

LB Homes

RN Case Manager - LB Hospice

Department: Hospice

FLSA Status: Non-Exempt

Grade/Level:

Job Type: Regular

Work Schedule:

Business hours, on call and as needed to meet the needs of the agency.

Job Status: Full Time

Reports To: Hospice Clinical Coordinator

Amount of Travel Required: 25-30%

Positions Supervised: RN's, LPN's and NA/R's

POSITION SUMMARY

RN Case Manager provides information about hospice services, admits, assesses, develops and revises the individualized hospice plan of care and collaborates with healthcare practitioners, care site staff and caregivers of new patients and for their assigned patient caseload.

ESSENTIAL FUNCTIONS

Reasonable Accommodations Statement

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable Accommodations may be made to enable qualified individuals with disabilities to perform the essential functions.

Essential Functions Statement(s)

- LMA: Leads, Manages and holds all reporting staff Accountable for following regulations, policies and procedures and providing excellent, quality, timely care and services.
- Completes the comprehensive assessments of patients and their caregivers admitted to hospice.
- Creates efficient, effective, and individualized plans of care to meet patient's needs that establish realistic, measurable, and patient specific goals and are based on nursing diagnosis as well as problems and interventions identified by other disciplines involved. Includes the patient and the family in the planning process. Responsible for the revision of the plan of care as necessary.
- Follows licensed Healthcare Practitioner's orders and LB Hospice Standing Orders.
- Consistently plans and provides patient care in accordance with current acceptable standards of nursing practice and applicable law and regulations for Hospice.
- Requests immediate assistance or obtains additional training in order to ensure timely provisions of competent care.
- Keeps current with trends and advancements in the delivery of hospice care.
- Using critical thinking skills, ensures the plan of care meets patient and caregiver needs by making use of all information collected by the multidisciplinary team.
- Prepares for and participates in assigned interdisciplinary team meetings and adjusts the plan of care

according to content discussed and recommendations of the team.

- Communicates with the physician/healthcare practitioner regarding the patient's needs and changes in condition; obtains/receives orders as required.
- Ensures that patients' needs for equipment, care supplies and services are obtained.
- Provides education to patients and their caregivers regarding managing the patient's condition. Uses available teaching aids.
- Respects patient's rights and treats patients/ caregivers with respect and compassion.
- Maintains personal health information confidentiality in all situations.
- Takes appropriate action to resolve identified caregiver or patient concerns or complaints in accordance with agency procedure.
- Achieves an acceptable level of patient/family/caregiver satisfaction.
- Identifies opportunities to improve the quality of overall patient care and brings them to the attention of the Hospice Clinical Coordinator.
- Participates in Quality Improvement processes.
- Meets established productivity standards; maintains an average patient visit count and/or an average caseload of patients in accordance with agency guidelines.
- Uses resources efficiently; i.e. organizes time, plans daily activities to minimize mileage.
- Knowledgeable of payer requirements.
- Completes tasks and electronic health record documentation accurately and within timeframes established by the agency.
- Demonstrates competence in skills needed in Hospice.
- Able to effectively adjust to multiple changes based on patient needs and scheduling.
- Meets employee expectations as stated in the LB Homes Employee Handbook and policies and procedures. Adheres to LB Hospice policies, procedures and established processes.
- Completes other assignments as requested and assigned.

POSITION QUALIFICATIONS

Competency Statement(s)

- Integrity - Always do what is right.
- Compassion - Open your heart and show you care.
- Dedication - LB Homes can count on you.
- Team Work - Help each other make it happen.
- Customer Service - Know the need and meet it.
- Active Listening - Ability to actively attend to, convey, and understand the comments and questions of others.
- Applied Learning - Ability to participate in needed learning activities in a way that makes the most of the learning experience.
- Assertiveness - Ability to act in a self-confident manner to facilitate completion of a work assignment or to defend a position or idea.
- Decision Making - Ability to make critical decisions while following company procedures.
- Empathetic - Ability to appreciate and be sensitive to the feelings of others.
- Reliability - The trait of being dependable and trustworthy.

- Responsible - Ability to be held accountable or answerable for one's conduct.
- Judgment - The ability to formulate a sound decision using the available information.
- Problem Solving - Ability to find a solution for or to deal proactively with work-related problems.
- Research Skills - Ability to design and conduct a systematic, objective, and critical investigation.
- Accountability - Ability to accept responsibility and account for his/her actions.
- Time Management - Ability to utilize the available time to organize and complete work within given deadlines.
- Ambition - The drive to achieve personal advancement.
- Customer Oriented - Ability to take care of the customers' needs while following company procedures.

SKILLS & ABILITIES

Education: Associate's Degree (two year college or technical school): Required

Experience: 1 plus years of experience in nursing

Computer Skills: Basic computer skills and the ability to maximize use of web based software and the electronic health record used by the organization.

Certifications & Licenses: Current MN RN license, CPR certification, current driver's license and proof of insurance.

Other Requirements:

PHYSICAL DEMANDS

N (Not Applicable) Activity is not applicable to this position.
O (Occasionally) Position requires this activity up to 33% of the time (0 - 2.5+ hrs/day)
F (Frequently) Position requires this activity from 33% - 66% of the time (2.5 - 5.5+ hrs/day)
C (Constantly) Position requires this activity more than 66% of the time (5.5+ hrs/day)

Physical Demands

Stand	O	Lift/Carry	
Walk	O	10 lbs or less	F
Sit	F	11-20 lbs	F
Manually Manipulate	O	21-50 lbs	O
Reach Outward	F	51-100 lbs	N
Reach Above Shoulder	O	Over 100 lbs	N
Climb	O		

Push/Pull

Crawl	N	12 lbs or less	F
Squat or Kneel	O	13-25 lbs	O
Bend	O	26-40 lbs	N
Grasp	F	41-100 lbs	N
Speak	F		

Other Physical Requirements

- Vision (Near, Distance)
- Sense of Sound - spoken word, alarms, telephones, assessment equipment
- Sense of Smell
- Sense of Touch
- Ability to wear Personal Protective Equipment (PPE) - gloves, mask, goggles, gowns
- Sense of Balance

WORK ENVIRONMENT

1. Work is normally performed in patient's home, schools, or occupational settings; personal vehicle and home care office workroom; potential exposure to communicable diseases, bloodborne pathogens and/or other potentially infectious or hazardous materials and situations that require following extensive safety precautions and may include the use of protective equipment.

Prepared By: _____ Date: _____

Employee
Signature: _____ Date: _____

The company has reviewed this job description to ensure that essential functions and basic duties have been included. It is intended to provide guidelines for job expectations and the employee's ability to perform the position described. It is not intended to be construed as an exhaustive list of all functions, responsibilities, skills and abilities. Additional functions and requirements may be assigned by supervisors as deemed appropriate. This document does not represent a contract of employment, and the company reserves the right to change this job description and/or assign tasks for the employee to perform, as the company may deem appropriate.