

## EL DORADO COUNTY COMMUNITY HEALTH CENTER

### JOB DESCRIPTION

**JOB TITLE:** Registered Nurse (RN) Case Manager - Behavioral Healthcare

**REPORTS TO:** STEPS Clinical Support Staff Supervisor

**DIRECT REPORTS:** None

**JOB SUMMARY:** Under general supervision of the STEPS Clinical Manager, and in collaboration with the Psychiatry and STEPS team, provide psychiatric and addiction medicine focused case management in a community health center environment. Collaborate with members of the psychiatry and STEPS teams, providing Medically Assisted Treatment (MAT) services to high risk/ vulnerable patient populations. The RN, Psychiatry and Addiction Medicine provides lead case management to patients in the Psychiatric and MAT programs, track and monitor aspects of patient care and support quality assessment activities. This position is responsible for working with various team members and Center departments to ensure that the patient experience is delivered in a timely, dignified, and caring manner.

### JOB DUTIES AND RESPONSIBILITIES

Defined duties and responsibilities are within the scope of practice and responsibilities for a Registered Nurse as set out in the Nursing Practice Act. The Practice Act is located in the California Business and Professions Code starting with Section 2700. Regulations which specify the implementation of the law appear in the California Code of Regulations. Board of Registered Nursing, [www.rn.ca.gov](http://www.rn.ca.gov).

#### Clinical

1. Performs psychiatric and suicide risk assessments.
2. Applies appropriate interventional techniques, including but not limited to, safety of the suicidal patient, safety monitoring, and seclusion.
3. Administers long acting injectables as prescribed.
4. Effectively coordinates with higher levels of care and providers.
5. Function under standardized procedures or patient care protocols to provide independent care specifically to patients with opioid dependence who have been admitted to the STEPS Medication Assisted Treatment (MAT) with buprenorphine program.
  - a. Manage screening and intake assessments for patients admitting to MAT buprenorphine program.
  - b. Manage the induction phase with assigned provider, as patients stop their opioids and begin buprenorphine. The induction to buprenorphine requires careful assessment of patient's readiness to begin buprenorphine and the ongoing monitoring of the patient once on buprenorphine until stable.
  - c. Initiate medication prescription refills for assigned provider(s).
  - d. Nurse case manage all MAT buprenorphine refill groups with prescribing MD, Medical Assistant, and when appropriate with the LCSW assigned to STEPS MAT team.

- e. Work closely with STEPS MAT team to ensure that all treatment planning goals and objectives are met for the patients enrolled in the program. This includes working with community providers of alcohol and drug treatment programs.
  - f. Provide education to patients and staff regarding buprenorphine treatment. This will include one-to-one patient education along with educational groups.
  - g. Admit patients with chronic pain and co-occurring opioid dependence into patient specific pathways of care, including STEPS MAT buprenorphine program, referral to Chronic Pain Management groups; and, when indicated, referrals for alternative therapies for pain management.
  - h. Participate in ongoing development for best practices for STEPS MAT buprenorphine program.
6. Monitor assigned provider(s) in-basket work and address issues appropriately.
    - a. Assist the MA in reviewing documents and updating the patient's history and diagnoses.
    - b. Respond to telephone encounters in coordination with the MA.
    - c. Review, triage, and notify patients of abnormal laboratory and diagnostic test results in collaboration with the assigned provider(s) and MA.
  7. Support the MA in resolving patient issues/complaints.
  8. Provide nurse advice via telephone or face-to-face as appropriate.
  9. Collaborate with assigned provider(s) to identify gaps in care and contact patients as necessary to schedule required care and follow-up appointments. Required care may include healthcare maintenance screening tests/exams, and routine laboratory tests.
  10. Perform chart reviews for assigned provider(s) prior to scheduled appointments to organize pertinent information for the encounter, follow up on referrals, and contact patients as required for ordered laboratory/diagnostics tests reminders.
  11. Perform chart extractions as requested by the assigned provider(s).

### **Community Contribution/Customer Satisfaction**

1. Supports and contributes to efforts to maintain and improve patient satisfaction in all aspects of health care delivery.
2. Participates in outreach activities, such as health topic speaking engagements, agency-sponsored health fairs, newspaper articles and so forth.
3. Develops and participates in health education activities/classes for Center clients and their families.

### **Safety**

1. Maintain current knowledge of policies and procedures as they relate to safe work practices.
2. Follow all safety procedures and report or resolve unsafe conditions to ensure an injury-free work environment.
3. Use appropriate ergonomic measures to reduce risk of work-related injuries.
4. Adhere to infection control procedures in the clinic, including blood borne pathogen protocols.

## **KNOWLEDGE, SKILLS AND ABILITIES**

- Knowledge of:
  - Current, standard primary health care practices, treatments, tests, and therapies performed in a community clinic
  - Community resources related to specialty care and other health-related services.
  - Principles of care management
  - Principles of adult learning, development of health education programs
- Skills in:
  - Using a computer for word processing, data entry and e-mail, and data reporting
  - Speaking and understanding Spanish highly desirable
- Ability to:
  - Organize and prioritize multiple tasks
  - Collect data, keep accurate records, and prepare simple reports
  - Understand client needs and focus service and client teaching around those needs
  - Develop rapport and work with people of all ages, cultural, religious, social and ethnic backgrounds, including acknowledging and honoring psychosocial, spiritual and cultural beliefs
  - Maintain professional behavior with all levels of colleagues, staff, clients and the public, including refraining from negative comments about peers in public and in the medical record, resolving conflict with peers and staff in a private setting, and demonstrate courtesy and respect to all staff
  - Share the EDCCHC mission and team orientation approach and cooperate in accomplishing common goals and objectives
  - Inspire confidence and trust in clients and staff
  - Maintain a high level of confidentiality
  - Meet work deadlines
  - Act as a resource for clinical staff and Medical Assistant(s) MA

## **QUALIFICATIONS**

To qualify for this position, an individual must possess any combination equivalent to sufficient experience and/or education that would likely produce the required knowledge, skill, and ability requirements listed above. A typical way to acquire the required qualifications would be:

### **Experience:**

- Experience in case management, psychiatric nursing, addiction medicine, substance abuse treatment, and/or working with at-risk populations preferred
- Experience in a community clinic setting is strongly preferred
- Speaking and understanding Spanish is desired
- Certification in Psychiatric Mental Health is preferred

**Education and Licensing Requirements:**

- Current, valid, unsuspended State of California license as a registered nurse
- Current, valid, unsuspended State of California Driver's License
- Current CPR certification
- Ability to obtain PMH-BC certification required

**OTHER**

- **Certified Addictions Nurse:** Preferred
- **Certification as a Case Manager:** Encouraged yet not required

**Physical Requirements:** Normal health center/interior office environment. See, hear, talk, walk or move about, sit and/or stand for long periods of time, reach, stoop, bend, lift up to 25 lb.; transfer clients of any weight; repetitive hand movement; use and view a computer; use a calculator, operate fax, copier, telephone and car; read and write English.

**FLSA Status:** Non-exempt

**Note:** The above statements are intended to describe the general nature and level of work being performed by persons assigned to this job. They are not intended to be an inclusive list of all duties, responsibilities and skills required of incumbents. In accordance with the Americans with Disability Act, reasonable accommodation may be made to enable qualified individuals with disabilities to perform the essential job functions.

**Salary Range:** \$44.50 - \$54.77