



Position Description

INDEX NUMBER: 125.52.1

DATE INITIATED: 4/28/93

DATE REVISED: 3/22/10

IDENTIFICATION:

Title: Manager

Department: Home Health & Hospice

Reports To: CNO

Position Status: Hourly Exempt Non-Exempt

POSITION SUMMARY

Manages and oversees the Home Health & Hospice Services according to the standards of the federal and state governments and the Hospital; acts as a resource to the Hospital

PRINCIPLE ACCOUNTABILITIES

1. Acts as supervisor of Home Health & Hospice clinical services and is available, at least by phone, during all hours patient care is provided, or designates in writing similarly qualified alternate to act in the manager's absence.
2. Assures that all patient care is in compliance with Federal and state regulations.
3. Acts as intake coordinator for Home Health & Hospice patient referrals, including obtaining insurance verification and approvals.
4. Provides direct patient care as needed to assist members of the Home Health.
5. Does discharge planning as needed for inpatients at LCCH that will be needing Home Health services.
6. Assists DNS with development of new programs.
7. Oversees implementation of OASIS data collection, editing and transmission requirements.
8. Coordinates Advisory Council meetings.
9. Makes periodic on-site evaluation visits of personnel; counsels personnel as to increasing their performance.
10. Coordinates and supervises annual evaluation in conjunction with Advisory Council and department personnel.
11. Participates in the 60-day review of patient records, as needed.
12. Assists in development and implementation of effective marketing plans to educate the general public and the medical community as to the benefits of Home Care services in general, and LCCH Home Care services in particular.

QUALIFICATIONS

1. Knowledge of – and experience with – systems monitoring and maintenance.
2. Considerable knowledge of Home Health/Hospice regulatory and financial needs, nursing theory and practice, and principles of professional supervision.
3. Strong interpersonal skills.
4. Skills in Home Health/Hospice financial planning, budgeting, revenue planning, and reimbursement issues of Medicare, Medicaid, and private insurance.
5. Graduate from an accredited school of nursing.
6. Registered Nurse, currently licensed in the State of Washington.
7. Possesses a valid Washington State Driver's License.
8. Has personal reliable transportation and maintains personal automobile insurance at all times, as personal automobile insurance is primary coverage during use of personal automobile on the job.
9. Past experience should show above average job performance.
10. Three to five years recent Home Health/Hospice-related experience, with strong background in management.
11. Extensive supervisory experience and/or training.

LCCH MANAGEMENT STANDARDS

1. Ability to define customers and establish department specific customer service standards (within the organization's framework). Trains employees to these specific standards and measures performance against those standards on an on-going basis.
2. Follows up on patient and family care/customer issues promptly.
3. Communicates job expectations to employees in advance and reinforces these expectations through regular and timely feedback and coaching.

4. Applies the formal disciplinary process, as necessary, using consultation with Administrative Supervisor and HR.
5. Allocates adequate resources to allow their employees to fulfill their job responsibilities safely and efficiently and to provide opportunities for growth and advancement.
6. Develops a department that supports the LCCH vision, mission and department goals.
7. Manages revenue and expenses to the established budget and reports and explains reasons for budget variances and planned corrective actions that will be taken.
8. Conducts regular department meetings on a schedule appropriate to the needs of the department, with a written agenda that includes sharing of departmental and hospital-wide topics.
9. Establishes other formal and informal mechanisms to encourage communication of information and concerns between management and employees.
10. Maintains 24 hour responsibility for departmental operations including staffing and scheduling.
11. Responsible for all educational processes relating to regulatory compliance to include 'New Employee Orientation', 'Annual Mandatory Updates' and continuing education. Awareness of current licensing and other required certifications for departmental staff.
12. Represents LCCH ethically in business and professional relationships.
13. Acts as a positive role model for the guiding principles, policies and procedures, work ethics and code of conduct.
14. Able to work effectively with and through others. A team leader with skills that foster and sustain a high-trust culture. Ability to bring out the best in others.
15. Manages an effective departmental Quality Assurance/Performance Improvement (QAPI) program that includes a focus on safety and patient centered care.
16. Enforces methods of protecting the confidentiality, integrity and security of confidential information as required by law, professional ethics and accreditation requirements as referenced in policies 215.29, 150.15 & 150.17.
17. Demonstrates understanding of and adherence to the elements of the Environment of Care and the relationship to the safety and security of our patients, their guests and our staff.

DISCLAIMER STATEMENT

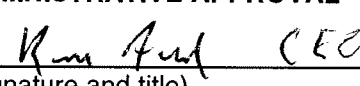
The above statements are intended to describe the general nature and level of work being performed. They are not intended to be an exhaustive list of all responsibilities, duties and skills required of personnel so classified, nor do they address the performance standards that must be maintained.

REVIEWED BY



 (Signature and title)

ADMINISTRATIVE APPROVAL



 (Signature and title)

EMPLOYEE:

I have read and understand the duties and responsibilities of this position. I have reviewed and agree to the contents of this position description and I am able to perform the job functions and meet the physical requirements without restriction(s):

 Employee Signature

 Date



Department: Home Health & Hospice

Job Title: Manager

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Mark all responses using the following codes:

N = Never

O = Occasionally, represents 1 to 33% or 1 to 2 hour of an 8-hour workday

F = Frequently, represents 34 to 66% or 2.5 to 5.5 hours of an 8-hour workday

C = Continuously, represents 67 to 100% or 6 to 8 hours of an 8-hour workday

N	O	F	C	PHYSICAL ACTIVITY
		X		Walking
		X		Sitting/Standing
		X		Reaching: Shoulder height
	X			Above shoulder height
	X			Below shoulder height
	X			Climbing
	X			Pulling/Pushing: 25 pounds or less
	X			25 to 50 pounds
X				Over 50 pounds
	X			Lifting: 25 pounds or less
	X			25 to 50 pounds
X				Over 50 pounds
	X			Carrying: 25 pounds or less
	X			25 to 50 pounds
X				Over 50 pounds
	X			Crawling/Kneeling
	X			Bending/Stooping/Crouching
	X			Twisting/Turning
	X			Repetitive Movement

PHYSICAL EXPOSURE: (mark where applicable with "X")

Unprotected heights _____

Lighting: Bright _____

Dim _____

Mechanical hazards _____

Hazardous substances _____

Infectious diseases X

Harmful physical agents:

Heat/Cold _____

Noise _____

Ionizing/non-ionizing radiation _____

ACCEPTABLE MINIMUM PHYSICAL ABILITY:

_____ Good X Correctable _____ Blind

 X Normal _____ Impaired

 X Normal _____ Moderate Loss _____ Deaf

 X Good _____ Fair _____ Fair

 X Good _____ Fair _____ Mute

Vision
Color Vision
Hearing
Manual Dexterity
Talking/Speech