

**NETCARE**

Vacancy

Closing date: 18.12.2023

Role profile

Role title	Case Manager
Division	Hospital Division
Location	Netcare Moot Hospital
Reporting structure	Pharmacy Manager

Role summary

The Case Manager utilising clinical knowledge and expertise, mitigates financial risk through comprehensive accurate coding of hospital events; as well as the justification of hospitalisation encompassing level of care and length of stay.

The incumbent will be responsible for liaising between the patients, treating clinicians, and managed care organisations to provide an accurate clinical motivation /indication of the patient's stay in hospital.

The Case Manager will also assume responsibility for the application of clinical knowledge in the risk management of patients.

Key work output and accountabilities

Operational Excellence:

- Diagnostic and procedural coding
 - Ensure appropriate, complete and relevant diagnostic and procedural coding of all patient records within the hospital.
 - Application of clinical knowledge for effective ICD 10 and CCSA coding of patient Events.
 - Clinical coding of all patient events with valid ICD 10 and ccsa codes relevant to diagnosis, treatment rendered, and procedures carried out.
 - Review clinical coding during patient stay in hospital.
- Risk management
 - Application of clinical knowledge in the risk management of patients in terms of length of stay, level of care and medical aid benefits available.

Best and safest patient care:

- Patient care
 - Monitor and action risk related to medical aid benefits and hospitalisation.
 - Provide clinical data to substantiate length of stay and level of care.
 - Accompany Managed Care Organisation Case Managers on ward rounds in the hospital, if required.

- Ensure correct clinical coding for all patients.
- Releasing of patient accounts for billing; relating to coding, LOS/LOC to ensure submission of an accurate hospital invoice. Consult with the relevant service providers regarding the patient treatment.
- Daily clinical rounds to all patients to allow for assessment and evaluation of patient to motivate for los, loc and treatment.
- Electronic clinical updates to managed care organisation/insurance providers, to motivate for patients' level of care and length of stay in hospital.
- Final authorisation/releasing of all discharged patient accounts for final billing after reviewing authorisation of length of stay, level of care, and Coding. Monitoring and managing costs effectively for all patients/Risk management
- Monitoring the patients in progress report and ensuring that patients ward movements, bed status and level of care on the system is accurate.
- Facilitate discharge planning and movement of patients to step-down or rehab facility.
- Assist with case management queries and investigations from funder, doctors and patients.
- Participate in the transition of care project as per policy.
- Reviewing and taking action on emails.
- Capturing of Risk factors
- Maintaining patient confidentiality
- Ability to implement changes effectively.
- Manage associated administrative tasks.
- Assist with any other duties assigned by the Billings Manager from time to time.
- Legal compliance
 - Compliance with all industry relevant legislative acts, regulations and circulars

Stakeholder Relationships:

- Build and maintain stakeholder relationships
 - Liaise with a network of internal and external stakeholders.
 - Work effectively and co-operatively with others to establish and maintain good working relationships that are mutually beneficial.
 - Develop collaborative relationships to help accomplish work goals.
- Effective communication
 - Effective communication to medical schemes by utilising the rules of engagement published in the Netcare Tariff and Billing Guidelines.
 - Effective communication, collaboration and consultation with other role players in the healthcare team.
 - Provide appropriate clinical information to MCO
 - Effective and timeous communication with the member of the fund when appropriate.

Growing with passionate people:

- Training and development
 - Identify own training needs and communicate with line manager.

- Identify and ensure informal training for all relevant staff related to managed healthcare subject matter.
- Teamwork
 - Actively participate as a member of a team to achieve goals.
- Personal and professional development
 - Active involvement in own professional development to maintain a satisfactory level of skill and knowledge.
 - Keep up to date with Netcare's evolving policies and procedures.

Skills profile

Education

- Grade 12 / Matric
- B Degree/Diploma Nursing qualification or equivalent NQF level 6.
- Enrolled nursing qualification or equivalent NQF level 4.
- Qualification in associated Healthcare sciences or Managed care/ Case management.

Work experience

- >1 Years post-graduate patient care experience in an operational environment would be beneficial
- 3 years professional healthcare experience.
- Intensive Care Nursing experience is beneficial
- Previous hospital and medical scheme case management experience is beneficial
- General administrative skills
- Computer literate

Knowledge

- Good general knowledge and understanding of legislation pertaining to the specific business environment
- Ability to develop and maintain clinical knowledge.
- Develop case management skills and expertise.
- Nursing and pharmacy policies and procedures.
- All policies and procedures related to the administrative processes within the hospital.
- Managed health care experience.
- ICD 10 and CCSA coding experience/qualification.

Non Managerial/ Specialist Skills

Customer Focus and Service Delivery	<p>The capacity to identify and respond to the needs of *internal and external customers.</p> <p>*Internal and external customers include patients, doctors, colleagues, suppliers, visitors, vendors and any other person that requires a relationship</p>
Continuous Improvement	The capacity to improve systems and processes to facilitate continuous improvement.
Personal Work Ethic	Capacity to instil an ethic of quality and consistency in self and others.
Building Relationships	Capacity to establish constructive and effective relationships.
Communication	The capacity to clearly present information, either written or verbal.
Teamwork	Capacity to cooperate with others to work towards a common goal.
Technical Knowledge	The capacity to perform a technical function to required standards.

Values and behaviours

Netcare values	<p>At Netcare, our core value is care. We care about the dignity of our patients and all members of the Netcare family. We care about the participation of our people and our partners in everything we do. We care about truth in all our actions. We are compassionate about quality care and professional excellence.</p> <ul style="list-style-type: none"> ○ Care - The basis of our business. The professional, ethical patient care and services we offer at every level of the organization. ○ Truth - The crucial element in building relationships that work. Open communication with honesty and integrity is essential. ○ Dignity - An acknowledgement of the uniqueness of individuals. A commitment to care with the qualities of respect and understanding. ○ Compassion - We engage everyone with compassion and respond with acts of compassion in all interactions with our patients and their families. ○ Participation - The willingness and desire to work in productive and creative partnerships with others and the commitment to communicate.
The Netcare way	<p>Netcare is committed to providing quality care. Our basic service standard holds us accountable for the below seven behaviours, which you will be accountable to uphold:</p> <ul style="list-style-type: none"> ○ I always greet everyone to show my respect. ○ I always wear my name badge to show my identity. ○ I am always well-groomed to show my dignity.

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| | <ul style="list-style-type: none">○ I always practise proper hand hygiene to show my care.○ I always engage to show my compassion.○ I always say thank you to show my appreciation.○ I always embrace diversity to strengthen inclusivity and belonging. |
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Application process

Netcare is an equal opportunity employer

The Company's approved Employment Equity plan and targets will be considered as part of the recruitment process aligned to the Group's Employment Equity strategy. Netcare actively supports the recruitment of people with disabilities.

Interested candidates who meet the above criteria are requested to e-mail a detailed CV to Kefiloe.Molala@netcare.co.za

Please note:

- Please note that reference checks for internal applicants will be conducted with the applicant's current and past Netcare direct line managers and the relevant Netcare HR Managers. Therefore, employees are encouraged to discuss internal job applications with their direct line manager to ensure that the line manager is aware of the application.
- The terms and conditions of employment relating to the function you have applied for will be based on those in the Division within which you will be employed.
- If a candidate has any disability that may impair the individual's ability to perform the job function, the candidate must kindly inform the employer so that an assessment for reasonable accommodation can be made.
- By applying for this position and providing us with your CV and other personal information, you are consenting to the information being processed for possible recruitment and selection purposes only or for such purposes relating to assessing the establishment of an employment relationship with yourself, and this will be done in accordance with the applicable data protection and privacy legislation. We confirm that such information will not be used for any other purpose without obtaining your prior consent.
- If your application is not successful, we will retain your CV and other information provided on our electronic system for 12 months. If you object to your information being used in accordance with the aforementioned clauses, please indicate your objection, and we will immediately securely destroy your personal information.
- Kindly note that only shortlisted candidates will be contacted. Applicants who have not been contacted within 30 days of the closing date of this advert, should consider their application as unsuccessful.

