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Providence, RI 02907
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www.rifreeclinic.org

POSITION DESCRIPTION

TITLE: Nurse Care Manager
REPORTS TO: Practice Manager
SALARY: Competitive Salary & Benefits including health, dental, 403(b)
Part-Time and/or Full-Time
DATE: January 2023

POSITION SUMMARY

Join our mission-driven team and be part of an exceptional group of staff and volunteers improving the health and vitality of individuals and our state.

Nurse Care Manager: Reporting to the Practice Manager and working closely with the Volunteer Medical & Associate Medical Directors, the NCM is a strategic partner to further our model of high-quality, community-based healthcare services for uninsured, low-income adults whom we serve. The primary role of the nurse care manager is to provide services to high-risk patients to improve/stabilize health and functional status and to reduce unnecessary resource utilization. In conjunction with the providers in the practice, assesses patients' risk status, determines the need and likely benefit of NCM services, assesses the patient and creates care plans as appropriate. The NCM is a key member of The Rhode Island Free Clinic care team and plays a significant role in quality improvement as relates to their key responsibility.

RESPONSIBILITIES

Uses data, reports and clinical information to identify potential high-risk patients that are likely to benefit from care management. Knowledge of individual patients and agreed upon algorithms are used.

Based upon initial determination of benefit, completes a more detailed assessment and for those needing high risk care management completes a comprehensive assessment of physical, cognitive/psychological/behavioral, functional, social support/economic and environmental strengths and weaknesses.

Based upon the assessment, for those needing care management, creates and implements a comprehensive care plan with goals, prognosis, timelines, responsibilities and resources and shares the plan with the patient and/or caregiver. The care plan is also shared with other care providers to coordinate care. The care plan is modified and kept updated as conditions change.

Maintains regular contact (face to face and/or non-face to face) with the patients and/or caregiver to educate, re-assess and support in a manner to foster patient/caregiver confidence, interest, participation and success.

Documents care and decisions in a manner consistent with program standards.

Educates the team on care management and effective use of NCM services and competencies. Supports the overall quality programs and all staff operating at the highest level for their licensure or scope of duties.

On a limited basis, the NCM applies their skills for short -term intervention on patients who are not established as high risk, nor need a comprehensive care plan.

Other responsibilities:

- Ensure patients receive appropriate level of service that is coordinated and culturally appropriate.
- Perform on-site nursing visits including for blood pressure checks, dressing changes, injection procedures, and as requested by volunteer providers; and health education including preventative education on exercise, nutrition, weight loss, health literacy and other prevention areas to improve patient outcomes.
- Perform daily preview of records to prepare for upcoming visits.
- Pre-planning for all scheduled visits.
- Provide clinical supervision to medical assistants.
- Responsible for completing monthly clinical walkthroughs.
- Coordinate 911 calls from the Clinic and related emergency procedures.
- Retrieve lab results and provide appropriate follow-up.
- Consult with Volunteer Medical Director and Clinic providers as needed.
- Follow through on provider orders and work with staff/volunteers to resolve patient issues.
- Respond to patient phone calls and pharmacy refill requests,
- Refer and coordinate patient appointments with health partners and volunteers as appropriate.
- Comply with clinical quality checks and policies.
- Work with Practice Manager to follow through on AmeriCorps VISTA activities
- Work with volunteers & AmeriCorps VISTAs to support the Patient Assistance Program for medications.
- Contribute to ongoing performance improvement and participate in Medical Advisory Committee
- Work closely with Practice Manager on all clinical and operational issues
- Support all volunteers and promote effective day to day communications to ensure a smooth operating clinic
- Comply with state and federal regulations regarding patient care, volunteers and physical plant.
- Open/close Clinic as needed.
- Other duties as assigned.

EDUCATION AND EXPERIENCE:

Degree in Nursing from an accredited school. Unrestricted RN license to practice in RI.

Three (3) to five (5) years of experience in community health setting, public health, chronic disease management, community nursing, case management preferred.

Experience working with primary care providers to coordinate care and disease management.

Experience working with patients regarding their care coordination and condition(s) is preferred.

- Bilingual in Spanish/English preferred.
- Demonstrated attention to detail, and confidentiality, discretion and respect at all levels.
- Experience with electronic medical record systems a plus; computer literate.
- Commitment to Clinic's mission to work with volunteers and medically underserved adults.
- Basic Life Support (CPR) certified.

BENEFITS

- Weekday hours
- Working with an exceptional Team of staff and volunteers who put patients first
- Competitive hourly rate
- Health & Dental insurance
- Generous paid time off including vacation, sick, personal, and 10 paid holidays
- 403 (b) retirement plan, and Board-approved % match
- Flexible Spending Account

ORGANIZATION DESCRIPTION

Rhode Island Free Clinic (www.riFreeClinic.org) is a nationally recognized, award-winning free clinic in Providence that provides free comprehensive primary health care to uninsured, working poor, and low-income Rhode Island adults. It also serves as an educational site for trainees in health care fields.

Care is provided through a dynamic statewide network of volunteer medical professionals working with academic, medical, and community partners, leveraging robust health care resources with a vitality that is unmatched in Rhode Island and remarkable in the nation. In 2021, the Clinic mobilized over 500 volunteers and community partners to provide over 14,000 patient visits to vulnerable adults, and over 5,000 hours of training for students in health care fields.

TO APPLY:

Please email RESUME and COVER LETTER to: info@riFreeClinic.org