



# DIVISION SCOPE OF SERVICE

<b>Division: MIDAMERICA</b>
<b>Classification: CASE MANAGER - CLINICAL</b>
<b>Applicant Name:</b>

<p><b>Case Manager – Clinical:</b> The Case Manager - Clinical must have equivalent qualifications, competence and function in the same role as employed individuals performing the same or similar services at the facility, as defined by facility job description.</p>
<p><b>Definition of Care or Service:</b> The Case Manager - Clinical gathers assessment information, plans, facilitates and advocates for options and services to meet an individual’s health needs. Scope of Service may include:</p> <ul style="list-style-type: none"> <li>• Communicates with available resources to promote quality cost-effective outcomes</li> <li>• Interprets legal or medical documents</li> <li>• Writes reports and professional correspondence</li> <li>• Implements standards and regulations that govern the individual case</li> <li>• Demonstrates clinical and service excellence behaviors to include code of HCA Healthcare conduct core fundamentals in daily interactions with patients, families, co-workers and physicians.</li> </ul>
<p><b>Setting(s):</b></p> <ul style="list-style-type: none"> <li>• Healthcare facilities including but not limited to hospitals</li> <li>• Patient care areas, all settings</li> </ul>
<p><b>Supervision:</b></p> <ul style="list-style-type: none"> <li>• Direct supervision by the department director of the patient’s location <ul style="list-style-type: none"> <li>○ Indirect supervision by the hospital department director who is responsible for case management/care coordination</li> </ul> </li> </ul> <p><b>Evaluator:</b> Department director, director of case management / care coordination or designee</p> <p><b>Tier Level:</b> 2</p> <p><b>eSAF Access Required:</b> YES</p>
<p><b>Qualifications:</b></p> <ul style="list-style-type: none"> <li>• Associates degree or higher</li> <li>• Licensed RN or Licensed Social Worker</li> </ul> <p><b>Preferred Qualifications:</b></p> <ul style="list-style-type: none"> <li>• Bachelor of Science degree or higher in Sociology, Public Health Administration or related field of study (preferred)</li> <li>• Certified in Case Management, as recognized by Case Management Society of America (CMSA) (preferred)</li> </ul> <p><b>NOTE:</b> Where education may not be defined in qualifications area of the Scope, HCA Healthcare requires the highest level of education completed (not training or courses) confirmed on your background check.</p>
<p><b>State Requirements:</b></p> <ul style="list-style-type: none"> <li>• Current license as either a RN, or Compact License, or Social Worker License in state of practice.</li> </ul>
<p><b>Experience:</b></p> <ul style="list-style-type: none"> <li>• At least one year experience as Social Worker or Case Manager</li> </ul>
<p><b>Competencies:</b> The Case Manager – Clinical will demonstrate:</p>



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- Accurate patient information review and evaluation
  - Uses at least two ways to identify patients before meeting with the patient and family unit
  - Accesses the patient medical record appropriately
  - Documents in the medical record according to the facility standard / policy
- Appropriate case management activities
  - Engages community resources in accordance with current laws, regulations and policies surrounding medical and behavioral healthcare
  - Engages patient and family to gather, evaluate, analyze and integrate pertinent information to complete assessment and form conclusions
  - Gathers and reviews information with attention to individual, family, and community resources
  - Respects patient and family preferences
  - Implements interventions appropriate for identified patient needs
- Infection Prevention
  - Practices consistent hand hygiene
  - Uses personal protective equipment (PPE)
  - Required immunizations per Division requirements
  - Complies with Isolation precautions

### **References:**

Case Management Society of America (CMSA). (2008-2011). Retrieved from <http://www.cmsa.org/>

Job Description for a Case Manager/eHow.com. (1999-2011). Demand Media, Inc. Retrieved from [http://www.ehow.com/about\\_5208008\\_job-description-case-manager.html](http://www.ehow.com/about_5208008_job-description-case-manager.html)

Ocean to Ocean Healthcare (2008-2011) Case Manager Description. Retrieved from [http://www.oceantoocean.net/pdfs/A\\_Website\\_-\\_JOB\\_Case\\_Manager.pdf](http://www.oceantoocean.net/pdfs/A_Website_-_JOB_Case_Manager.pdf)

Louisiana State Board of Nursing - <https://lsbn.boardsofnursing.org/licenselookup>

Louisiana State Board of Social Worker - <https://www.labswe.org/index.cfm/licensee-search>

Mississippi State Board of Nursing - <https://gateway.licensure.msbn.ms.gov/Verification/search.aspx>

Mississippi State Board of Examiners for Social Workers and Marriage & Family Therapists  
<https://www.swmft.ms.gov/>

Missouri State Board of Nursing - <https://pr.mo.gov/licensee-search-division.asp>

Missouri Division Professional Registration: <https://pr.mo.gov/licensee-search.asp>

Kansas Behavioral Sciences Regulatory Board: <https://www.kansas.gov/bsrb-verification/>

Kansas State Board of Nursing - <https://www.kansas.gov/ksbn-verifications/search/records>

Nursing Compact States & Nurse Licensure: <https://www.travelnursing.com/what-is-travel-nursing/nursing-compact-states/>

Nursys: <https://www.nursys.com/LQC/LQCTerms.aspx>

### **Document Control:**

- Content updates 9/25/2017
- Content updates 11/4/2019



# DIVISION SCOPE OF SERVICE

**Your signature confirms you will be able to comply with the Qualifications and Competencies listed within this Scope of Service and that you will confirm education via your background check.**

**Applicant Printed Name:** \_\_\_\_\_

**Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_