JOB DESCRIPTION

Position: Home Care Clinical Coordinator

Position Summary: The Home Care Clinical Coordinator works primarily in the office to support the field staff by triaging calls from patients who may have uncontrolled symptoms, family members with medication or schedule questions, admits with families and assignments for staff admits, visits and/or caseloads. The Home Care Clinical Coordinator is committed to the philosophy, goals and objectives of Angela Hospice and the Felician Franciscan Core Values.

Position Reports To: Home Care Clinical Supervisor

Qualifications:
- Able to actively advocate within the Patient/Resident first philosophy
- Current Michigan nursing license
- Graduated from an accredited nursing program
- Associate Degree or equivalent education/training from an accredited nursing program required. Bachelor of Science in Nursing (BSN) preferred.
- Preferably, certification as hospice & palliative nurse (CHPN)
- Hospice experience in an inpatient or home care setting or equivalent with a sound clinical knowledge base
- Excellent organization, time management and managerial skills
- Moderate reading, writing, grammar, and mathematics skills
- Proficient computer knowledge and skill: Word, Excel, and Allscripts knowledge a plus
- Excellent skills: organizational, communication, both verbal and written, problem solving, people skills, a self-starter
- Ability to work independently with little or no supervision
- Auditory and visual skills
- Cooperative, team manner with leadership abilities
- Satisfactory completion of post-offer requirements, pre-employment physical and a criminal background check
- Knowledge of Federal/State, National Hospice & Palliative Care Organization (NHPCO) and Community Health Accreditation Program (CHAP) regulations and guidelines including patient rights, confidentiality and Health Insurance Portability & Accountability Act (HIPAA)

Standard Requirements:
- Supports the Felician Franciscan Core Values, and Vision of Angela Hospice
- Is knowledgeable of patient rights and ensures an atmosphere which allows for the privacy, dignity and well-being of all patients in a safe, secure environment.
- Supports, cooperates with specific procedures and programs for: safety, including universal precautions and safe work practices, established fire/safety/disaster plans, risk management, security, and reports unsafe working conditions, equipment repair and maintenance needs
- Ensures the confidentiality of all data, including resident, employee and operations data
- Mindful of the quality assurance and compliance with all regulatory requirements
- Compliance with current law and policy in providing a work environment free from sexual harassment and all illegal and discriminatory behavior
- Supports and participates in common teamwork: cooperates, works together with all co-workers, plans and completes job duties with minimal supervisory direction, including appropriate judgment.
Standard Requirements Cont’d:

Uses tactful, appropriate, and professional communication in sensitive, emotional, difficult situations
Follows up as appropriate with supervisor, co-workers or residents regarding reported complaints, problems and concerns
Promotes positive, respectful public relations with patients, family members, guests and/or co-workers
Completes requirements for in-service training, acceptable attendance, uniform and dress codes including personal hygiene, and other work duties as assigned

Physical Requirements:

Frequently - lifting/carrying equipment up to 10 pounds
Frequently – lifting/carrying 11-50 pounds
Frequently – lifting/carrying over 50 pounds
Frequently – squatting, bending, reaching above shoulder height, pushing/pulling
Manual dexterity – Frequently perform simple and complex manipulative tasks, patient care/computer documentation

Equipment and Machines Used in the Performance of the Job:

Knowledge of proper usage of: mechanical lifts, electronic scales, shower equipment, adjustable chairs/beds, wheel-chairs, walkers and various other medical equipment and supplies
Telephone, computer, fax and copiers

Environmental Conditions:

Frequently– Exposure to blood, body tissues, and other potentially infectious fluids
Frequently – Exposure to other hazardous waste materials
Frequently – Exposure to unpleasant voices and bodily injury due to unpredictable behavior of patients
Frequently – Exposure to unpleasant odors as related to care of incontinent residents or wounds
Frequently – Exposure to latex, plastic and/or materials which are used for personal protective equipment
Frequently – Exposure to marked changes in temperature and/or humidity
Frequently – Exposure to microbial bacteria and other infectious agents inherent to care of ill patients
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**Essential Job Functions/Duties**

Coordinate, implement and evaluate the delivery of patient services under the direction of the Home Care Clinical Supervisor in accordance with the policies and objectives of Angela Hospice Home Care, Inc.

Charts patient/family phone calls/triage using the M code

Assigns admissions to RN/MSW daily

Orders medications, charts that information and notifies RN Case Manager via voice mail

Arranges and assigns transfers and tuck-ins

Reviews and follows up on phone calls taken overnight and on weekends from Triage RN

Prepares the discharge for patients with pumps, including coordinating the IV Company with family and assigning RN to set up

Promptly texts, pages or voice mails RN/MSW regarding family calls

Arranges tuck in/admission visit packets and collects materials for patient transfer from hospital to SNF

Assigns RN/MSW to death or emergent visits and notifies Hospice Aide Coordinator of same

Arranges special procedures at the hospital, for example, thoracentesis, paracentesis, CAT scan as ordered by physician

Confirms, corrects in computer, if necessary, last home address, current location and contact for patient

Discerns appropriate discharge planning for transfers

Arranges emergent GIP or Continuous Care change of status for patient in crisis at home

Orders home care supplies for patients, equipment, durable medical equipment (DME), as needed

Collects intake information, as needed

Orders ambulance and enters as order in Allscripts chart, orders equipment and IV therapy, as needed

Prepares packet for nursing (Hospital, SNF, ALF)

Notifies discharge planner at hospital of admission time/date confirmation

Assures directions in Allscripts basic screen have been entered prior to chart leaving Clinical Coordinator area

Maintains report of admissions at end of each day including ID#, acuity, status and city

Coordinate, implement and evaluate the delivery of patient services under the direction of the Home Care Clinical Supervisor, in accordance with the policies and objectives of Angela Hospice Home Care, Inc.

Provides clinical support to professional staff on assigned team in the delivery of patient care

Participates in and/or facilitates the Interdisciplinary Group (IDG) meetings and exchanges information with team members weekly

Assists Home Care Clinical Supervisor in the maintenance of appropriate staffing to assure timeliness and quality of services provided

Works closely with Referral Center to schedule same day admissions to improve length of stay

Oversees scheduling activities for all patients on assigned team

Assumes responsibility for the Home Care Clinical Supervisor during any absence, as assigned

Follows established standards of nursing practice and Angela Hospice Home Care, Inc. policies and procedures

Performs basic nursing skills in a knowledgeable and competent manner that provide for continuity of care

Works cooperatively with patients, families, nursing staff, physicians, consultant personnel, and ancillary service providers

Adheres to the Patient’s Rights, NHPCO (National Hospice and Palliative Care Organization) Standards, and COPs (Conditions of Participation)

Continues further educational goals by attending workshops, seminars and study

Makes home visits or does an admission in emergencies

Performs other related duties as directed by the Home Care Clinical Supervisor, Executive Director and/or President/CEO

3/23/2016
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**Other Duties:**

Supports department operations as directed, may also be assigned special projects.
Performs tasks which are supportive in nature to the essential functions of the job, but which may be altered or redesigned depending upon individual patient and/or family circumstances or the need of the organization
Meets on-going requirements to maintain current nursing licensure or policy determination
Performs other duties as directed by the Home Care Clinical Supervisor, Executive Director and/or President/CEO