JOB DESCRIPTION

**Position Title:** Nurse Case Manager (field based, professional/business, non-clinical)

**Division or Department:** Case Management Department
Managed Care and Workplace Safety Division

**Reports to:** Supervisor, Case Management

---

**General Summary:**

Provide field-based nurse case management services (within the worker’s compensation industry) by applying the nursing process, Case Management Society of America (CMSA) guidelines, and following internal protocols and procedures. Facilitate appropriate qualitative and timely medical care for injured workers by implementing prudent case management strategies, demonstrating proactive communication and appropriate coordination with all parties to enable optimal recovery outcomes; including return to work determination and file progression towards Permanent and Stationary designation. Facilitate timely claim resolution through proactive and professional communications, conducting case specific research, information analysis; and providing appropriate advice, direction, and action plans to implement treatment and optimize realistic outcomes.

---

**Essential Job Functions:**

- Frequent travel (Driving) throughout designated geographical service areas to in-person appointments/visits. (No overnight or air travel except rare occasions for coverage purposes or special service areas.)
- Provide onsite field Nurse Case Management following the CMSA guidelines and ISYS protocols and procedures.
- Enthusiastically and professionally coordinate, facilitate, conduct, and complete in-person attendance at physician appointments, hospital visits, case conferences, home visits, and ancillary providers in order to facilitate treatment recommendations in a timely manner.
- Initiate and conduct professional discussions with medical providers regarding diagnosis, treatment, and prognosis.
- Apply the nursing process, nursing education, and nursing experience to facilitate appropriate and timely treatment and recovery of the injured worker with the goal of maximal recovery and maximal return to work.
- Provide proactive and timely communication, and coordinate collaboration with all parties involved in each case, in-person, by phone, and/or in writing.
• Support the injured worker’s progress towards achieving Maximum Medical Improvement and foster realistic and effective Return to Work opportunities by exploring viable options with all involved parties.

• Provide timely written and verbal communication of the employee’s medical status and treatment plan to the Claims Professional and other parties, as necessary, appropriate, and authorized.

• Implement customer approved action plans in order to enhance case outcomes and reduce complications, evaluate the success or failure of such plans and modify plans as necessary to achieve effective and qualitative outcomes.

• Provide timely written and verbal communication of the injured workers’ abilities and restriction to the Employer for coordination of return to work.

• Facilitate timely acquisition of authorization for requested treatments.

• Actively coordinate the scheduling and completion of authorized services from physicians, ancillary providers, durable medical equipment and medical supply providers, imaging services, specialty care, home health or other authorized service providers to allow for timely treatment or assessment.

• Provide education to injured worker and family to promote understanding of the diagnosis and medical rationale for treatment recommendations.

• Provide education to the Claims Professional regarding the injured worker’s medical condition, prognosis, anticipated recovery and treatment.

• Thoroughly review, evaluate, and interpret medical information to ascertain medical necessity and validity.

• Conduct evidence based and other related research to provide objective, feasible, and medically viable assessments/recommendations for discussion of case dynamics, barriers, interventions, and possible alternative treatment modalities.

• Proactively request a Job Analysis or Job Description to assist in determining potential work accommodations/modifications with the employer relative to physical restrictions/limitations of the injured worker within 8 weeks of probable consideration of MMI and/or RTW factors.

• Review the Job Analysis/Job Description with the primary treating physician at the appropriate time.

• Manage multiple cases simultaneously and prioritize cases or conflicting case needs appropriately per ISYS and customer protocols.

• Thoroughly document and accurately report all case activities consistent with ISYS and customer protocols on a daily basis.

• Regularly consult and review case dynamics or concerns with the supervisor, upon their request and as needed.

• Adhere to ISYS and CMSA Standards of Ethical Conduct at all times.
Knowledge, Skills/Abilities and Qualifications:

- Knowledge of Nurse Practice Act applicable in your state of licensure.
- Computer literacy and internet proficiency.
- Complete reports, verbal, and written communications within time sensitive and structured protocols, demonstrating excellent communication skills.
- Demonstrated writing, punctuation, grammar and spelling proficiency.
- Professional and courteous verbal and written communication.
- Maintain awareness of current workers’ compensation laws and regulations.
- Ability to work autonomously with minimal supervision.
- Possess self-motivation and self-discipline.
- Demonstrate effective and high level organizational, communication, and time management skills.
- Maintain confidentiality per all applicable laws.
- Critical thinking and application of professional nursing judgment and experience to analyze and problem solve in order to make effective determinations, recommendations, and actions.
- Analyze other’s perspectives and consider all involved parties’ interests.
- Demonstrate ISYS standards through overall outstanding work quality, timeliness, and communication.
- Facilitate goal directed conversations during appointments/visits when appropriate.
- Knowledge of current medical developments and treatment guidelines.
- Customer relations skills and thorough understanding of ISYS customer expectations. Ability to consider customer perspective and demonstrate sensitivity to customer needs.
- Professional judgment and integrity to ensure proactive nurse case management services.
- Maintain dedicated home office work space in an efficient and ergonomically safe way.
- Current valid driver’s license and proof of insurance in the state of employment and residence.
- Ability to drive an automobile for extended periods of time.
- Ability to guide and direct conversations during appointments/visits, when appropriate, demonstrating assertiveness skills.
- Respectfully follow supervisory direction.
- Follow and adhere to “Standards of Practice for Case Management”, as defined by CMSA (Case Management Society of America).
Education and Experience:

- **Required**
  - High School Diploma
  - Registered Nurse (RN) with current State license
  - Experience with Windows and MS Office (ability to type/key at a moderate speed)
  - Current valid State Driver’s license and insurance

*Valid credentials and licensure must be maintained at all times*

- **Preferred**
  - Minimum of 1-3 years in nursing practice
  - BSN, CCM, CDMS eligibility
  - Case Management experience
  - Affiliation with Case Management related professional associations and networks
  - Knowledge of Salesforce based applications

<table>
<thead>
<tr>
<th>Physical Requirements:</th>
<th>Percentage of Work Time Spent on Activity</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Seeing</strong>: Must be able to read computer screen and various reports</td>
<td>0%-24%</td>
</tr>
<tr>
<td><strong>Hearing</strong>: Must be able to hear well enough to communicate with employees and others</td>
<td></td>
</tr>
<tr>
<td><strong>Speaking</strong>: Must be able to speak well enough to communicate with employees and others</td>
<td></td>
</tr>
<tr>
<td><strong>Standing/walking</strong></td>
<td>X</td>
</tr>
<tr>
<td><strong>Climbing/stooping/kneeling</strong></td>
<td>X</td>
</tr>
<tr>
<td><strong>Lifting/pulling/pushing</strong></td>
<td>X</td>
</tr>
<tr>
<td><strong>Fingering/grasping/feeling</strong>: Must be able to write, type, and use phone system</td>
<td></td>
</tr>
</tbody>
</table>

**Working Conditions**: Good working conditions with the absence of disagreeable conditions

Note: The statements herein are intended to describe the general nature and levels of work performed by employees in this position, but are not a complete list of responsibilities, duties, and skills required of personnel so classified. Furthermore, they do not establish a contract for employment and are subject to change at the discretion of the employer.