



RN Community Health Care Manager

In collaboration with the NCHA Care Management Team, the RN Community Health Care Manager is responsible for working directly with patients, families, local providers, and community agencies to provide ongoing support, elimination of fragmentation, duplication, and gaps in care and treatment. The overall goal of the position is to improve patient outcomes and reduce costs by providing top-notch patient care coordination, promoting continuity of care, and cultivating patient well-being and compliance. Key performance indicators include reduction of preventable hospital admissions, reduction of preventable emergency room visits, an increase in well-child preventative care, data collection, and breadth of population engagement.

Knowledge / Skills / Abilities

- Multi-tasking, prioritizing, able to handle multiple priorities
- Strong clinical skills
- Bilingual English/Spanish preferred
- Culturally competent
- Computer skills
- Knowledge of case management preferred
- Knowledge of community resources
- Good written and verbal skills in English/Spanish
- Strong organizational (time management) skills
- Flexible in ability to work with other team members of different skills and educational backgrounds.
- Strong customer service skills
- Ability to work independently and comfort in completing home visits
- Experience Working with Medicaid and Medicare preferred

Education and Formal Training

- Graduate of a Nursing Program
- Duly certified and licensed as a Registered Nurse to practice Medicine in the State of Colorado
- Current CPR Certification

Job Duties:

- Assists, with input from Director of Care Coordination, NCHA Supervisors and NCHA CHCM's in the identification of members needing care coordination.
- Identifies risk factors leading to increased utilization and works toward reduction of preventable emergency room visits, hospital admissions, re-admissions, excessive therapies, DME, etc.
- Works to develop identified individualized interventions for members in care management.
- Assures appropriate and complete data entry of all requests per guidelines.
- Participates in Health Promotion activities for members' population.
- Performs individual health risk questionnaires, assists with individualized care plan design, documentation and implementation of care plan activity, transitions of care coordination, and evaluation of outcomes.
- Completes nursing consults including assessments, member screenings, medication reconciliation, care plan reviews, CHCM and member education.

- Provides clinical oversight of NHCA care coordination team as indicated.
- Participates in home visits, telephone contacts, hospital visits and other means of connecting with members to reach identified goals.
- Establishes effective collaboration, communication and coordination among all responsible parties of an individual patient's multidisciplinary health care team.
- Optimizes member and family independence through education, community resources and support.
- Provides basic nursing services per plan of care; including assessment of vital signs, medication monitoring, basic wound care and other duties as assigned and discussed with Director of Care Coordination. May delegate to others per nursing practice act. To obtain physician orders per nursing practice act.
- Responsible for developing and maintaining positive working relationships and communications internally and with external partners including Health Care Providers, hospitals and clinics.

The above job definition information has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications required of employees assigned to this job. Job duties and responsibilities are subject to change based on changing business needs and conditions.

The North Colorado Health Alliance was incorporated as a 501(c)(3) non-profit organization in 2002. The Alliance, based in the town of Evans in Colorado's Weld County, is a creative and strategic collaboration of partner organizations that are dedicated to cultivating the health of the communities they serve.

At the Alliance, we recognize that health does not begin or end with medical, dental, and behavioral health services. Health also depends on features of the built environment and on a variety of social determinants that make it harder for many to resist the chronic illnesses of our times. Thinking globally, the Alliance acts locally and creatively to convene, integrate, and support community partners in our common effort to make northeastern Colorado the healthiest region in the healthiest state.