QUALIFICATIONS

1. B.S.N. equivalent in experience, education, or degree.
2. At least five years nursing experience, part of which has been community nursing; Hospice experience preferred. Two years supervisory experience desired.
3. Must have professional liability insurance coverage. (Field Staff)
4. Must have current CPR certification. (Field Staff)
5. Must possess a current license to practice as a registered, professional nurse in the State of Oregon.
6. Able to receive direction and independently follow tasks through with minimum supervision.
7. Demonstrate excellent critical thinking skills.
8. Must be able to operate basic office equipment necessary to performance of duties, i.e. fax, copier, multi-phone lines, and computer.
9. Must be able to communicate clearly and concisely.
10. Must be able respond to others, patients, and co-workers, in a caring, calm, and supportive manner.
11. Detail oriented, able to multi-task and remain flexible with assignments.
12. Must have strong organizational and interpersonal skills.
13. Maintains professional integrity throughout performance of all job duties, demonstrates exemplary work ethic.
15. Able to adhere to the practice of confidentiality regarding patients, families, staff, and the organization.
16. Able to serve as a positive representative of SCH at all times.
17. Able to act in a kind, decent, and respectful manner at all times.
18. Ability to work flexible hours, including evenings and/or weekends as needed, requested, or assigned.
19. Must be able to recognize, support, and adhere to all SCH policies and procedures.
20. Must possess, or within 30 days be able to possess, a valid Oregon Driver’s License or ID card, dependable transportation, and proof of automobile insurance coverage.

PURPOSE

The Patient Care Coordinator (PCC) is responsible for the coordination of all aspects of patient care. The PCC has primary responsibility and authority for maintaining quality of patient care, in accordance with the organization's objectives and policies through planning, coordinating, implementing, and evaluating the services provided patients and families.

SUPERVISION RECEIVED

Works directly under the supervision of the SCH Executive Director, and closely with SCH Medical Director, who reviews overall effectiveness through analysis of reports, conferences, and with regular supervision.

The PCC works along side with other SCH & PCS Managers to maintain the SCH & PCS Mission, philosophy, and program shared goals.
SUPERVISION EXERCISED

Directly and indirectly supervises SCH Nursing Department Team Members, to include RNs, LPNs, and HHA/CNAs, and PCC Administrative Assistant.

DUTIES AND RESPONSIBILITIES

1. Member of the IDG. This group is responsible for:
   a. Evaluating the appropriateness of patient referrals.
   b. Participating in the establishment of the plan of care.
   c. Providing and evaluating SCH care and services provided.
   d. Providing periodic review and updating of the plans of care for each individual receiving SCH care.
   e. Supporting the policies governing the day-to-day provision of SCH care and service.

2. Participates in policy setting and program planning:
   a. Serves as a member of the SCH Quality Improvement Committee.
   b. Participates in all assigned team and administrative meetings.

3. Facilitates weekly IDG meetings with the Medical Director; evaluates patient progress, identifies options to improve patient care according to standards of practice.

4. Coordinates patient clinical care and collaborates with all other team disciplines in all care settings.

5. Establishes the assignments of patient/family referrals and admissions, to include the possible completion of the intakes and assessments.

6. Assists Primary Care Nurses with, and monitors, patient/family education.

7. Evaluates all Nursing Staff activities, patient/family assignments, staffing patterns, and schedules, including the HHAs daily supervision.

8. Assumes overall responsibility for clinical supervision and performance evaluations of all Nursing personnel. (Supervision of LPN's and Home Health Aides may be delegated.) Provides written counseling and written performance evaluations to improve performance. Recognizes outstanding performance with written description for personnel file.

9. Assists with interviews of applicants for Nursing and Home Health Aide positions, and assumes responsibility for patient care Staff Orientation and guidance, i.e. office, policies, procedures, field.

10. Functions as liaison between all disciplines and Volunteers, providing care as necessary to maintain patient/family well being.
11. Assesses and evaluates Hospice patient/family services, monitoring the performance of the care team in relationship to medical records documentation to ensure the accuracy, completeness, and compliance with licensing regulations, certification standards, and Hospice Standards of Care. Works closely with SCH NP (Nurse Practitioner) assigned to the Quality Improvement Committee, for compliance oversight other than patient/family Incident Reports.

12. Acts as liaison between SCH and other health care providers of the community including physicians, hospital oncology team(s), discharge planning, providers of contract care, and other community resources as appropriate. Acts as official liaison with Hospital or inpatient facility where SCH patient is admitted, and visits or designates Primary RN to make facility visit.

13. In conjunction with IDG, the Medical Director, QI Coordinator, and Nurse Practitioner, makes recommendations for the provision of professional Staff In-service education and clinical Staff Support Meetings.

14. Identifies communication problems between caregivers and family, and facilitates the correction of any obstacles to that process, coordinating and participating with the SCH Executive Director.

15. Performs clinical duties as needed, including patient/family visits, field supervision, and evaluation of care to facilitate teamwork within the organization. Demonstrates proficiency in appropriate complex clinical skills, teaches, guides, and supports team as needed.

16. Demonstrates continued professional growth and development through participation in educational programs and review of current health care literature. Recognizes own areas of need to promote professional growth.

17. Demonstrates loyalty to the SCH organization by adhering to and supporting the administrative policies; is a role model for the team, clinically and personally, in attitude, focus, conduct, and reliability.

18. Supports the SCH Executive Director with prompt and appropriate verbal and written communication of positive and negative information; keeps the Executive Director informed of any desired or necessary Department changes, prior to implementation.

19. Demonstrates integrity and commitment through attention to all above responsibilities while on duty. Arranges for all personal matters after or prior to duty hours, where possible.

20. Assures availability to team, patients, and SCH Administration each scheduled day, to include Administrative backup as scheduled.

21. Continuously demonstrates a professional appearance and demeanor which accurately reflects the philosophy of Hospice and the Executive Director's standards. Maintains a non-judgmental, accepting attitude whether in person or telephone contact with others.

22. Exhibits and supports a kind, decent, and respectful behavior in the workplace.
23. Participates in Staff Training, educational programs, and participates in the Volunteer Training Program as appropriate or when needed/requested.

24. To adhere to all SCH Personnel Policies including, but not limited to:
   - SCH Standards of Conduct as described in the agency’s Compliance Plan.
   - SCH Privacy Practices in accordance with HIPAA regulations.
   - SCH Sexual Abuse and Molestation Policy.
   - Kind, decent, & respectful behavior
   - Observe the 3 C’s – Calm, cool, and collected.

This position description describes the general nature and level of duties and responsibilities required of persons assigned to this position. It is not intended to include all duties and responsibilities. The order in which duties and responsibilities are listed is not significant.

______________________________  ___________________________
Employee’s Signature                  Date

______________________________  ___________________________
Executive Director’s Signature        Date

FacMgr/CEOAss’t/Personnel/MgrsJD/PC COORD MANAGER: 2/17/99, 7/16/02, 12/9/02, 4/3/03, 4/7/03, 4/11/03, 3/9/04, 8/24/04; 8/12/10, 5/13/11