

# **HPM Corporation Job Posting**

<b>OPEN POSITION:</b>	<b>Patient Representative/Legacy Health Case Manager</b>
<b>CONTRACT:</b>	<b>Hanford Occupational Medical Services Clinic</b>
<b>CLASSIFICATION:</b>	<b>Non-Exempt (SCA)</b>
<b>POSTING PERIOD:</b>	<b>July 7, 2022 – Until Filled</b>

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HPM Corporation, a prime contractor for Occupational Medical Services at the Hanford environmental restoration site in Southeastern Washington State, is seeking a Registered Nurse for a Patient Representative/Legacy Health Case Manager position at the HPMC Occupational Medical Services Clinic in Richland, Washington.

**COVID 19:** HPMC employees must be fully vaccinated to perform work on any contract. Your vaccine status will be verified at onboarding.

## **POSITION SUMMARY:**

This position is responsible for developing, facilitating, and coordinating consultative services dealing with the care of illness, injury, disability cases and/or required medical services due to workplace hazard exposure by collaborating with clients, physicians, contractor management, attorneys, or other involved parties focused on patient recovery. This position is also accountable for all general patient representative duties. This position is also responsible for managing worker cases impacted by previous hazardous exposures on site and includes effective interface and support to a multi-disciplined workforce, i.e., Hanford workers, as well as DOE and contractor representatives, clinic personnel, medical community, outside medical vendors, and others.

## **PATIENT REPRESENTATIVE POSITION RESPONSIBILITIES:**

1. Interface with employees, medical community, DOE, contractors, employers, support groups and community groups to develop, implement and/or review medical services to meet the needs of Hanford Site workers. Consults and assists patients as needed.
2. Function in an interdependent role under the direction of the Nursing Services Director, a physician, or physician assistant.
3. Provide care that may include BLS, ACLS and Advanced First Aid at assigned locations, utilizing appropriate nursing skills.
4. Maintain professional contact with health professionals and site contractor management regarding assistance in patient recovery, the ongoing correspondence in consultation cases, and discussion of potential patient recovery benefit.
5. Collaborate with other professional staff on certain patient recovery cases and advises contractor management as to options, i.e., occupational therapy, rehabilitation, physical therapy, work hardening, and job modifications. Assist with job modifications, if appropriate, when the employee is not able to return to their original position.
6. Assist contractors in developing new patient recovery procedures and assist in the development of cost-effective medical services for Hanford.
7. Address patient concerns/issues and sees them through to resolution while communicating with all appropriate parties.

8. Provide ongoing training to certified medical technicians and nursing staff.
9. Support international travel medicine program.
10. Support the Human Reliability Program (HRP).
11. Prepare periodic reports by gathering information from professional staff and contractor management; documenting pertinent patient recovery cases, required medical service activities and correspondence.
12. Communicate to employees, contractor management and contractor health advocate in an emergency event. Serve as point of contact for follow-up medical and/or behavioral care after patient leaves emergency room.
13. As assigned, acts as point contact for inquiries relating to specific exposure programs and/or special projects.
14. Collaborate and coordinate the recovery treatment plan for the patient in conjunction with the patient, contractor, private physicians, workers' compensation, and other interested parties.
15. Facilitate and coordinate the Work Suitability Evaluation process.
16. Provide consultation, advice and recommendations to the contractors and the occupational medical providers regarding patient recovery plans and coordination of service.
17. Develop processes, policies, and procedures for review and/or update policies and procedures, as directed by the Nursing Services Director.
18. Develop, implement, and maintain electronic database(s) for case management related activities, as appropriate.
19. Provide direct patient care in the clinic, as needed.
20. Provide follow-up with the contractors when exposure events occur on the Hanford site.
21. Adhere to and fosters acceptable health and safety practices.
22. Work closely and serve as a backup to the beryllium case manager and Legacy Health case manager.
23. Perform other related duties as assigned.

#### **LEGACY HEALTH POSITION RESPONSIBILITIES:**

1. Legally and safely provide client care within the scope of the Washington Standards of Nursing Conduct or Practice (WAC 246-840-700).
2. Develop, implement, and maintain an electronic database for Legacy Health Case Management activities.
3. Develop and update applicable procedures/policies/desk instructions, processes, and any policies and procedures for review as directed by the Nursing Services Director or SOMD.
4. Coordinate referrals for screening, evaluations, and related consultations pertaining to legacy health issues.
5. Serve as the HPMC OMS point of contact for the Legacy Health Program.
6. Provide counseling/education regarding the Legacy Health Program according to 10 CFR 851.
7. Train staff on the Legacy Health case management process.
8. Maintain metrics for the Legacy Health Program.
9. Provide communication with patients regarding lab test results, follow-up, and program enrollment changes.
10. Represent HPMC OMS at applicable meetings.
11. Process self-identified Program enrollments.
12. Active participant in Clinic Operations, Case Management, and Nursing Services meetings.
13. Work cooperatively with internal and external customers.
14. Observe protocols for Protected Health Information/Personally Identifiable Information.
15. Provide medical care that may include BLS, ACLS, and Advanced First Aid at assigned locations, utilizing appropriate nursing skills.
16. Identify signs and symptoms of illness, injury and disease and provide care as directed by HPMC Occupational Medical Services Nursing Protocols, policies, and procedures.
17. Adhere to AAAHC accreditation requirements.

18. Collaborate with department leadership to develop and implement methods to achieve established goals and objectives to ensure "Best in Class" status.
19. Collaborate with department leadership to articulate methods to improve efficiency, quality and cost improvements.
20. Establish a compassionate client care environment. Educate and promote health, wellness and lifestyle changes to foster improved client health status.
21. Actively participate in training.
22. Ensure required TB screening is current.
23. Establish and maintain a good rapport and professional relationship with fellow employees, providers, and other departments, as well as clients, including explanation of procedures to clients addressing their concerns.
24. May rotate shifts and locations as required by management between the Hanford Occupational Medical Services clinics at 1979 Snyder, Richland, WA and 200 West Clinic on the Hanford site or any Hanford or associated site as defined by leadership.
25. Practice high level of communication with fellow employees and providers.
26. Assist with infection control program and protect clients and co-workers by adhering to infection-control practices including aseptic practices and Bloodborne Pathogens regulations.
27. Provide direct patient care in the clinic, as needed.
28. Provide back-up to the Beryllium Case Manager and Nurse Case Manager/Patient Representative as needed.
29. Perform other related duties as assigned.

#### **ESSENTIAL SKILLS & EXPERIENCE:**

To perform this job successfully, an individual must have the minimum educational credentials from an accredited school, college or university and be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skills and/or abilities required.

1. Bachelor's degree in Nursing and licensed as a Registered Nurse in the state of Washington, with a minimum of 3 years of occupational health nursing with documented case management experience and an understanding of workers compensation and return to work process.
2. Valid, unrestricted Washington State nurse license.
3. BLS and ACLS health care provider certification required.
4. Familiarity with appropriate laws and regulations (at a minimum must have familiarity with the "Civil Rights Act of 1964, Federal Rehabilitation Act of 1973 and Americans with Disabilities Act of 1990").
5. Proficient verbal and written communication skills required.
6. Proficient in the use of "Word" and Excel".
7. Ability to demonstrate supportive behaviors necessary for age-specific care.
8. Current knowledge of applicable community resources, medical trends, OSHA guidelines, ADA guidelines, and worker's compensation guidelines desirable.
9. Ability to be flexible, organized, and function under stressful situations.
10. Demonstrated ability to, appropriately, maintain private and confidential information.
11. Ability to communicate issues related to on-the-job injury and illness at all company levels.
12. Knowledge of current regulations and guidelines that effect essential functions.
13. Ability to coordinate information from providers and stakeholders.
14. Strong organizational and computer skills.
15. Current knowledge of applicable community resources, medical trends, and worker's compensation guidelines.
16. Ability to work with multi-disciplined groups or individuals.
17. Skilled at public speaking

18. Maintain professional and technical knowledge by attending educational offerings, reviewing professional publications, and participating in professional nursing organizations.

### **DESIRED SKILLS & EXPERIENCE:**

The following skills or experience are highly valued, but not required to perform the essential functions of this position.

1. Certified Occupational Health Nurse (COHN) certification. Certified Case Manager (CCM) is preferred.
2. Experience in a health care environment
3. Knowledge of medical terminology and procedures for patients
4. Knowledge of procedures for releasing and mailing medical records to parties authorized to receive protected health information.
5. Knowledge and application of laws and regulations governing health information (i.e. Privacy Act of 1974, HIPPA, etc.).

**SUPERVISION RECEIVED:** This position reports to the Nursing Services Director

**SUPERVISION EXERCISED:** This position does not directly supervise any employees.

### **TYPICAL PHYSICAL DEMANDS & WORK ENVIRONMENT:**

The physical demands and work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- *Physical demands:* While performing the duties of this job, the employee may be required to walk, sit or stand for extended periods of time; reach with hands and arms; balance; stoop; talk or hear; have sufficient manual dexterity to operate a keyboard, calculator, telephone and other such office equipment as necessary; may occasionally move and/or lift up to 50 pounds or more with assistance. Specific visual abilities required by the job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.
- *Work environment:* Work will mainly be performed at the HPMC Occupational Health Services Clinic and will involve frequent contact with other HPMC and project employees, customers, clients, representatives and vendors; may come in contact with patient body fluids; potential for puncture wounds from sharps; work may be stressful at times; interaction with others is frequent and may be interruptive; may occasionally work hours outside of typical work schedule to accommodate needs; opportunities for local travel may occur; the noise level in the work environment is usually minimal.
- *Mental limitations:* Clear and conceptual thinking ability; excellent judgment, troubleshooting, problem solving, analysis, and discretion; ability to handle work-related stress; ability to handle multiple priorities simultaneously; and ability to meet deadlines. Must be mentally adaptable and flexible in dealing with a variety of people and able to answer questions and provide guidance in a professional and friendly manner.

Although this position is open until filled, qualified applicants that apply by July 21, 2022, will be given first consideration.

This contractor and subcontractor shall abide by the requirements of 41 CFR §§ 60-300.5(a) and 60-741.5(a). These regulations prohibit discrimination against qualified individuals based on protected veteran status or disability and require affirmative action by covered prime contractors and subcontractors to

employ and advance in employment qualified protected veterans and individuals with disabilities. Women, Minorities, Veterans, and Individuals with Disabilities are encouraged to apply. We are an Affirmative Action and Equal Opportunity Employer. HPM Corporation is a VEVRAA Federal Contractor

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HPM Corporation is an equal opportunity employer and federal contractor or subcontractor. Consequently, the parties agree that, as applicable, they will abide by the requirements of 41 CFR 60-1.4(a), 41 CFR 60-300.5(a) and 41 CFR 60- 741.5(a) and that these laws are incorporated herein by reference. These regulations prohibit discrimination against qualified individuals based on their status as protected veterans or individuals with disabilities and prohibit discrimination against all individuals based on their race, color, religion, sex, sexual orientation, gender identity or national origin. These regulations require that covered prime contractors and subcontractors take affirmative action to employ and advance in employment individuals without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, protected veteran status or disability. The parties also agree that, as applicable, they will abide by the requirements of Executive Order 13496 (29 CFR Part 471, Appendix A to Subpart A), relating to the notice of employee rights under federal labor laws.