

Eastport Health Care, INC.
PO Box H / 30 Boynton St.
Eastport, ME. 04631
(207) 853-6001

JOB DESCRIPTION

Title: Chronic Care Management CMA

Position Category: Non-Exempt

Supervisor: Director of Care

Management

Position Description: The Care Management CMA is a practice-based CMA who the Director of Care Management with Eastport Health Care's (EHC) patients with the highest risk for health deterioration, chronic disease, hospitalization, and/or poor health outcomes.

All EHC employees are expected to engage and be active participants in quality improvement projects and efforts, risk identification and reporting, attend trainings and meetings as requested and contribute to overall team spirit and cooperation. Employee contributions in this regard are valued and necessary for the organization's successful care of our patients/clients.

Duties/Responsibilities:

- Works with support staff to ensure continuity and transitions of care are accurate, complete, relevant and timely.
- Develop care plans to prevent disease exacerbation, improve outcomes, increase patient engagement in self-care, decrease risk status, and minimize hospital and ED utilization. Care plans will include objectives, attainable goals and actions designed to meet the patient's needs under direction of the Director of Care Management.
- Assist patients in navigating the health care system. Coordinate specialty care, follow-up on test results and other care coordination needs.
- Facilitating patient education and wellness visits.
- Communication, to include verbal and electronic (EMR), with primary care providers and members of the CCM team regarding status of patient.
- Maintain accurate patient records and patient confidentiality
- Collaborate with leadership team to evaluate medical trends and develop medical management and quality improvement initiatives.
- Act as a patient advocate, assist with problem solving and address any barriers to care or compliance with care plan.
- Attend mandatory trainings and meetings as assigned.
- Adheres to and complies with all EHC policies and procedures.
- Various other duties that may arise to ensure the organization stays focused on excellent patient care.

Minimum Entrance Requirements:

- CMA Certification
- Ability to work independently and as a team

- Proficient computer and organization skills
- Working knowledge of electronic health record
- Care Management experience is preferred

Essential Functions:

COMPREHENSION: Understands and applies non-routine verbal and/or written instructions.

ORGANIZATION: Organize and prioritize individual work schedule to manage multiple task and/or projects

DECISION MAKING: Makes decisions that have a significant impact on the clinics credibility, operations and/or service.

COMMUNICATION: Communicates and explains a variety of information

PHYSICAL REQUIREMENTS: Keyboard operation and sitting for extended periods of time. Ability to lift 25 lbs. Visual acuity for extended periods of monitor operation.

Signature

Date

Supervisor

Date