

HOSPICE PATIENT CARE COORDINATOR (HPCC)

DEPARTMENT: HOSPICE
REPORTS TO: HOSPICE SUPERVISOR

POSITION SUMMARY:

This position is responsible for management of resources needed to provide hospice services in the Ventura County. This includes assigned clinical nursing staff, Certified Home Health Aides and other clinical staff assigned. The HPCC will interact with patients and their families, physicians, community organizations, LMVNA administrative personnel, Quality Improvement and Compliance department to ensure safe, quality care for the patients. The HPCC will assist the QI team to achieve Outcome Based Quality Improvement for the organization. The HPCC will ensure compliance with all law and regulations including Californian Code Title 22 (state Licensing regulations), Medicare Conditions of Participation, Accreditation guidelines, agency policies and procedures, and appropriate standards of practice for care provided.

ESSENTIAL JOB FUNCTIONS:

- Coordinate resources to assure sound clinical and case management decisions by staff, quality care, and cost effective outcomes related to patient assignments, supplies, DME and hospice approved medications.
- Coordinates resources in a cost effective manner ensuring outcomes are based in quality and accurate recording of data, which determines the payment.
- Coordinates clinical staff through, including but not limited to, review of documentation and collaborative problem solving with Hospice Director and Assistant Hospice Director.
- Interacts with physicians and community agencies to provide information regarding hospice services of referrals and assisting families in understanding the hospice benefit over the telephone.
- Participate in the IDG process to assure coordination of the plan of care.
- Reviews staff documentation and acts as coach and educator in daily clinical practice to improve and record progress toward goals.
- Coordinates the activities of the patient care team to ensure collaboration and coordination of care for the patients.
- Reviews documentation to assure physician orders are accurately recorded and documented appropriately.
- Performs evaluations and assessments as needed.

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- Creates the hospice PPOC from staff orders and reviews it for completeness prior to mailing to physician.
- Will participate in orientation of new staff to ensure competency.
- Participates in and ensures ongoing education for the clinical staff.
- Will rotate weekend and holiday office coverage if required.
- Determines daily staffing needs and ensures adequate staffing is available.
- Participates in Quality Improvement activities to ensure plans of action are developed and implemented to address identified problems.
- Participates in process to achieve and maintain internal and external customer satisfaction.
- Works with RN case managers to assure CHHA supervisory visits are completed and in accordance with agency policy.
- May cover for Hospice Director or Assistant Hospice Director in his/her absence.
- Ensures compliance with state and federal home care regulations and accreditation requirements.
- Actively participates in agency committees and project teams.
- Ability to make patient visits as needed for either admits or revisits.
- Performs related duties as assigned.

QUALIFICATIONS AND REQUIREMENTS

Minimum of one year experience in a Medicare-certified home health agency and/or one year acute hospital experience.

Experience in hospice care; Manager or team leader experience.

Current CPR certification.

State of California RN License and graduation from an accredited nursing school.

Must have at least minimal computer and typing skills.

HOSPICE PATIENT CARE COORDINATOR (HPCC)**PHYSICAL DEMANDS REQUIRED TO PERFORM ESSENTIAL JOB FUNCTIONS:**

- Upper extremity mobility adequate to assist clients with mobility, personal hygiene and transfers in all household areas.
- Physical flexibility to be able to modify body position (within reason) in carrying out tasks independently in the patient's home.
- Ability to reason, deduce and carry out complex multiple step processes. Education and cognitive function at the A.A. (Associate of Arts) degree level.
- React independently to life-threatening situations.
- Able to sit 75 minutes without a break.
- Able to do light lifting, bending and walking.
- Ability to learn and remember work procedures.
- Visual acuity of 20/40 with corrections and ability to distinguish colors.
- Carry out the scientific method of reasoning and deduction.
- Emotional psychological development to grade 14 and able to read and write.
- Communicates well with staff verbally and in writing.
- Proficiency in speaking, writing and reading English.
- Ability to decipher the penmanship of others and write legibly.
- Communicate effectively on the telephone.
- Ability to carry five pounds 150 feet.
- Ability to use fine dexterity.
- Maintain confidentiality.

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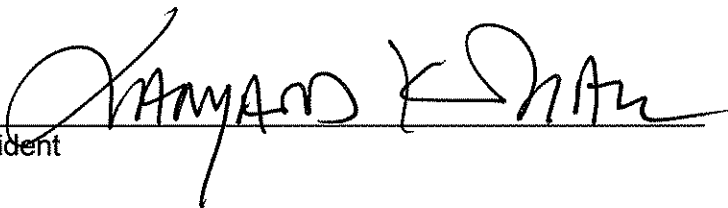
STANDARD OF PERFORMANCE AND ACCOUNTABILITY:

All employees will maintain high standards of integrity and business ethics, will abide by the organization's compliance program, rules, policies and procedures, applicable laws and regulations, will conduct self in an honest, ethical manner and report promptly any suspected violation of compliance standards to the Compliance Officer.

All employees will abide by the Injury and Illness Prevention Program (IIPP).

All employees will be held accountable in meeting all functions as defined within the scope of their job description, which includes all goals and objectives set for the position.

If accountability standards are not met, the employee may be given an oral warning followed by a written warning. However, the organization reserves the right to proceed directly to a written warning or separation from employment for misconduct or performance deficiency without resort to prior disciplinary steps when the organization deems such action is appropriate.



President

4-4-11

Date

Hospice Director

Date

Employee

Date