Hospice Patients** - Able to perform all visit types and functions, including but not limited to admissions, routine/PRN visits, re-certifications, discharges and deaths. Performs accurate and comprehensive assessments completed at the time of the visit, with documentation completed in the home. Assist the patient and family in creating an individualized plan of care to best meet their individual goals. Perform all patient care responsibilities considering needs specific to the patient/family's age, and cultural/spiritual practices. Demonstrates knowledge of comfort medications, and hospice standing orders and their administration and indication. Utilize appropriate pain and symptom management techniques. Provide clinical education and ongoing support to the patient and family/caregiver. Supervise the hospice aide at least every 14 days. Actively participates in the bereavement plan for all families. Attends hospice community events as able. The Hospice RN Case Manager is on-call and responsible for providing emergency coverage on weekends, evenings, and holidays.

- **Active Member of the IDG** - Communication and collaborate on a continuous basis with all applicable members of the patients care team and the interdisciplinary team. Refer patients' needs appropriately to ancillary services available. Initiate and participate in care conferences to discuss multidisciplinary team responsibilities, the patient's plan of care, pain management, bereavement counseling, new problems, goals of care, etc. Ensure IDG notes and updates are completed in a timely manner, and meeting updates are concise and include relevant clinical eligibility data.
- **Accountability/Leadership** - Practices accountability to daily work tasks, expectations and team norms. Identifies what needs to be done and proactively takes action to accomplish objectives and achieve company goals and priorities. Creates a positive culture and working environment within the organization. Inspires, motivates, encourages and guides others toward goal accomplishment. Demonstrates and fosters a sense of team spirit, pride, trust, and commitment.
- **Other Duties as Assigned** - The duties and responsibilities listed above are representative of the nature and level of work assigned and are not necessarily all inclusive.

Other Details

Exemption Status: Hourly Non-Exempt
Direct Reports: None
Leadership Received: Director of Hospice
Department: Nursing
Division: Hospice