



## JOB DESCRIPTION

**TITLE: CLINICAL MANAGER – HOSPICE & PALLIATIVE PROGRAMS**

**REPORTS TO: CHIEF EXECUTIVE OFFICER**

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### **POSITION SUMMARY:**

The Clinical Manager – Hospice & Palliative Programs (CM-HP) is responsible for managing the patients serviced by the clinical interdisciplinary team, including the planning, organizing and leading of the team members in the provision of superior and customer oriented clinical services. The CM-HP drives performance based on operational indicators, utilizes metrics from Netsmart, Home Health Gold (HHG) and Strategic Healthcare Programs (SHP), supports clinical staff to manage staff performance including daily caseloads, ensuring clinician competency and fostering care collaboration between disciplines.

### **RESPONSIBILITIES:**

- Serves as a role model for the BVNA values of Partnership, Ownership, Excellence, Client-Focus and Innovation.
- Partners with Human Resources to provide appropriate staffing measures and consults with Human Resources when presented with performance concerns. Is responsible for recruiting, hiring, evaluating staff and makes appropriate recommendations if counseling is required.
- Oversees Hospice's ongoing Quality Assessment/Performance Improvement (QAPI) Program.
- Coordinates hospice and palliative care consults. Available as a consultant to patients, families and staff regarding end of life issues and palliative care. Sets the expectations for job performance, teamwork, positive attitudes, and high morale. Addresses and corrects all patient concerns.
- Supervises hospice and palliative care teams including Supportive Services (Hospice Nurse, Palliative Nurse, Community LPN's, Home Health Aides, Social Workers, Chaplains and Hospice Program Lead) ensuring that all caregivers are providing care in a manner consistent with the patient's plan of care.
- Ensures the patients' plans of care are developed, implemented and evaluated.
- Conducts patient case conferences, in-services, staff meetings and maintains appropriate documentation, participates in community education projects.
- Organizes bi-weekly interdisciplinary team meetings. Schedules regular joint visits in the field to observe clinical care and POC usage.
- Provides education on hospice and palliative care to the BVNA hospice and palliative care team and to patient/caregiver(s) as it relates to management of disease process, medications, procedures/ treatments, personal prognosis, emergency plans, infection control and safe home management.
- May collaborate as a liaison within the community to recommend and refer patient as appropriate to hospice or community-resourced palliative care programs.
- Educates clinical providers on operational and quality metrics as applicable for his/her caseload while maintaining designated metrics and monitoring satisfaction surveys.
- Communicates with the physician, primary nurse, and caregiver(s) when the patient's mental or physical status changes

- Conduct and promote open discussions with patient and support system as needed to develop end of life goals, plans, and patient preferences and assist patient and caregivers in preparing and executing advanced directives to support patient's desired care plan of care.
- Provide supportive services to patient's facing life-limiting illness or progressive disease processes
- Maintains ongoing communication with each clinician about caseload and productivity expectations, benchmarking scores, conditions of participation, care standards, and management of documentation.
- Participates in the Lean Healthcare Program to design and revise processes and BVNA systems.
- Actively participates in the orientation process of clinical providers in conjunction with the preceptor program.
- Provides oversight of billing and monitors the DME and hospice supplies to ensure appropriate budget levels are maintained for each patient episode.
- Oversees patient eligibility between programs to ensure appropriate level of care for each program.
- Participates in rotating weekend coverage and on-call coverage as needed.
- May occasionally provide direct care to Hospice and Palliative Care patients in the home setting.
- May provide back-up for Clinical Manager – Home Care during vacation and holidays.
- Triage calls from patients and clinicians related to Hospice and Palliative Care symptom management, psych-social support and clinical guidance.
- Ensures compliance with Federal, State and local rules, accreditation standards and Hospice policies in all patient care aspects of the Hospice.

## **QUALIFICATIONS & PROFESSIONAL REQUIREMENTS**

- Current Massachusetts RN license in good standing.
- Minimum of 2-3 years of experience as a Registered Nurse with a BSN Degree Required.
- Certified Hospice and Palliative Nurse (CHPN) Preferred.
- Knowledge of Home Health Gold, SHP, and Netsmart, or other EMR preferred.
- A minimum of 1-2 years of supervisory and/or management experience in hospice and/or palliative care.
- Experience in palliative care or hospice required.
- Skilled in communication with both internal and external customer.
- Able to foster positive culture and facilitate cooperation and communication amongst team members.
- Demonstrates exceptional leadership capabilities.
- Advanced computer skills.

## **STANDARDS:**

Demonstrates a commitment to the provision of superior home health services, community education, and health promotion outlined in the Mission Statement, and to our values. Demonstrates skills to assist clinicians and to follow through to meet deadlines and timeframes. Communicates a positive image and working philosophy of the BVNA and establishes and maintains a professional relationship with patients, coworkers, and others.

All employees of BVNA are expected to display the highest standards of service excellence and embody the BVNA's motto of "More than you'd expect from home care." In order to do so, the BVNA's values (shown below) will be demonstrated throughout the course of each employee's daily activities. As each employee's roles and responsibilities may be unique, these values will also be demonstrated in a way that is unique, but supportive of the employee's overall goals and the BVNA's mission and vision. Specific expectations will be made and agreed upon between the employee and his/her manager at the time of hire and throughout the year as needed.

### **PARTNERSHIP**

Through teamwork we are committed to achieve great things.

### **OWNERSHIP**

We are accountable and responsible for the success of the BVNA.

### **EXCELLENCE**

We are professionals achieving exceptional results.

**CLIENT-FOCUSED**

It's all about you.

**INNOVATIVE**

We are resourceful and flexible in adapting to changing needs.

Adheres to BVNA's and Professional Code of Ethics. Communicates a positive image and working philosophy of the BVNA and establishes and maintains a professional relationship with patients, coworkers, and others.

**JOB FACTORS:****Physical Requirements:**

Requires minimal physical effort most of the day including kneeling, squatting, reaching, twisting, climbing, walking, exposure to temperature and humidity changes and minimal assist in lifting and/or transferring of a 20 pound patient. Must possess sight/hearing senses or use appropriate adaptive devices that will enable senses to function at a level required to meet the essential duties of the position. Must provide evidence of annual TB test and other state-required tests or examinations.

**Mental Requirements:**

Must be able to work independently, make judgments based on assessments and data available and act accordingly. Must be flexible, innovative and possess good interpersonal skills. Must be able to cope with mental and emotional stress and demonstrate emotional stability