



## Western Washington Medical Group

### RN Care Manager

**Location:** Everett, WA

**Hours of work:** Weekdays

**Responsible to:** Quality Programs Manager

#### **About Western Washington Medical Group:**

Western Washington Medical Group is a collection of primary care and specialty practices with more than 100 providers.

The doctors who founded Western Washington Medical Group in Everett in the early 1990s had a shared mission: independent providers delivering the best possible care to their communities.

We have grown to more than 20 locations in Snohomish, Skagit and Island counties, with more than 20 specialties. Through three decades of serving the North Puget Sound region, we have remained proudly provider-owned and provider-run. Our founding mission is even more relevant today. What does that mean?

- First: All decisions are made in coordination between our providers and their patients. We offer, without limitation, the best options for our patients.
- Second: All business decisions are made by our providers.

Because we are independent, decisions are not made by corporate managers or distant corporate systems. And that means that our providers and our patients are free to make the best informed choices together. The result is personalized, state-of-the-art care.

Learn more at <http://www.wwmedgroup.com/>

#### **Job Summary:**

The RN Case Manager serves our patients by working with the Primary Care Physicians, Specialists, patients and caregivers to develop a comprehensive care plan through the process of care coordination and evaluation with WWMG's providers and staff. This position will support our Health Management, Disease Management, and Utilization Management programs. This position will interact with patients over the phone to provide patient education, follow up on recent emergency room visits, and triage patients' medical concerns. This position may also have some contact with patients in our clinics.

#### **General Qualifications:**

- Ability to communicate effectively, in oral and written form, in the English language. Demonstrates good communication skills with a diverse population.
- Ability to work in an EMR system and a care management system to assess, plan, implement and evaluate the needs of the patient.
- Understands the importance of adhering to clinical practice guidelines as they relate to disease and population management.
- Understands and has the ability to apply principles of population management, disease management and utilization management to the care delivery process.
- Can work independently and collaboratively.
- Demonstrates leadership ability and has the willingness to lead change.
- Demonstrates critical thinking skills, ability to assess, problem solve, and effectively make decisions.
- Demonstrates flexibility and can manage multiple demands.
- Ability to maintain professional working relationships with our providers.
- Demonstrates organizational skills that enhance staff efficiency.

## **Responsibilities:**

- Develop, monitor, and maintain Care Management activities in order to meet the organizational goals.
- Work as an interdisciplinary team member with patients, physicians, administration, staff and other managers.
- Use reports to identify high-risk patients and high-volume/ cost services; track and improve utilization over time.
- Develop a comprehensive care management plan that will address patient's individual needs which includes specific objectives, goals and actions.
- Organize, integrate and modify the resources necessary to accomplish the goals of the care management plan.
- Research, develop, and maintain appropriate treatment guidelines and care pathways. Educate patients, physicians and staff regarding quality and cost effectiveness of the guidelines.
- Educate patients, track compliance with medical treatment, and provide ongoing assessment and intervention.
- Execute cost containment strategies around medication reconciliation, discharge follow-up phone calls and pre and post-visit care coordination.
- Other duties as assigned.

## **Population Management Responsibilities:**

- Assess patient populations to identify those resources or other factors needed to achieve the desired outcome for health maintenance or health improvement.
- Coordinate interventions for populations with health conditions in which self-management efforts are critical.
- Maintains appropriate patient educational materials for populations of patients in order to assist them, their families, and care providers to understand and implement care plan.

## **Disease Management Responsibilities:**

- Assists in the management of patients with chronic diseases following established protocols and systems for disease management in collaboration with providers.
- Assesses patient learning needs and has the ability to develop and implement individualized education or care plans. Reviews, evaluates and revises the plan on an ongoing basis.
- Assists with referral navigation.
- Initiates disease-specific care conferencing as needed.
- Utilizes patient communication strategies, e.g. motivational interviewing, to involve the patient in developing a plan of care, goals or other specific measures pertinent to their health condition.
- Assesses patient activation and readiness for change, and helps develop self-management goals.
- Participates in confidence level assessments of patient cohorts to improve disease management processes.
- Documents all disease management encounters using standardized processes.

## **Utilization Management Responsibilities:**

- Track and assess patient utilization metrics, such as ED, Urgent Care and Hospital Visits.
- Oversees ED, Urgent Care and Hospital admission utilization rates.
- Collaborates with the Leadership team to develop protocols to maintain optimal utilization rates.

## **ADDITIONAL QUALIFICATIONS:**

**Education:** Graduate from an Accredited School of Nursing. Bachelor's degree in Nursing preferred.

**Certification/Licensure:** Current Washington State RN nursing license to practice without restriction.

### **Experience:**

1. Ambulatory Care: 2 years (Required)
2. Case management experience preferred
3. Certified Case Manager (CCM) preferred

## **PHYSICAL REQUIREMENTS:**

Performing the duties of this job requires the ability to: stand; walk; sit; climb stairs; use hand to finger coordination, handle or feel objects, tools or controls; reach with hands and arms; balance, stoop, kneel, crouch; talk and hear. The employee must occasionally lift and/or move up to 30 pounds. Specific vision abilities include: close vision, peripheral vision, depth perception and the ability to adjust and focus. WWMG is a drug-free, equal opportunity employer.

**If you are interested in this position please send your resume to [jsmecker@wwmedgroup.com](mailto:jsmecker@wwmedgroup.com).**