



November 11, 2020

Hospice Clinical Manager - Intake

Full-time Salaried Position: 40 hours per week

JOB DESCRIPTION SUMMARY:

Responsible for managing all aspects of the patient intake process including managing the members of the intake team, establishing and maintaining positive relationships with patients, families and referral sources, responding to patient/family requests and concerns. Responsible for ensuring patient care is coordinated and managed appropriately, and for the assignment and supervision of clinical home care personnel.

ESSENTIAL JOB FUNCTIONS/RESPONSIBILITIES

1. Directs all daily patient referral and intake operations including providing direct oversight of the establishment and implementation of intake policies.
2. Receives case referrals. Conferences with Attending Physician and Medical Director regarding an individual's eligibility for services. Reviews available patient information related to case, including home visits, to determine hospice/home care needs. Ensures maximum third party reimbursement through adherence to eligibility determination, insurance verification and authorization processes.
3. Assigns appropriate hospice personnel to case as needed. Responsible for oversight of timely patient evaluations and admissions by RNs and comprehensive assessment requirements for IDT.
4. Completes supervisory visits to assure best practices standards and efficient delivery of services. Guides clinician for nursing interventions and directs the clinical team.
5. Ensures clinicians establish immediate and long-term palliative goals, in setting priorities, and in developing plan of care.
6. Facilitates IDT meetings to review coordination of care and discussion of interdisciplinary group involvement. Responsible for the flow of IDT and ensures compliance with the IDT regulations per Conditions of Participation.
7. Responsible for appropriate staff scheduling and coverage and implements strategies to ensure staffing/productivity guidelines are within budgetary parameters. Supervises and disciplines clinical staff and develops action plans as appropriate.

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8. Responsible for homecare staff development including orientation, in-service, continuing education, competency testing. Assists with orientation and training for new clinical team members.
9. Ensures compliance with all state, federal, and referral/intake regulatory requirements. Monitors patient benefit periods to ensure timely and appropriate recertification. Helps to ensure compliance with regulatory visits, completion of certifications per regulations.
10. Acts as liaison to facilities, hospitals and physicians for referrals and admissions. Responsible for developing community relationships to increase admission and knowledge of hospice services.
11. Assists with collecting data regarding referral statistics including key provider referral trends. Assists referral sources and patients to access Hospice and Pathways services.
12. Provides leadership in strategic planning including identifying opportunities for additional or improved home care services.
13. Participates in Clinical Manager On-Call schedule.
14. Actively participates in quality assessment and performance improvement teams and activities.

The above statements are intended to be a representative summary of the major duties and responsibilities performed by the Intake and Home Care Supervisor, who may be requested to perform job-related tasks other than those stated in this description.

POSITION QUALIFICATIONS

1. Degree in Nursing, Bachelor's degree preferred.
2. Registered Nurse with a current Maryland license.
3. At least three (3) to five (5) years' experience in hospice, preferably in home care operations.
4. Demonstrated ability to supervise and direct professional and administrative personnel.
5. Knowledge of corporate business management, governmental regulations, hospice standards, and private payer practices.
6. Demonstrates good communications, negotiation, and public relations skills.
7. Demonstrates autonomy, organization, assertiveness, flexibility and cooperation in performing job responsibilities.

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8. Excellent customer service philosophy and demonstrated compassion for end-of-life care.
9. Maintains patient confidentiality/HIPAA regulations.

Interested Applicants should complete an application and submit along with cover letter and resume to: mkirsch@talbothospice.org or mail to Talbot Hospice Foundation, Attn: Molly Kirsch, 586 Cynwood Drive, Easton, MD 21601

ABOUT TALBOT HOSPICE

Founded in 1981, Talbot Hospice provides compassionate care, comfort and support for patients and their families and caregivers wherever they call home. Talbot Hospice serves patients facing life-limiting illnesses and their loved ones through hospice and palliative care as well as its Pathways and Bereavement Programs. Services are available to patients and caregivers regardless of ability to pay. Learn more at www.talbothospice.org.

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