Non-Management Job Description  
RN CASE MANAGER - HOSPICE

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<tr>
<th>Agency:</th>
<th>JPH</th>
<th>Date Approved:</th>
<th>01/11/2017</th>
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<tr>
<td>Department:</td>
<td>Patient Care</td>
<td>Document Owner:</td>
<td>Jordan Zoltowsky</td>
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<tr>
<td>Supervisor:</td>
<td>Team Manager</td>
<td>FLSA Status:</td>
<td>☒ Exempt ☐ Non-Exempt</td>
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**Position Overview:**  
Responsible for the overall case management of assigned patient caseload through the coordination of hospice services as determined in the Hospice Plan of Care. Provides patient physical and psychosocial health systems assessments for the purpose of developing the Hospice Plan of Care and “Goals of Care” based on the patient’s and family’s needs and wishes.

**Qualifications:**

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<th>Education</th>
<th>Graduate from an accredited School of Nursing.  BSN preferred.</th>
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<tr>
<td>Experience</td>
<td>A minimum of one-year experience in Medical-Surgical nursing, in addition to experience in Community Health. Hospice or Oncology nursing preferred.</td>
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| Specialized Knowledge and Skills, License/Certification | • New York State RN licensure  
• Cantonese/Mandarin Fluency  
• NYS valid driver’s license  
• CHPN after one year of employment with MJHS Hospice  
• MS Word, Excel, Windows applications  
• Ability to be dependable and capable of using initiative and good judgment  
• Possess good communication, listening and organizational skills  
• Ability to input clinical data proficiently  
• Ability to effectively communicate in a customer service environment  
• Ability to work flexible hours to meet the needs of the position  
• Ability to coordinate the resources and personnel involved in a comprehensive interdisciplinary team environment  
• Ability to work non-judgmentally with patient / family members of any culture, religion, socio-economic background or lifestyle  
• Detail oriented and ability to set own priorities  
• Ability to handle confidential aspects of assignments |
| Age Specific Competencies: (Applicable to patient care roles only) | ☐ Not Applicable ☐ Neonate/Infant ☒ Toddler ☒ Pre-School Age  
☒ School Age ☒ Adolescent ☒ Adult ☒ Individuals aged 60+ |
| Professional Competencies | • Customer Service - Strives to provide the best customer service at all times to internal and external customers.  
• Communication - Utilizes appropriate communication methods and style to ensure information is efficiently and effectively delivered and received.  
• Collaboration/Cooperation - Works well with others and takes actions that are most appropriate for achieving departmental and organization goals  
• Dependability/Accountability - Meets productivity, attendance and punctuality standards  
• Professionalism - Demonstrates MJHS core values, adheres to the MJHS Code of Conduct and Standards of Conduct |
Responsibilities:

1. **Responsibility:** Follows infection control standards as per MJHS policy  
   **Performance Standards:**  
   - Practices proper hand hygiene technique in accordance with MJHS protocol  
   - Uses barrier for bag and field device during patient visits  
   - Adheres to standard precautions and transmission based precautions  

2. **Responsibility:** Conducts initial nursing health assessments of new patients.  
   **Performance Standards:**  
   - Obtains complete medical history  
   - Performs complete physical assessment  
   - Makes pain and symptom assessment and contacts MD for orders when changes or additional medications are needed  
   - Documents all findings and notifies other team members of changes made  
   - Assesses environment for safety, making recommendations to caregivers for changes where needed  

3. **Responsibility:** Manages patient care according to level designation (RHC, GIP, SNF).  
   **Performance Standards:**  
   - Makes minimum number of visits as per level of care or arranges alternative coverage with Team Manager  
   - Provide and document ongoing teaching with patient and caregivers, verbally and in writing to include current list of medications, death and dying process  
   - Provide and document ongoing assessment of safety  
   - Provide and document ongoing teaching regarding changes in patient’s ability to perform ADLs, disease progression  
   - Weekly and as needed review of hospice plan of care with caregivers and emphasis on calling hospice main phone number for condition changes, questions  
   - Thoroughly documents all medication changes, findings, teaching, and assessments in NetSmart  
   - Communicates to Hospice team members any changes made during visit or change in patient’s status  
   - Documents in the EMR while performing visit  
   - Complete a full synchronization twice per day  
   - Completes documentation and verifies visit in a timely manner as per MJHS policy  
   - Uses Clinical Monitoring scales at each and every visit and performs follow up visit or phone call as indicated  
   - Assesses current medications for effectiveness and calls MD for changes or additions for uncontrolled symptoms  
   - Conducts medication reconciliation with medication profile and orders any refills needed at each visit  
   - Ensures that medications are properly identified as covered/non-covered in NetSmart  
   - Assess patient for referrals to supportive services such as but not limited to CAT, PT, Volunteer WOCN  
   - Obtains and reviews signed orders from physician for changes in patient plan of care  
   - Reviews and updates plan of care using PGIs in NetSmart, with each patient visit, when change in condition occurs and prn  
   - Reviews each patient at IDT meeting within one week of admission and then every 2 weeks thereafter  
   - Reviews & completes with IDT the Recertification PGI for all patients due for recertification, 2-4 weeks prior to recertification date  

4. **Responsibility:** RN Case Managers in contracted facilities coordinate care with facility employees as well as family members/caregivers.
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<td>• Ensures facility staff is aware of presence in the building and how to contact them</td>
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<td>• Maintains positive relationships with facility staff including but not limited to: charge nurses, floor nurses, DON, ADON, Director of Social Work, Administrator etc.</td>
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<td>• Discusses plan of care with facility staff and documents coordination of care</td>
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<td>• Utilizes volunteers on a regular basis</td>
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<td>• Prints copies of EMR and inserts in facility patient chart as per facility policy</td>
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<td>• Assesses HHA performance and ensures all patients needs are met</td>
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<td>• Communicates with family member(s)/caregiver to discuss each visit, interventions and goals of care</td>
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5. **Responsibility:** Assesses and makes recommendations for medical equipment and/or supplies and evaluates equipment for safe use.

   **Performance Standards:**
   - Contacts office staff or vendor for delivery of equipment or supplies
   - Anticipates need for supplies prior to weekends or holidays
   - Maintains proper inventory levels in the home
   - Receives approval from team leader or clinical supervisor on those items that are not part of the usual hospice plan of care

6. **Responsibility:** Follows the appropriate standards of practice established by the National Hospice Organization when admitting patients to Hospice and in all contacts, presents a positive image of HOSPICE and the patients served.

   **Performance Standards:**
   - Completes pre-admissions and initial admission nursing assessments of new patients as requested
   - Perform preliminary assessments to determine eligibility as requested
   - Completes the required admission documentation within 12 hours of admission in NetSmart (when appropriate, Admissions are mostly done by admission nurses)
   - Communicates a clinical report to the assigned Hospice staff for the new patients on day of admission (When appropriate, mostly communicated by admissions nurse)
   - Initiates and obtains appropriate physician orders at the time of admission
   - Completes referral and admission assessments in all boroughs as needed
   - Verifies either a verbal or written certification of terminal illness has been obtained prior to the admission
   - Obtains a signed “Election of Benefits”
   - Verifies eligibility according to prognostication guidelines in MISYS

7. **Responsibility:** Supervises, trains and evaluates home health aides, homemakers and personal care workers in patients’ homes.

   **Performance Standards:**
   - Gives phone orientation on first day that HHA is in the home (if unable to be there in person) and then within one day in person
   - Provides supervision in person every 2 weeks (14 days)
   - Maintains up to date plan of care in the home
   - Documents HHA teaching in NetSmart

8. **Responsibility:** Participates in on-call coverage system on a rotating basis.

   **Performance Standards:**
• Participates in back-up on-call rotation either as triage nurse or to make patient visits as needed, directed by the clinical supervisor
• Timely documentation and synchronization of all calls and visits in NetSmart
• Reports to appropriate team members any changes or important issues

**ADA Standards:**

| Physical Demands:      | • Ability to stand, walk, climb stairs and sit.  
|                       | • Ability to kneel or crouch.  
|                       | • Ability to lift < 15 lbs. For anything over 15 lbs. assistance may be requested.  
|                       | • Ability to distinguish between shades of color and withstand close vision or prolonged reading.  
|                       | • Ability to communicate to others in person and via the telephone and computer.  
|                       | • Ability to write notes in patients charts proficiently, and/or document in MISYS.  

| Mental Demands:        | • Ability to perform and prioritize various functions and tasks simultaneously  
|                       | • Ability to effectively, compassionately assist families/patients through the dying process.  
|                       | • Ability to cope with frequent death.  
|                       | • Ability to request support from other team members with emotionally difficult cases.  

| Working Conditions:    | • Exposure to infectious or contagious diseases.  
|                       | • Work environment may include: Office, Facility, or Patient Home.  

The above list encompasses the essential functions of the job. It is not all-inclusive and employees may be asked to do different tasks from time to time. Simply because something is not written in a job description does not give any employee a reason to decline to perform a task at the direction or request of a supervisor. All staff is expected to perform their jobs in compliance with MJHS policies and all legal and regulatory requirements that affect their job.