

# THE Importance of Caring

AUGUST 2020

## my journey into nursing



### Julie Frauendorfer, BSN, RN

NURSE CASE MANAGER/UTILIZATION REVIEW NURSE  
 IN THE TRANSITIONAL CARE DEPARTMENT

Julie Frauendorfer, BSN, RN, took a brief detour in her health care career, but she always knew she would find her way back to nursing.

Frauendorfer always loved caring for people so right out of high school, she applied and was accepted into a nursing program at Northeast Community College in Norfolk.

A year into the program though, Frauendorfer decided to change her major and went on to get an associate's degree in office technology. She was offered a full-time job at an insurance company where she did her internship and worked there 10 years as an executive assistant, doing accounts receivable and claims payable.

**"Nursing was always in my heart and always in the back of my mind. Always,"** Frauendorfer said.

So, determined to follow her nursing dreams, Frauendorfer talked to her boss. She was able to finish her general coursework by taking classes over her lunch hour and night classes while she continued to work full time. Frauendorfer was then accepted into the nursing program at the University of Nebraska Medicine College of Nursing in Norfolk in 2010. She was part of the first class to graduate from the school's bachelor of nursing program in 2012.

Since then, Frauendorfer has worked in various health care roles. She has done

anesthesia for an oral surgeon, and worked in obstetrics and medical/surgical nursing. Frauendorfer is currently a nurse case manager/utilization review nurse at Columbus Community Hospital, a role she has served in for almost three years.

Case managers work closely with several disciplines to help manage patients' care during their hospital stay and to create their discharge plans. They also do utilization review, insurance authorization, and handle denials and appeals.

**"We are not only patient advocates, but we are also, at times, the main communicators with patients and/or their families to make sure we are doing what is right for them as individuals,"** Frauendorfer said.

On a typical day, Frauendorfer and CCH's other two case managers look at the hospital's daily census and split up the patient load. They look at the patients' diagnoses, ensure the patients meet the necessary criteria for their patient statuses and then meet with the hospitalists on the patients' cases to get reports on their care.

Case managers also meet with the social workers, dietary staff, charge nurse and therapists who are seeing the patient so they can create a personalized discharge plan – with input from the patient and the patient's family.

**"A case manager sees each patient and a discharge plan is discussed, in depth, with the patient and/or family,"** Frauendorfer said. **"We essentially are there to help give them resources to make sure they have the best possible outcome when they are discharged. We want to make their transition to home, or wherever it may be, goes as smoothly as possible."**

In addition to discharge planning, case managers also make follow-up calls to patients after their discharge to help them with any questions or concerns.

That's one of the reasons Frauendorfer enjoys being a case manager – it allows her to care for people. After all, that is the reason she was drawn to nursing in the first place.

**"I really enjoy being the best patient advocate I can be. I love talking with the patients and their families and getting to know them and see them through their care here in the hospital,"** she said. **"It fills my heart to know that I might have made a little bit of difference in their lives by assisting them in their transition from the hospital."**

**For more information on Frauendorfer and CCH's multidisciplinary approach to health care, visit [www.columbushosp.org](http://www.columbushosp.org).**