

Job Title	Director of Care Management
Employer/ Agency	Martin Luther King, Jr. Community Hospital
Job Description	<ul style="list-style-type: none"> • Establishes operational plans for the Department based upon the Hospital's mission and strategies. • Develops & monitors labor, supply & capital budgets; sets staffing & resource utilization parameters daily. • Evaluates FTE allotment and staff skill mix for long range staffing adjustments. • Recommends program/service changes to increase efficiency & appropriate use of fiscal resources. • Develops and prioritizes annual department budget in line with the Hospital's process, goals and targets based on projected volume/workload, expense dollars and revenue dollars. • Develops, revises or reviews all policies and procedures. Has intimate knowledge of the Care Management Department policies and procedures and monitors staff compliance. • Operationalizes human resource policies to include behavioral interviewing, credentials compliance, orienting, evaluating, coaching / counseling, disciplining and terminating staff. • Implements a process to evaluate and improve staff competencies through education. • Develops and operationalizes the Quality and Performance Improvement Plan. • Serves as a resource person and internal consultant to department heads, medical staff, and hospital staff related to Care Management of the patient population served. Ensures age-specific and population specific awareness in patient/family care and interaction. • Utilizes Milliman best practices to determine patient disposition. Collaborates with Hospitalists, Intensivists, Laborists and Emergency Department physicians in this process. • Organizes & directs work flow, solves intra/inter-departmental problems that inhibit work flow & quality, motivates employees to optimal performance, and serves as a resource to staff for any issues. • Develops and uses a system to continuously evaluate and respond to customer concerns. Assures that the Watson Model of Care is implemented by the Care Managers. • Participates with hospital and physician leadership in decision-making. Acts as patient care liaison with the Medical Staff. Fosters multi-disciplinary integration of process improvement strategies. • Responsible for appropriate patient placement in the ADT processes. Assigns a Care Manager to every patient in the Emergency Department and on admission to the hospital.
Qualifications	<p>Experience & Qualifications</p> <ul style="list-style-type: none"> • Minimum of two (2) years management experience required overseeing hospital-based care management unit and a minimum of five (5) years of care

	<p>management experience preferred.</p> <ul style="list-style-type: none"> • Bilingual language skills preferred (Spanish) <p>Education</p> <ul style="list-style-type: none"> • Current California Nursing license or LCSW required. • Certification in Case Management preferred. • Bachelor of Science degree • Master's in Nursing, Business or related health field required (individuals without a Master's will be required to complete the degree within 2 years of their hire date).
Salary/Hours	DOE
Employer/Agency	Martin Luther King, Jr. Community Hospital
City, State, Zip	Los Angeles, California
Contact Person	Ellen Faley
Contact Title	Junior Recruiter
Telephone Number	714 -364 -4686
Email Address	ellen@whmoore.com
Application Method	Email resumes to ellen@whmoore.com
Opening Date	Immediate

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