Job Description

TITLE: ACO Clinical Nurse Liaison / Transition of Care Manager

RESPONSIBLE TO: Administrator

DEFINITION:

The ACO (Accountable Care Organization) Clinical Nurse Liaison / Transition of Care Manager will strategically manage services for ACO beneficiaries. The CNL/TCM will be responsible in assisting residents and practitioners to navigate the health care system and support care management activities. The CNL/TCM will facilitate information exchange as residents’ transition between levels of care; implement management strategies to address possible gaps in care. The education of the resident and his/her family/responsible party will be incorporated into the care plan after careful assessment of the residents knowledge base, home life, and available resources. The CNL/TCM will help ensure the resident receives the right services at the right level of care and will assist the resident and their physician in navigating care at an optimum level.

ACCOUNTABILITIES:

As a team member the CNL/TCM must possess excellent communication skills, both written and verbal, and an ability to listen and be assertive, as required.

Excellent interpersonal skills, with flexible and creative approach to problem solving are also required.

The CNL/TCM utilizes sound clinical judgement, decision making skills and critical thinking skills to coordinate services based on individual resident need.

An ability to work independently and effectively as a member of an interdisciplinary team is essential.

Central to the role of CNL/TCM is a commitment to “coaching” (“rather than teaching”) residents to improve their health behavior to attain their health-related goals.

The CNL/TCM will have a clear understanding of the role, and will demonstrate a commitment to implementation of the following key responsibilities.

KEY RESPONSIBILITIES:

Facilitates coordination of care transitions for ACO beneficiaries by:

Collaborating with Social Services and the interdisciplinary team to identify members needs and facilitate transition of care.
Communicating goals for care to receiving providers (lower level of care, home care).

Ensuring that relevant providers receive timely clinical data for care treatment decisions in all settings of care (lower level of care, home care).

Management and coordination of transition of care.

Communicates care plan to all providers in all settings of care (ED, hospital, lesser level of care, and home care).

Refer comprehensive care management and care coordination for complex members with require intensive management.

CNL/TCM will communicate verbal handoff across the care continuum.

Perform medication reconciliation.

To be the primary contact with responsibility of all members admitted to Valley View Nursing Center (VVNC).

Responsible to make follow up post discharge contact with ACO members.

Responsible to schedule transition of care appointments with Primary Care Physicians prior to discharge.

Collaborate with therapy department to schedule initial home evaluation within seven days of admission to VVNC for determining DME needs.

Collaborate and attend Interdisciplinary Team Meeting with resident and family/responsible party within 72 hours of admission to VVNC (team includes nursing, therapy, social services, dietician, physician, home health, and other disciplines as deemed appropriate).

Collaborate with Social Services to transition resident to another level of care if current level of care is not appropriate or a safe option for the resident (home health, assisted living).

Collaborates with the Medical Staff to insure quality resident care outcomes within a fiscally responsible timeframe (LOS) using cost-effective resources.

**MINIMUM REQUIREMENTS:**

Current unrestricted Pennsylvania licensure as a registered nurse required.

Minimum five years of nursing experience, preferably with the geriatric population. BSN preferred.
Demonstrates knowledge of the Medicare guidelines.

Proficient in identifying measurable functional rehab goals.

Proficient in computer use, the internet, and health information technology.

Certification in geriatric nursing or geriatric Care Management a plus.

**WORKING CONDITIONS:**

1. Works in well-lit and environmentally-controlled office areas as well as throughout all nursing areas.
2. Sits, stands, bends, lifts and moves intermittently during working hours.
3. Uses electronic and computerized communication methods including fax, computer and telephone.
4. Work day subject to frequent interruptions.
5. Interacts with residents, families, employees, visitors, government agencies and general public in all aspects of job description.
6. Subject to hostile and emotionally upset residents, family members, personnel and visitors.
7. Interacts and communicates with the medical staff, nursing personnel and other department supervisors and employees.
8. Required to work beyond normal working hours and on weekends/holidays as necessary.
9. Becomes involved in community and civic health matters/projects as appropriate.
10. Attends and participates in continuing education programs designed to keep employees abreast of changes in the profession.
11. Possible exposure to slipping/tripping hazards, dangerous equipment, and malodors throughout the work day.
12. Possible exposure to infectious waste, communicable diseases, and other health conditions, including but not limited to HIV and Hepatitis B viruses.
13. Functions as a liaison with residents, their families, support departments, and others to adequately plan for the residents’ needs.

**PHYSICAL REQUIREMENTS:**

1. Must be able to move independently throughout facility throughout the day.
2. Requires full range of body motion including handling and lifting residents, manual finger dexterity and hand-eye coordination.
3. Requires corrected and color vision and hearing to normal range.
4. Must be emotionally stable and able to cope with the mental and emotional stress of the position and react calmly and effectively in emergency and stressful situations.
5. Must be able to see and hear, or use prosthetic devices that enable these senses to function adequately to assure that the requirements of this position can be fully met.
6. May be exposed to communicable diseases and body fluids.
7. Must be able to lift a minimum of 50 pounds.

RESIDENT AND STAFF SAFETY:

Employees are responsible for actively participating in Valley View Nursing Center resident and staff safety improvement. Employees have the responsibility to: Identify processes or systems that could potentially lead to errors and adverse events. Know and follow organizational and department policies and procedures applicable to assigned duties. Avoid taking shortcuts or encouraging others in the organization to shortcut established policies and procedures as a means of facilitating resident care. Use sound judgment and awareness of potential hazards before taking action. Participate in required departmental and organizational resident and staff safety programs. Promptly report serious events and incidents in accordance with established facility policy and procedure. Assume responsibility for one’s own professional development and education to improve individual performance and facility resident safety. Work safely, as a condition of continued employment.

HIPAA Privacy Requirements

The Employee acknowledges and agrees that while performing job responsibilities for Valley View Nursing Center, the employee may create, receive, or review certain Resident Protected Health Information (PHI), as such term is defined in the Health Insurance Portability and Accountability Act of 1996 and the regulations promulgated thereon (The “HIPAA Privacy Rule”). The Employee further agrees to use and/or disclose PHI only as permitted or required to do their job, to use all reasonable efforts to maintain the security of the PHI, and to prevent the unauthorized use and/or disclosure of the PHI. Employee also understands and agrees to maintain PHI as confidential, and not divulge such information to any unauthorized third party for which PHI was not intended.

ACKNOWLEDGEMENT:

I have read this job description and fully understand the requirements set forth therein. I hereby accept the position of ACO Clinical Nurse Liaison / Transition of Care Manager and agree to abide by the requirements set forth and will perform all duties and responsibilities to the best of my ability. I understand that as a result of my employment, I may be exposed to the AIDS and Hepatitis B viruses.

__________________________  _______________________
Date                                      Signature

__________________________  _______________________
Date                                      Signature

Initiated 12/15