

Hospital Case Manager Job Description

Duties and Responsibilities:

- Develop and implement action plans for effective treatment of patients
- Maintain record of client treatment and progress of recovery
- Refer patients to therapeutic, psychosocial, or psychiatric professionals in order to address particular needs or challenges
- Assign work tasks to health care personnel to ensure functional coverage of patients
- Interact with patient's family to educate them on care techniques required to enhance the recovery of a patient
- Assist patients with the interpretation of medical documents
- Ensure tests administered to patients are appropriate and necessary
- Oversee the coordination and integration of health and case management functions in order to achieve a common goal
- Monitor patient response and progress of treatment to recommend adjustments where necessary
- Establish good working relationship with physicians to ensure timely and effective patient recovery
- Monitor the quality of health care provided to patients to ensure they are up to acceptable standard
- Help patients access government health aid and community health organization/social service benefits
- Contact patient's health insurer to verify coverage and benefits
- Prepare and implement patient discharge plan which allows for continued treatment after hospital discharge
- Ensure patients have the necessary utilities and amenities required for complete convalescence.

Hospital Case Manager Requirements – Skills, Knowledge, and Abilities

- **Education and Training:** To become a hospital case manager, you require a Bachelor's degree in nursing or social work. Hospital case managers usually require the Accredited Case Manager (ACM) certification awarded by the American Case Manager Association (ACMA) in order to practice as a certified hospital case manager. State licensure is also required
- **People management Skills:** Hospital case managers are adept at coordinating the activities of various health care staff to ensure delivery of proper patient care plan
- **Communication Skills:** Hospital case managers are able to communicate with patients and their families to educate them on essential care techniques required for complete recovery of patients
- **Analytical Skills:** They are proficient in conducting research to identify and develop solutions to patients' requirements and needs.