

CareSouth Carolina

Position Description/Competency Assessment/Performance Evaluation

NAME: _____

Principal Work Location(s):

Job Title: Care Manager- Floating

Exemption Status Non-Exempt

Department: Nursing/Clinical

Location:

Reports to: Site Manager

PURPOSE/USE OF FORM

- Review of Position Description Initial Competency Assessment
 Probationary Evaluation Annual Evaluation Routine Competency Assessment

POSITION SUMMARY

The Care Manager’s primary responsibility is to assist in the overall management of CareSouth Carolina’s high risk patients, particularly those with chronic diseases. They do this through a “population-based” approach (i.e. PECS drill downs) as well as individual interventions such as individual health and behavioral assessments to identify prevention, treatment, or management intervention opportunities.

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POSITION SPECIFIC DUTIES AND RESPONSIBILITIES

***Performance Levels - 1=Minimal/Red 2=Below Average/Yellow 3=Average/Green 4=Above Average/Green 5=Excellent/Gold**

#	Core Process & Related System-wide Measure(s) as applicable	Percent (%) of Time	Essential (Check √ one)	Competent (Check √ one)	Performance Level * (Circle One)
1.	Patient & Employee Relationships: Interact with patients and employees in a respectful manner consistent with the mission and values of CareSouth Carolina. Measure(s): Patient loyalty.		<input type="checkbox"/> YES <input type="checkbox"/> NO	<input type="checkbox"/> YES <input type="checkbox"/> NO	1 2 3 4 5
2.	Evidence-based Chart Review: Reviewing charts of patients scheduled to be seen by a provider by applying CareSouth Carolina’s approved evidence based guidelines and establishing a standardized plan of care. Measure(s): Asthma - Current Severity Assessment, Asthma – Appropriate Therapy, Depression – Current PHQ, Depression Appropriate Therapy, Diabetes – HbA1c, Diabetes – FLP Testing, Cardiovascular – Blood Pressure Checks, Cardiovascular – FLP Testing, Prevention – Colon Cancer Screening, Prevention – Smoking Education, Prevention – Vaccinations, Equity.		<input type="checkbox"/> YES <input type="checkbox"/> NO	<input type="checkbox"/> YES <input type="checkbox"/> NO	1 2 3 4 5

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#	Core Process & Related System-wide Measure(s) as applicable	Percent (%) of Time	Essential (Check √ one)	Competent (Check √ one)	Performance Level * (Circle One)
3.	Patient Calls & Correspondence: Patient calls are returned and patients are contacted to report test results, complete referrals, change medications or care plan as well as to notify patients of their upcoming appointment (pre-visit phone calls), prescriptions called into the pharmacy, and follow up on Self Management Goals in a timely manner. Measure(s): Care Manager Daily Activity Tracking Log, Peer Review.		<input type="checkbox"/> YES <input type="checkbox"/> NO	<input type="checkbox"/> YES <input type="checkbox"/> NO	1 2 3 4 5
4.	Patient Education: Individual or group based education, counseling, or self management goal setting sessions. Measure(s): Self Management Goal Setting, Peer Review.		<input type="checkbox"/> YES <input type="checkbox"/> NO	<input type="checkbox"/> YES <input type="checkbox"/> NO	1 2 3 4 5
5.	Documentation & Reporting: Routine and timely documentation of all core process work activities including, but not limited to, evidence-based chart reviews, patient calls & correspondence, and patient education activities. Measure(s): Care Manager Daily Activity Tracking Log, Peer Review.		<input type="checkbox"/> YES <input type="checkbox"/> NO	<input type="checkbox"/> YES <input type="checkbox"/> NO	1 2 3 4 5
6.	Access & Efficiency: Promotes teamwork within the microsystem to improve patient access and the efficiency of the team and the site as a whole. Measures: Office Visit Cycle Time, Patient Show Rate, Primary Care Provider Continuity, Third Next Available Appointment, Available Supply		<input type="checkbox"/> YES <input type="checkbox"/> NO	<input type="checkbox"/> YES <input type="checkbox"/> NO	1 2 3 4 5
7.	Infection Control: Maintains Universal precautions and follows all applicable CareSouth Carolina procedures regarding infection control and reducing healthcare acquired infections (HAIs). This includes, but is not limited to, good handwashing and gloving practices. Measure(s): Nursing/Clinical Site Checklist.		<input type="checkbox"/> YES <input type="checkbox"/> NO	<input type="checkbox"/> YES <input type="checkbox"/> NO	1 2 3 4 5
8.	Other duties as required.* See also attached Competency Checklist for more specific detail.		<input type="checkbox"/> YES <input type="checkbox"/> NO	<input type="checkbox"/> YES <input type="checkbox"/> NO	1 2 3 4 5
Comments (Required for all scored below three "3")					

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BEHAVIOR & CONDUCT REQUIREMENTS**

Description: To what degree does employee exhibit the following characteristics?	Performance
Mission Focus: Positive attitude and commitment to the basic mission, vision, values and goals, of the agency.	1 2 3 4 5
Patient Focused: Caring attitude for patients consistent with the vision and values of the agency.	1 2 3 4 5
Reliability: Dependable to meet work schedules, complete tasks, and follow up where needed.	1 2 3 4 5
Initiative: Resourceful and utilizes ingenuity to identify opportunities to expand their role in the organization.	1 2 3 4 5
Quality of Work: Thorough and accurate due to a dedication to the task(s) to be performed	1 2 3 4 5
Productivity: Efficient in work practices, the employee completes a sufficient amount of work in a timely manner.	1 2 3 4 5
Judgment: Wise and prudent decision maker, the employee consistently makes sound and proper decisions.	1 2 3 4 5
Communication: Effective at transmitting ideas and concepts to appropriate individuals within and outside the agency.	1 2 3 4 5
Innovation: Inventive, creative, & innovative employee who looks for unique ways to improve overall performance.	1 2 3 4 5
Professional Development: Enthusiastic in maintaining and expanding their knowledge in work related areas.	1 2 3 4 5
Comments (Required for all scores less than three "3")	

AGE-SPECIFIC COMPETENCIES

N=Needs Supervision C=Competent N/A=Not Applicable

Competencies Required	Competency Level (Circle N or C or N/A)				
	Perinatal	Pediatric	Adolescent	Adult	Geriatric
Knowledge of Growth & Development	N C N/A	N C N/A	N C N/A	N C N/A	N C N/A
Ability to assess, provide & interpret age specific data	N C N/A	N C N/A	N C N/A	N C N/A	N C N/A
Possesses knowledge & ability to perform treatment	N C N/A	N C N/A	N C N/A	N C N/A	N C N/A
Exhibits age appropriate communication skills	N C N/A	N C N/A	N C N/A	N C N/A	N C N/A
Ability to involve family or significant other in decision making related to plan of care.	N C N/A	N C N/A	N C N/A	N C N/A	N C N/A

CULTURAL COMPETENCY

Is the employee a member of a microsystem? Yes No

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If yes, are Equity scores within organizational norms? Yes No

TALENTS

Striving: Competence, Mission, Service, Ethics: Thinking; Focus, Discipline, Gestalt, Responsibility, Arranger, Performance Orientation, Problem Solving, Creativity: Relating; Empathy, Individualized Perception, Team, Positivity.

REQUIRED TRAINING

Annual OSHA training with emphasis on Blood borne pathogens, CPR, Problem solving techniques is required.
Communication skills

SPECIFICATIONS

KNOWLEDGE AND SKILLS REQUIRED

1. High school graduation and completion of a formal program that results in the designation of Licensed Practical Nurse. Current CPR certification required. Competent computer skills required. One year of experience preferred.
2. Work requires the ability to write, read and understand instructions, add, subtract, multiply and divide numbers using whole numbers, common fractions and decimals. Requires the ability to compute rate, ratio and percent and to draw and interpret bar graphs.
3. Work requires the ability to exchange information on factual matters, schedule appointments, greet patients, explain policies of the facility, and/or relay patient's needs to appropriate personnel.
4. Job requires providing direct patient care to patients of all ages.

PHYSICAL, MENTAL AND VISUAL ABILITIES REQUIRED

This position requires:

- lifting and/or carrying objects weighing up to 10 pounds and occasionally lifting and/or moving more than 100 pounds.
- standing up to three or more hours at a time on a daily basis.
- stooping and bending on an hourly basis.
- reaching and grasping objects and materials.
- pushing and pulling.
- manual dexterity.
- color vision, the ability to identify and distinguish colors.
- ability to hear.

WORKING CONDITIONS

1. Work is generally performed in a clinical setting, and requires hands-on patient care.
2. OSHA Category: High risk. Job requires performance of tasks that involve exposure to blood, body fluids or tissue.

SIGNATURES

Department Director (as appropriate) _____ Date _____

Site Manager/Supervisor (as appropriate) _____ Date _____

Human Resources Director _____ Date _____

Last Revised: May 20, 2013 at 12:03 PM

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The above description includes the essential functions and duties which are considered material to the proper identification of this position and is not a limitation of or restriction on work requirements that may be inherent in this job. The information listed is not to be interpreted to include all the details required in performance of the job but is used as the basis for performance appraisal.

EMPLOYEE'S STATEMENT

I have read and understand the above information and acknowledge that it has been reviewed with me.

Employee _____ Date _____