



Commonwealth Healthcare Corporation
Commonwealth of the Northern Mariana Islands
1178 Hinemlu' St. Garapan, Saipan, MP 96950



HUMAN RESOURCES
Amendment to Closing date
EXAMINATION ANNOUNCEMENT NO. 25-088

POSITION:	Post-Acute Nurse Case Manager	OPENING DATE:	<u>06/02/2025</u>
NO. OF VACANCIES:	1	CLOSING DATE:	<u>06/30/2025</u>
SALARY:	\$46,217.60 P/A		
PAY LEVEL:	UNG		
	<i>The salary given will be determined by the qualifications of the appointee.</i>		
LOCATION:	Nursing Services, Commonwealth Healthcare Corporation, Saipan		

NATURE OF WORK

This position reports directly to the Utilization Program Review Manager. A Post-Acute Nurse Case Manager responsible for post discharge follow-up calls plays a crucial role in ensuring continuity of care, patient safety, and reducing hospital readmissions. This role involves communicating with recently discharged patients to assess their health status, address medication concerns, verify follow-up appointments, and provide education on self-care. The incumbent collaborates with other healthcare professionals to resolve any issues identified during the follow-up process, ensuring that patients transition smoothly from hospital to home.

DUTIES AND RESPONSIBILITIES:

- A. Prepare for Follow-up Calls:
 - 1. Review patient's discharge summary, discharge instructions, and relevant medical history.
 - 2. Verify medication reconciliation and check for discrepancies or potential drug interactions.
 - 3. Arrange interpreter services if needed.
- B. Conduct Post-discharge Follow-up Calls:
 - 1. Contact patients within 2-3 days of discharge using a standardized phone call script.
 - 2. Confirm the patient's ability to talk and ensure they have necessary documents (discharge instructions, medications, etc.).
 - 3. Use the teach-back method to assess patient comprehension of discharge instructions.
- C. Assess Patient's Health Status:
 - 1. Inquire about changes in health condition since discharge.
 - 2. Identify any new symptoms or concerns and determine the need for medical intervention.
 - 3. Provide guidance on managing symptoms and when to seek urgent care.
- D. Medication Review and Adherence Support:
 - 1. Confirm medication list accuracy by cross-checking with discharge documents.
 - 2. Educate patients on proper medication usage, potential side effects, and drug interactions.
 - 3. Identify barriers to adherence (e.g., cost, side effects, cultural beliefs) and offer solutions.
- E. Verify and Assist with Follow-up Appointments:
 - 1. Ensure the patient is aware of upcoming medical appointments and lab tests.
 - 2. Identify barriers to attending appointments and assist in problem-solving (e.g., transportation, scheduling conflicts).
- F. Coordinate Home Services and Support Systems:

1. Confirm receipt of home healthcare services and durable medical equipment.
 2. Assess caregiver availability and explore alternative support options if necessary.
- G. Educate Patients on Managing Emergencies:
1. Provide instructions on recognizing warning signs that require urgent medical attention.
 2. Ensure the patient knows how to contact their primary care provider (PCP) or emergency services when needed.
- H. Document and Report Findings:
1. Record call attempts, patient responses, and any identified issues.
 2. Document patient health status, medication adherence, appointment status, and follow-up actions.
 3. Communicate with the PCP or appropriate healthcare team members regarding unresolved concerns.
- I. Enhance Quality of Care and Patient Safety:
1. Identify common patient concerns and collaborate with hospital teams to improve discharge education.
 2. Attend the quarterly Saipan Care Transition Coalition meetings to address readmissions and other care transition issues with relevant stakeholders.
 3. Participate in quality improvement initiatives based on follow-up call data.
 4. Assist Utilization Review Nurses with discharge planning tasks as needed.

QUALIFICATION REQUIREMENTS:

Education: Associate of Science in Nursing (ASN) or Bachelor of Science in Nursing (BSN) Degree from recognized and accredited School of Nursing.

Experience: Minimum of 3 years of clinical nursing experience (e.g., inpatient, home health, case management, or discharge planning). Experience in care coordination, patient education, or transitional care is preferred.

Licenses/Certifications: Must pass the NCLEX-RN and be licensed as a Registered Nurse by the CBNE to practice nursing in the CNMI. Certification as a Certified Case Manager (CCM) or Certified Transitions of Care (CTOC) is preferred but not required. Must possess Basic Life Support (BLS) certificate from American Heart Association (AHA).

Other: Must comply with mandatory flu vaccine and drug screening in accordance with CHCC policy

KNOWLEDGE/SKILL/ABILITY:

KNOWLEDGE:

- Clinical Knowledge – Understanding of common post discharge conditions, complications, and evidence-based care guidelines.
- Medications– Familiarity with prescribed medications, potential side effects, and adherence strategies.
- Care Coordination and Transitions of Care – Knowledge of discharge planning, home health resources, and follow-up care protocols.
- Electronic Medical Records (EMR) – Proficiency in documenting patient interactions in EMR systems.
- Health Literacy and Patient Education – Ability to assess patients’ understanding and provide clear instructions.

SKILLS:

- Communication/Active Listening – Ability to effectively engage with patients, caregivers, and healthcare teams.
- Critical Thinking and Problem-Solving – Recognizing red flags and escalating care when necessary.
- Time Management and Organization – Prioritizing multiple follow-up calls and documenting efficiently.
- Empathy and Patient-Centered Care – Providing compassionate support to recently discharged patients.

- Technology Proficiency – Comfortable using telehealth platforms, phone systems, and EMR software.

ABILITIES:

- Adaptability – Adjusting communication style based on patient needs and literacy levels.
- Decision-Making – Identifying when to escalate concerns to providers or case managers.
- Collaboration – Working effectively with multidisciplinary teams to ensure continuity of care.
- Attention to Detail – Accurately documenting patient concerns, symptoms, and interventions.
- Maintaining Confidentiality – Adhering to HIPAA regulations and safeguarding patient information.

CONDITIONAL REQUIREMENTS:

Employment is contingent upon successful clearing of pre-employment health screening and drug screening in accordance with CHCC policy.

OTHERS:

This position is a Full-Time employment status and requires at least 40 hours per week. This position is “**Exempt**” or is not eligible to receive overtime compensation pursuant to the Fair Labor Standards Act (FLSA) of 1938 Federal Law. Regular operating hours of the Commonwealth Healthcare Corporation will be Monday to Friday from 7:30am to 4:30pm. This work schedule however is subject to change with or without notice based on the Employer’s business requirement and/or by the demands of the employee’s job. This position is paid on a bi-weekly basis (2-week period). CHCC adheres to all applicable deductions such as C.N.M.I. Tax, Federal Tax, Medicare and Social Security.

Note(s):

- *Three-fourths 20 CFR 655, Subpart E: “Workers will be offered employment for a total number of work hours equal to at least three fourths of the workdays of the total period that begins with the first workday after the arrival of the worker at the place of employment or the advertised contractual first date of need, whichever is later, and ends on the expiration date specified in the work contract or in its extensions, if any.”*
- *Employer-Provided Items 655.423(k): Requires Employer provide to the worker, without charge or deposit charge, all tools, supplies and equipment required to perform the duties assigned.*

INTERESTED PERSONS SHOULD SEND THEIR CURRENT APPLICATION FORMS TO:

Office of Human Resources

Commonwealth Healthcare Corporation

1178 Hinemlu’ St., Garapan, Saipan, MP, 96950

Operation Hours: Monday Through Friday 7:30 AM – 4:30 PM and CLOSED on weekends/holidays.

Employment Application Forms will be available 24/7 at the employer’s hospital facility’s Main Cashier Office (entrance/exit point for all)

E-mail: apply@chcc.health

Direct Line: (670) 234-8951 ext. 3416/3410/3427/3584

Trunk Line: (670) 234-8950

Fax Line: (670) 233-8756

06/12/2025 mfb

Note: Education and training claimed in Employment Application must be substantiated by diploma, certificate or license. Failure to provide complete application form or the required documents will result in automatic disqualification.