

Exciting Opportunity for a Case Manager

We are launching a groundbreaking clinic with the potential to revolutionize patient care, improve outcomes, and achieve significant financial success. The Day Clinic is a pioneering ambulatory care model focused on transforming heart failure management by offering a clinic-based alternative to hospitalization. Our clinic culture is defined by one powerful word: impact. We are building an environment where every action aims to make a meaningful, positive difference in the lives we touch. This includes delivering evidence-based care and empowering patients and caregivers. This is a place where staff will feel fulfillment, agency, and the satisfaction of leading transformative change in heart failure care.

We are seeking a compassionate and dedicated Case Manager to join our innovative healthcare team. The ideal candidate will contribute to our mission of providing high-quality, high-touch patient care through a novel approach to heart failure care. This role involves direct patient and caregiver support, collaboration with other healthcare providers, and the coordination of innovative healthcare solutions. You will be instrumental in ensuring patients receive excellent, safe, and evidence-based medical care, focusing on improving overall quality of life and facilitating a seamless patient journey.

Key Responsibilities:

- Provide comprehensive, compassionate support and coordination for patients and their caregivers, ensuring they feel seen, valued, and empowered throughout their care journey.
- Serve as a primary point of contact for patients and their families, addressing their needs and questions, and creating moments of delight, joy, and connection.
- Collaborate closely with physicians, nurses, and other healthcare professionals to develop, implement, and improve individualized patient care plans.
- Coordinate additional services that improve overall quality of care and quality of life for patients, such as screening for depression and articulating end-of-life wishes.
- Ensure caregivers receive necessary resources, including educational materials, and address their needs, such as providing timely updates and comfortable waiting arrangements.
- Contribute to the monitoring and measurement of care delivery activities to demonstrate the impact on improving quality.
- Adhere to clinic policies and procedures to ensure high-quality and efficient healthcare services, and actively contribute to their continuous improvement..
- Support the overall operations of the clinic, ensuring a smooth and efficient workflow, including patient care coordination, record keeping, and collaboration with other staff members.

- Minimize friction in the referral process and provide detailed notes to referring providers, summarizing care, coordination, screenings, and synthesis of prior notes.
- Keep referring providers informed of any events for patients on remote monitoring programs.

Qualifications:

- Bachelor's degree in healthcare, social work, nursing, or a related field; Master's degree preferred.
- Experience in patient navigation, care coordination, or case management, ideally within a cardiovascular or heart failure setting.
- Strong understanding of healthcare regulations and compliance standards.
- Exceptional communication and interpersonal skills, with a proven ability to deliver empathic, respectful, and empowering care.
- Ability to work collaboratively in a team environment, empowering colleagues and suggesting process improvements.
- Passion for healthcare innovation and a desire to make a meaningful impact on patients' lives.
- Willingness to adapt to new care delivery models and participate in program evaluation and reporting.
- The ideal candidate would be located in (or willing to move to) the greater Washington DC/Baltimore area.

What We Offer:

- Salary range of \$85,000 - \$95,000 with potential for performance-based incentives.
- Health, Employer matched 401k, Paid-Time-Off, CME Stipend.
- A collaborative and innovative work environment where employees are empowered and supported for professional development.
- The chance to contribute to transformative change in healthcare delivery and present results of outstanding outcomes.
- Opportunity for professional growth and development, with a focus on high-quality work output and minimal busywork.
- The profound satisfaction of making a significant impact on the lives of patients and their families.

If you are a highly motivated and forward-thinking individual with a passion for healthcare innovation and a desire to make a tangible difference, we would love to hear from you. Please email ryan@mydayclinic.com with your CV and a short note (<500 words) on why you'd be a fit for this job.