POSITION	RN / Case Manager(s) x2
SALARY	16
DIVISION	**Medical Services / OB/GYN & Outpatient Pediatrics**
CLOSE DATE	Open Until Filled

NATURE OF WORK:

Responsible for the delivery of appropriate, timely and beneficial care for customer-owners which promotes quality and cost-effective health care outcomes working within established standards for case management practice, and Advance Access principles. This is a job progression, two levels, designed to provide progressively more responsible and independent work experiences to participants as part of the overall assessment of their ability and capability. Promotion between job levels is based on performance of prior assignments and the demonstrated ability to successfully handle more progressively responsible assignments.

KNOWLEDGE, SKILLS, AND ABILITIES:

Customer Care & Relationships: Creates, develops, and nurtures culturally appropriate interactions and connections with each other, customer-owners, and the community. Responsible for active management of customer-owners. Collaborates proactively with all interdisciplinary team members and with a customer-owner-focus to facilitate and maximize client healthcare outcomes. Coordinates multi-disciplinary customer-owner care conferences for high risk or complex customer-owners as needed. Maintains compliance with applicable laws such as client confidentiality, Americans with Disabilities Act, Workers' Compensation, abuse reporting, principles of consent, and advanced medical directives. Advocates for the client/family at the service-delivery level and at the policy-making level fostering the client/family's decision-making, independence, and growth and development. Utilizes best practice model to identify, incorporate or develop best practices for panel management. Collaborates with other teams to share and establish best practice for clinic and division. Manages panel acute care and chronic care needs as well as health maintenance., meeting or exceeding clinic expectations for health maintenance standards. Integrates factors related to quality, safety, efficiency, and cost effectiveness in planning, delivering, monitoring and evaluating client care promoting the most effective and efficient use of human and financial resources. Utilizes client based tracking system or clinical databases to track, monitor and assure the appropriate follow-up of clients. Utilizes other campus software packages and applications for ordering, scheduling and tracking customer-owner care. Communications & Teamwork: Shares and receives information, opinions,

concerns, and feedback in a supportive manner. Works collaboratively by building bridges, and creating rapport with team members within departments and across the organization. Functions as the liaison between referral providers and SCF providers. Provides support for field health providers by facilitating requests for assistance. Handles referrals in conjunction with SCF providers; schedules diagnostic studies; clinic appointments, procedures; ensures travel/quarters are arranged. Coordinates with other service lines as needed. Acts as the resource nurse in the clinic. Initiates needed therapeutic measures and other general nursing care. Assists the providers as needed. Participates in department, ANMC campus, or SCF corp. teams and committees. Active member of clinical team, contributing to overall team function, team building and enhancement. Participates in the continued development of the role of case management in the Primary Care-Advance Access model. Coaches and mentors all clinical team members to build or enhance capability and competency. Assist in the implementation of nursing system that supports the mission of the American Academy of Ambulatory Care Nursing. (AAACN). Responds to emergency situations. Ability to participate in a multidisciplinary clinical team. Improvement & Innovation: Makes meaningful improvement to services, program, and processes and/or organizational effectiveness that creates new value for customer-owners and employees. Knowledge of clinical quality improvement models and process. Workforce Development, Skills, and Abilities: Seeks out additional learning opportunities to continue to develop the technical and professional skills needed now and in the future. Takes responsibility for all work activities and personal actions by following through on commitments. Provides standard nursing care for customer-owners throughout the age continuum. Develops, implements and evaluates care plans. Promotes health care outcomes with currently accepted clinical practice guidelines. Provides customer-owner education, advice and information on health assessment, disease processes, medications and treatment plans. Assesses customer-owner needs using established clinical guidelines, protocols, and pathways. Provides appropriate follow-up as directed or per established guidelines. Ability to perform job using theory-based nursing practice model, evidenced based practices, and shared governance in a multidisciplinary team model. Knowledge of scope of customer-owner care services provided by other clinical service lines and the referral process. Knowledge of effective teaching processes and principles in planning, providing and evaluating optimum health care. Knowledge of quality management and improvement processes to comply with internal and external standards, i.e., JCAHO. Knowledge of general medical procedures and the ability to anticipate complications and the indicated therapeutic interventions. Knowledge of clinic practices and ability to act as a resource for clinic personnel and assist the providers as necessary. Proficiency in the use of appropriate computer based software and office equipment. Knowledge of 1974 Privacy Act is required as use of customer-owner record is an integral part of the position and privacy of individuals must be protected to the fullest. Ability to maintain quality safety and infection

control standards. ADDITIONAL RESPONSIBILITIES FOR RN CASE MANAGER II: Meets all requirements of RN Case Manager I in addition to the following: Customer Care & Relationships: Knowledge and ability to apply the operational principles and the primary care model. Knowledge and ability to apply primary care best practices. Communications & Teamwork: Ability to mentor and orient new staff members.

QUALIFICATIONS:

SCF programs are established for the purpose of serving a primary population comprised of Alaska Natives who are affiliated with the Cook Inlet Region Inc. (CIRI), and Alaska Natives and American Indians within SCF's geographical service area. Employees should have a thorough understanding of the cultures and the needs of the CIRI members, and of the general culture and needs of Alaska Natives and American Indians. Such knowledge is critical in order to ensure the achievement of the mission and vision of SCF: working together with the Native community to provide the best services with Native staff who value the family and family wellness as the heart of the Native community. Graduate of an accredited school of nursing. Bachelor's degree or higher level educational program in health and human services is preferred. Current registered nurse license in the State of Alaska. Two (2) years nursing experience or successful completion of the RN Case Manager Training Program. Basic Life Support (BLS) certification is required. ACLS, NRP, ATLS, ALSO and PALS as required for specialty. Certification in lactation teaching required for home based programs for families with newborns. ADDITIONAL QUALIFICATIONS FOR RN CASE MANAGER II : Meets all requirements of RN Case Manager I in addition to the following: Successful completion of the job progression checklist with the expectation that growth and progression will occur within the first 18 months of practice.

INTERESTED APPLICATIONS:

Please complete an online application by clicking the 'Apply' button at the top/bottom of this page. For more information contact Human Resources via the SCF Contact page or (907) 729-4977 or Toll free at 1-800-478-3343

NATIVE PREFERENCE UNDER P.L. 93-638.

Preference will not be given unless certification is submitted to Human Resources (a copy is acceptable).