

V&IOVISSM

JOB DESCRIPTION FORM

Job Title: Home Health Hospice Manager	Reports to: Health Care Delivery Administrator
Department: Home Health	Location: Annex
Job Grade: M-4	Date of Last Review: September 27, 2018

Job Summary:

Directs, supervises, and governs the hospice program, home health department, and DME department to include both home and inpatient care, and bereavement follow-up. Administers and maintains quality assurance, environmental, and infection control policies in accordance with mission objectives and policies and procedures. Prepares reports regarding the activities of the operation for review by administration. Relies on extensive experience and judgment to plan and accomplish goals. Performs a variety of tasks. Leads and directs the work of others. Assures compliance with the conditions of participation and other regulatory bodies. Responsible for all new program development and oversight of all community education activities.

I. Essential Duties and Responsibilities:

1. Complies with policies and procedures.
2. Supervises all patient assignments. Responsible for job orientation of team staff regarding clinical services.
3. Facilitates staff education and updates on policy changes.
4. Ensures that all staff are qualified and skills are demonstrated at least annually. Responsible for in service and continuing education programs for interdisciplinary staff
5. Monitors the care that is given by all staff through random review, consultation, and joint visits with staff as needed. Provides consultation in office and in the field for case management and client care issues. Assists staff in the development of their case management role.
6. Develops annual operating budget.
7. Reports to the Medical Director, governing body, and Professional Advisory Committee (PAC), all statistics including but not limited to: admissions, discharges, infection control, admissions to the hospital, and patient complaints
8. Ensures Professional Advisory Committee (PAC) meets quarterly and addresses all requirements of the PAC.

9. Contacts all patients and family members that make a complaint. Attempts to resolve all complaints; if unable, refers to a governing body member.
10. Evaluates, monitors, and takes disciplinary action on staffing issues.
11. Develops and modifies orientation programs for all new staff.
12. Promotes an awareness of Hospice to staff and community. Facilitates interdisciplinary team conferences on a regular basis
13. Is actively involved in marketing efforts of palliative care. Provides on-site support, guidance and counseling as necessary to clinical staff.
14. Reviews Hospice files for compliance with all federal laws.
15. Ensures the confidentiality of all patient files.
16. Oversees annual in-service training.
17. Reviews patient charts for the appropriateness and compliance with regulations. Develops and maintains on-call schedule for clinical staff.
18. Is on call 24 hours a day, 7 days a week for emergencies and for staff questions.
19. Conducts weekly interdisciplinary Team meetings
20. Provides leadership and guidance to interdisciplinary team members, including nurses, therapists, home health aides, coordinators, and supervisors.
21. Liaisons with physicians and community.
22. Actively reviews current periodicals and literature relating to home health and updates staff as necessary.
23. Oversees the bereavement program and ensures that follow up is provided to family members.
24. Coordinates with the Clinical Team Leader on staffing issues.
25. Works with all staff to encourage development.
26. Monitors the accounts receivable and documents problems.
27. Interviews staff when positions are available and hires new staff in accordance with policy.
28. Develops new programs as necessary.

II. Experience & Specifications:

1. Graduate of Bachelor's Degree in Nursing, Registered Nurse, or 5-years of experience in Health Care related field (administration and/or operations).
2. Certification – BLS. ACLS, PALS may be required.

3. Has training and experience in health service administration and at least 1 year of supervisory or administrative experience in home health care, hospice, or related health programs.
4. Has knowledge of all programs that oversight is provided including regulatory guidelines and pain management techniques.
5. Strong communication and writing skills
6. Ability to function under pressure and function independently.

Image Responsibilities:

Complies with the Hospice Dress Code and projects a professional appearance. Must have a positive attitude towards patients and co-workers. Must follow policies regarding outside speaking and professional affiliations.

Work Environment:

Work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. While performing the duties of this job, the employee is exposed to lights, office equipment such as computer monitors, faxes etc. in a clinical setting. The noise level in the work environment is usually low.