

JobPlex

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POSITION TITLE: Director, Case Management

LOCATION: Fairfax, VA

REPORTS TO: COO

COMPANY: *INOVA Fairfax Hospital* (www.Inova.org)

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Inova Fairfax Hospital is an 850 bed regional medical center serving the Washington, D.C. metro area. Inova Fairfax Hospital includes Northern Virginia's only Level 1 trauma center for treating the most critically injured patients with over 80,000 Emergency Department visits. The hospital has the nation's sixth busiest obstetrics program, a level 3 Neonatal Intensive Care Unit and is the region's only hospital to offer the full spectrum of organ transplantation, including heart, lung, liver, kidney, pancreas and bone marrow.

Inova Fairfax Hospital is has 206 departments, 5,700 employees and 2,230 staff physicians. The campus includes the 163-bed Inova Fairfax Hospital for Children and, the Heart and Vascular Institute. The hospital annually continues to receive awards as one of the best hospitals, both locally and nationally.

Inova Fairfax Hospital is a teaching facility and partners with the medical schools of Georgetown and George Washington universities and the Medical College of Virginia, the nursing schools of George Mason and Marymount universities and Northern Virginia Community College, and the pharmacy schools of Shenandoah, Howard, and Campbell universities and the Medical College of Virginia. Inova Fairfax, the first Magnet nursing facility in the Washington DC region, is the flagship, regional medical center of the Inova Health System.

POSITION SUMMARY:

Manages the day to day operation of the Case Management Department in assigned area. Responsible for all coordination of care, utilization review, social work and discharge planning activities within assigned operating unit. Works with Quality Consultants and medical staff to ensure patients receive appropriate evidence-based and safe care. Accountable for the management, measurement and continuous quality improvement of LOS, Avoidable days, resource utilization, and denial management. Accountable to

operating unit administrative team as well as system level case management Assistant Vice President. Works directly and collaboratively with all key customers to develop and maintain optimal processes and procedures to assure excellent level of service. Designs and implements staffing plans and assignments based on productivity and business needs. Has authority for hiring, staffing and evaluation of staff. Overall accountability for productivity of staff. Manages reimbursement and contract issues through collaboration with managed care contracting, manages day to day operations of all referral, authorization and intake activities. Serves as a key leader in supporting and assuring hospital and medical staff compliance with JCAHO, federal, state, and other regulatory requirements.

PRINCIPLE DUTIES AND RESPONSIBILITIES:

Essential Functions:

- Responsible for the day to day Case Management operation of assigned operating unit.
- Oversees all case management duties and assures appropriate staff coverage, including care coordination, social work services, utilization review activities, and assists with adherence to evidence-based standards and patient safety goals..
- Develops and effectively uses measurable standards to monitor and evaluate quality, cost-effective utilization of resources in the delivery of care.
- Compiles reports, analyzes data, and identifies trends in medical utilization data, such as LOS, re-admissions, denials, and clinical outcomes.
- Designs, plans and implements the staff orientation programs. Identifies on-going educational needs and opportunities for staff, based on the requirements of their positions and specific needs of the individual.
- Responsible for hiring, firing and evaluation process.
- Identifies new areas/opportunities for improvement within assigned operating unit.
- Assists operating unit leadership in setting and modifying LOS and cost-per-case targets.
- Works collaboratively with Medical Staffs and nursing leadership to assure optimum achievement of case management targets.
- Responsible for system-wide meetings to initiate and participate in strategic planning and management of payer activity within the operating unit.
- Assists the Assistant Vice President for Case Management in operations and planning.
- Develops and administers operating unit Case Management budget.
- Prepares and distributes monthly reports on productivity and case management targets.
- Assists operating unit leadership in interpreting monthly reports.
- Develops plans for corrective action in areas identified for improvement.
- Works collaboratively with Quality Consultants to assure optimal collection and use of case management and quality outcomes data.

- Oversees the maintenance of case management database and use of case management software.

OTHER JOB FUNCTIONS:

- Performs other related duties as assigned.
 - Maintains patient, employee and operating unit confidentiality
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MINIMUM QUALIFICATIONS:

Education: Registered Nurse, BSN required, MSN, Certification and training in case management preferred, LSW considered as well

Experience: Four to six years experience in management case management and nursing. Excellent communication skills, both verbal and written in English required. Acute care case management and acute care management experience required.

CONTACT INFORMATION:

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