



Julie Potts has worked at ORHC for almost thirty years. She started as an LPN, became a RN, and has now been a case manager for the past four years. In 2016, Julie continued her professional development, using her experience and knowledge to become a Certified Case Manager.

On a typical day, Julie sees anywhere from fifteen to twenty acute patients. She assesses the patients care and works with them to navigate insurance coverage, visits with patients about discharge plans, and interacts with doctors to determine best plan of care for discharge. "I love that I get to interact with patients. My job is fast paced, and I like the level of decision making that comes with it," explained Julie.

Julie impacts the patients we serve by helping them arrange for services that will be needed after they are discharged. She also helps patients and families make important and sometimes difficult decisions about nursing homes, hospice, and home care.

"Successful case management takes a team. I try to help the team stay positive and be a resource for nurses and other co-workers," said Julie. "Patients can have anxiety regarding home discharge after surgery or new medical diagnosis. We try to help ease that and find medical solutions to prepare them to be the best they can be when they go home."

Without Julie's role it would be difficult to discharge patients who need medical equipment or extra assistance at home. "Julie is a friendly, pleasant and very skilled nurse. She brings many years of experience in the acute care setting to her job and can support the newer case managers as well as the newer nurses in the acute care unit," said Director of Case Management, Becky Schwartz. "She not only functions as a case manager, she is also our back up CDI person. Julie is well versed in Medicare, insurance rules, regulation, and can help the patients and families understand their options."

Thank you Julie for your level of expertise that you bring to ORHC.