

**Children's Health System
JOB DESCRIPTION**

Job Title: Pediatric Nurse Case Manager
Department: Special Needs Program
Immediate Supervisor: Manager, Care Coordination Services
Division: Patient Care Support Services

GENERAL SUMMARY:

Utilizing the case management process, this position is responsible for providing care coordination services to a group of complex, special needs pediatric patients and their families across the continuum of care. The case manager assesses, plans, implements, coordinates and evaluates the plan of care in partnership with the family and other members of the health care team.

ESSENTIAL FUNCTIONS:

- Demonstrates effective behaviors as outlined in the organization-wide core competencies.
- Participates in the Special Needs Program referral process by: assessing patient/family needs, communicating needs to multidisciplinary team, and reporting recommendations back to referral source.
- Utilizes case management process by:
 - assessing patient/family needs in hospital, home, or other community location
 - establishing and implementing a plan to proactively facilitate achievement of outcomes through communication with patient/family and health care team to coordinate care
 - ongoing planning to achieve individualized patient/family outcomes
 - evaluating patient/family outcomes to continuously update the plan
 - documenting plan and interventions
- Advocates for patient/family within the health care system and community.
- Supports the family to become active participants in their child's health care program with the goal of the patient/family providing their own care coordination whenever possible.
- Provides ongoing support to patient/family as needed.
- Follows necessary documentation for billing public and private funding sources.
- In collaboration with an Inpatient Case Manager, communicates with family and health care team to assist in the provision of coordinated, cost effective care during a child's inpatient stay.
- Assesses a child for the need for medical care coordination – consulting physician care coordinator as necessary.
- Utilizes the special needs database for assessment, case planning, and evaluation (when available).

ESSENTIAL FUNCTIONS (Continued):

- Focuses coordination of care on maximizing a patient/family's available resources (both financial and social/emotional).
- Strives for care to be provided in a quality, cost-effective context.
- Participates in Special Needs Program development.
- Collaborates with any other case managers working with a patient/family from payer, community agencies, schools, etc. to insure continuity of care and to avoid duplication of services.
- Applies current case management literature and research findings to enhance practice.

MINIMUM KNOWLEDGE, SKILLS AND ABILITIES REQUIRED:

- BSN desired.
- Knowledge of complex, chronic pediatric patients that is generally acquired through 2 – 3 years of pediatric experience.
- A current license to practice professional nursing in the state of Wisconsin.
- Valid State of Wisconsin Driver's License.
- Certification as a Case Manager and experience in case management strongly desired.
- Requires a working knowledge of families within community systems and application to pediatric case management practice.
- Requires a high level of analytical ability to work with complex patients/families medical and social problems across the continuum.
- Communication and interpersonal skills which demonstrate effective collaboration with patient, family and health care team members across the continuum.
- Computer skills desired include: Microsoft Word, Outlook, Excel.
- A current license to practice professional nursing in the state of Wisconsin.
- Valid State of Wisconsin Driver's License.
- Certification as a Case Manager and experience in case management strongly desired.

WORKING CONDITIONS:

- Normal office environment
- Some patient contact on hospital units and in ambulatory settings.
- Traveling by personal vehicle to patient/family homes, schools, clinics, or community agencies.

In accordance with the Americans With Disabilities Act, the above is intended to summarize the essential functions of and requirements for the performance of this job. It is not meant to be an exhaustive list of miscellaneous duties and responsibilities that may be requested in the performance of this job.