

## National RN Case Manager Certificate Program

### **RN CHARACTERISTICS FOR RNCM ROLE SUCCESS**

Nurses practicing in RN Case Manager, Care Manager and Care Coordinator roles will be primed for success if they have:

- Strong clinical skills, including a commitment to evidence-based care, problem solving, patient-centered perspective, advocacy, and health equity
- Foundational understanding of system and policy changes including accountable care organizations, patient-centered medical homes, emerging payment models and population health
- Ability to manage patient complexity and multiple patients with diverse needs in acute, community or home situations
- Commitment to continuous quality improvement, value in services provided and embracing change in a team-based practice environment
- Comfort with an independent role that includes effective communication skills, health literacy knowledge, and the ability to facilitate relationships and seek consensus among patients and their families and multiple healthcare providers

The National RN Case Manager Certificate Program is designed to support RN success by acquiring essential knowledge needed for rapid translation into practice. Nurses enrolled in this program will acquire the essential knowledge needed to fill emerging roles and be prepared to practice to their full potential.