

Detailed Job Description

Job title: MSW Care Manager
Reporting to: Manager, Care Management Clinical Operations
Department: Care Management
Hours: Full-time 40 hours per week
Performance Review period: Annual
Revision Date: 11/9/2015

GENERAL DESCRIPTION

The MSW Care Manager supports the primary care physician network by providing service to patients with complex chronic conditions and psychosocial problems. In collaboration with the physician and interdisciplinary team, the MSW Care Manager develops and implements an individualized care plan designed to promote maximum functioning, quality of life, and improved clinical outcomes. This position provides service in primary care practices and individual patient homes.

Responsibilities & duties

- Conduct comprehensive assessment (in-home, in primary care office, or telephonically) to identify areas of risk that may impact the patient's independence, functional status, and adherence to the treatment plan. This assessment includes screening for cognitive impairment, depression, social support, caregiver burden, financial status, environment and home safety.
- In collaboration with the patient, PCP, and interdisciplinary team, develop an individualized care plan and intervention strategies to meet the patients needs and focused on reducing potential risks and barriers to care. The MSW will monitor the care plan for effectiveness and modify as needed to optimize the patient's progress and well-being.
- Advocate for patients and caregivers and facilitate access to community resources, alternative placement, support groups, transportation, prescription assistance, etc.
- Facilitate discussions with the patient and caregiver regarding advanced directives and palliative care.
- Provide basic supportive counselling to assist patients and caregivers in coping with issues related to the impact of living with chronic conditions, end-of-life care, and catastrophic illness.
- Assess and intervene in crisis and develop management plans to minimize risk.
- Maintain timely and complete documentation and billing of all care management encounters.
- Work with the practice and physician organization to continuously evaluate processes and develop improvements to advance the care management program.

- Serve as a positive ambassador for United Physicians in the practices, and support initiatives leading to practice transformation.
- Adhere to the scope of practice for Social Work per state regulatory guidelines.
- Respect confidentiality of all persons and follows state, federal and organization policies and procedures.
- Effectively participate in various internal committees and performs other duties as requested by management.
- Evaluate patients for needed health services (HEDIS metrics) assist in closing “gaps” for screening and other quality measures (preventative and condition specific)
- Miscellaneous duties and projects as assigned.

Qualifications

- Valid unrestricted State of MI Social Work License (or equivalent) required
- Master’s Degree from an Accredited Social Work Program
- Valid unrestricted State of MI Drivers License and ability to drive to multiple locations
- Minimum two years of case management, home health care, hospice, or related experience.
- Case management certification preferred.
- Basic CPR Certification
- United Physician’s health screening and vaccination requirements

Performance Skills

- Ability to work independently and rapidly develop productive and collaborative relationships with representatives from other healthcare providers
- Knowledge of principles and case management guidelines in the assigned program arena.
- Recognize and address the unique culture, language, health literacy and age appropriate care of diverse patients and caregivers.
- Advanced patient interviewing and assessment skills
- Exceptional interpersonal and communication skills
- Excellent problem solving, analytical, and decision making skills.
- Current knowledge of standards of care and clinical guidelines for patients with chronic illness.
- Effective collaboration within a multi-disciplinary team
- Ability to work autonomously, maintain work schedule at multiple sites, prioritize, and maintain productivity through proactive case finding and referrals.
- Working knowledge of insurance and regulatory guidelines for practice
- Knowledge of HEDIS or NCQA quality measures
- Proficient in computer applications related to work including Microsoft Office Suite (MS Word and Excel), electronic medical records and patient registries

