

Job Description



JOB TITLE	Clinical Case Manager
LOCATION/DEPARTMENT	Home working
REPORTS TO	Triage and Case Management Team Lead
ACCOUNTABLE TO	Clinical Lead of Triage and Remote Services
RESPONSIBLE FOR	N/A

MAIN PURPOSE OF THE JOB: (JOB SUMMARY)

To provide clinical case management services to IPRS Health clients through a combined approach of clinical triage and clinical report checking to ensure the highest possible standards of clinical care are achieved.

The clinical triage element involves telephonic and virtual triage, assessment and management of MSK injuries in a remote setting while providing specific client reports.

The clinical report checking element involves analysing and providing peer review recommendations on clinical appropriateness of our national network of physiotherapist reports ensuring that the most effective evidence based treatment modalities are utilised.

The successful candidate will also be expected to have regular contact with our network practitioners by telephone and email as part of the report checking function, and will also be a “clinical point of contact” for non-clinical personnel during the referral process, in dealing with client queries and during the undertaking of telephone screening calls with patients, in order to provide appropriate clinical advice or information to resolve the query or to establish the most appropriate clinical pathways for patient care.

Additional responsibilities involve working with the Clinical Governance Manager to develop audit tools to enhance clinical governance in line with the Clinical Audit Strategy.

KEY TASKS AND RESPONSIBILITIES: (JOB CONTENT)

- To undertake telephone and Virtual App based clinical triage to your individual clinical caseload. To be responsible for delivery of timely, quality, medically correct and accurate client reports in accordance with IPRS standards.
- To undertake clinical auditing of Physiotherapy Reports submitted by the IPRS Health clinical network, taking into account clinical content and appropriate treatment in line with evidence-based medicine and established guidelines.
- To create personal reports and peer review others to ensure that the English language content and grammar of reports are of a high standard before being forwarded to the client.
- To analyse information gained from all sources at your disposal (Current Evidence, Clinical Reasoning etc.) in order to ensure that the reports and recommendations are correct and accurate and reflect the IPRS Health Clinical Care Pathways.
- To make appropriate recommendations around clinical case management in terms of treatment, onward referral and appropriate clinical investigations (in line with the iRefer guidelines) as required on a case by case basis.
- To ensure that any recommendations for further treatment, onward referrals or clinical investigations are reasonable using clinical reasoning, clinical experience/knowledge and current evidence.
- To liaise with IPRS Health clinicians and network clinics to make changes to the content of reports to match the high standard required to be sent to the Client, in line with IPRS Health Report Writing guidance and Report Objective criteria.
- To maintain and work towards key KPIs specific to the role of Clinical Case Manager.
- To be a “clinical point of contact” for non-clinical personnel seeking clinical advice or information whilst undertaking telephone screening calls, dealing with client queries or making referrals.
- To actively engage in Clinical Audit duties as directed by the Clinical Lead in line with the IPRS Clinical Audit Strategy.

General:

- To take initiative in maintaining your individual professional development in order to stay current with clinical evidence and practise.
- To liaise between IPRS Staff and clinicians, patients, clients, employers or Occupational Health Departments when any clinical/report based queries arise and dealing with the queries in a prompt and professional manner.
- To prioritise work tasks and time manage to ensure that all tasks are completed accurately and within set timescales
- To take initiative and responsibility within your role and actively contribute to the overall effectiveness of the clinical service
- To comply with the Corporate Data Protection Policy which covers all aspects of IPRS's business in both electronic data and manual filing systems
- Employees must be aware of the responsibilities placed on them under the Health and Safety at Work Act (1974) and ensure that agreed safety procedures are carried out to maintain a safe environment for employees, patients and visitors.
- To contribute to IPRS Health's business strategy by working as required with the business development team on commercial tenders, including presentations for prospective clients.
- To work with IPRS Health Clinical Leads to ensure that IPRS Health service provision responds to local and national initiatives wherever appropriate, and with external policy such as CSP and HCPC professional standards, National Service Frameworks and NICE guidance
- To contribute to the development of new clinical initiatives and innovations to ensure IPRS Health continues to be at the forefront of Physiotherapy Service provision.
- To undertake any other duties compatible with the grading of the post, as required

PERSON SPECIFICATION

E) Essential, (D) Desirable

Education and Qualifications:

- Formal Clinical Qualification in Physiotherapy **(E)**
- Member of the UK Health & Care Professions Council (HCPC) **(E)**
- Member of the Chartered Society of Physiotherapy (MCSP) **(E)**
- Evidence of continuing professional development **(E)**

Experience & Knowledge:

- Previous experience in using computer software including Microsoft Office **(E)**
- Previous experience of using online/computerised reporting templates/databases and interpreting statistics for the purpose of managing & reporting **(D)**
- At least 3 years postgraduate clinical experience **(E)**
- Experience of undertaking telephonic triage calls **(D)**
- Experience of Clinical Triage, Clinical Report Checking and/or Clinical Audit **(E)**

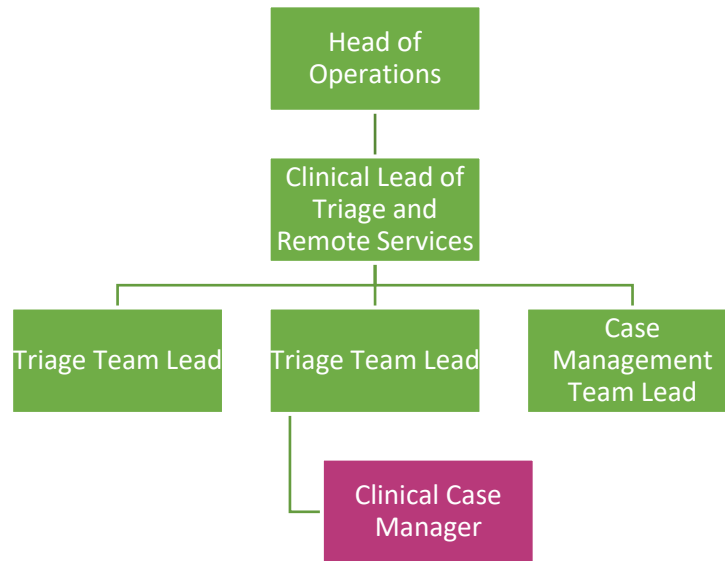
Skills & Abilities:

- Ability to work within a team to achieve the best outcomes for your patients
- Ability to work under minimum supervision
- Ability to communicate effectively with internal and external customers verbally and in writing
- Ability to time manage in order to meet agreed deadlines in a demanding environment
- Ability to collate and produce statistics, reporting to Clinical Lead on a regular basis
- Ability to provide detailed reporting to the client on patient progress using standardised report templates and the company database
- Ability to audit outgoing reports to ensure that core clinical standards are maintained
- Ability to demonstrate an understanding of the client and its needs
- Ability to maintain accurate medico-legal recording
- Ability to work with databases and Microsoft programmes
- A good of understanding of clinical governance

DBS CHECK REQUIRED

Yes Standard

IPRS Health Organisational Chart



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