

**Position Title:** Nurse Case Manager  
**Department:** Caldwell Physician Network  
**Pay Rate:** Depends on experience

**Job Summary:**

The CPN Case Manager is an RN with a demonstrated broad base of knowledge for clinical assessment and collaboration of multidisciplinary team efforts to provide patient-focused care, communication and negotiation. The CPN Case Manager will make efforts towards strengthening the organization by utilizing onsite case management via predictive modeling, health promotion, primary prevention, disease management, pharmaceutical management, remote monitoring, decreasing resource consumption, decreasing length of stay (LOS) and readmissions, increasing patient/family satisfaction, and implementation of appropriate utilization review practices.

**Essential Job Functions:**

The following is a summary of the essential functions of this job. Develop a relationship with the practice and the patient; be viewed as part of the practice team; serve entire practice panel including high-risk, moderate-risk, and low-risk patients; and provide training focused on motivational interviewing for the patient. Must possess strong resource development skills. The incumbent may perform other duties, both major and minor, that are not mentioned below; and specific functions may change from time to time. Demonstrates the ability to utilize knowledge based clinical skills for targeted populations. Demonstrates the ability to implement clinical management skills by facilitating movement of the patient through the healthcare system. Demonstrates the ability to implement clinical management skills by facilitating inpatient and outpatient care of the practice's patients. Demonstrates the ability to maximize reimbursement potential. Demonstrates the ability to be an effective team leader and member. Demonstrates the desire to maintain educational and professional accomplishments. Demonstrates the ability to provide excellence in customer service.

**Education and formal training:**

Must have:

- A current, non-restricted license as a registered nurse in North Carolina and issued by the North Carolina Board of Nursing
- A current BCLS certification
- A BSN or other bachelor's degree in a similar field
- Or be working towards a Master's Degree in Nursing, preferably in an area of clinical specialty and/or certification in Case Management (CCM) within one year of appointment

**Work Experience:**

A minimum of five (5) years clinical experience in nursing, with appropriate certifications optional.

**Knowledge, skills, and abilities required:**

Must:

- Possess ability to function independently with minimal supervision
- Have advanced clinical nursing knowledge
- Demonstrate effective interpersonal, time management, and communication skills
- Demonstrate the ability to teach others and to provide appropriate resources.

**Physical Requirements:**

Must:

- Meet employee health requirements of Caldwell Memorial Hospital and Registered Nurse health requirements for North Carolina Board of Nursing
- Be able to stand, walk and sit for various periods of time
- Have visual acuity to assess patients, transcribe physician orders, and read medical records, forms, and other necessary materials
- Have adequate hearing to communicate effectively with patients, staff, physicians and other healthcare personnel both in person and by telephone (hearing impaired phone may be used)
- Have emotional stability to adequately establish therapeutic, professional relationships with patients/families, physicians, community resources and coworkers.