



Job Title	Patient Care Manager
Reports to	Director of Clinical Services

Hours:	Type of position:	<input checked="" type="checkbox"/> Exempt
Notes:	<input checked="" type="checkbox"/> Full-time	<input type="checkbox"/> Nonexempt
	<input type="checkbox"/> Part-time	
	<input type="checkbox"/> Contractor	
	<input type="checkbox"/> Intern	

GENERAL DESCRIPTION

Summary

The Patient Care Manager oversees the admissions department to ensure patients are admitted in accordance with organizational policies and procedures and state/federal regulations. Collaborates with internal and external contacts to facilitate an efficient admission and/or transfer processes. Obtains required orders for the patients.

Physical Demands

This job requires an employee to stand, talk and hear. There is frequent standing and walking, and occasionally an RN is required to sit, bend, kneel, stoop or crouch. This position requires frequent use of hands and frequently lift up to 35 pounds, and occasionally move 100 pounds.

Work Environment

Most work is performed in the Hospice Alliance office. Exposure to long term computer use/viewing, sitting for long periods of time and multitasking.

Some work may be performed in the Hospice Alliance residential facility, patient homes, skilled nursing facilities or any other place that a patient calls home. There is a potential for exposure to animals, smoke, unpleasant odors and a vulnerability to contagious diseases or infections. This position requires some driving which may present danger in inclement weather.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Follows up on the medical information obtained for hospice or palliative care admissions.
- Contacts and follows up with Primary Physicians/Medical Directors to obtain required orders for admission, additional medical history collection, and post admission orders.
- Conducts medication reconciliation, diagnosis clarification and verification of Medicare part D for admissions.
- Collaborates with case managers/circle leaders to obtain needed patient orders, contacts case managers when orders are obtained, and updates MARS and care plans as necessary.
- Participates in Admission/QAPI audits.
- Assists with admissions during high census or covering for the admissions department staff PTO. Contacts new patients/families and makes calls to discharged patients/families/facilities.
- Participates in work teams and committees as assigned.

Job Title	Patient Care Manager
Reports to	Director of Clinical Services
	<ul style="list-style-type: none"> - Assists with coordination therapies and interpreter services. - Manages the daily operations of the admissions department. - Supervises and provides leadership to assigned personnel. - Participates in the manager on-call rotation. - Other duties as assigned
EDUCATION AND/OR EXPERIENCE	
	<ul style="list-style-type: none"> - Graduate of an accredited school of nursing. BSN preferred. - Valid license as a Registered Nurse in the State of Wisconsin. - Certification as a Certified Hospice and Palliative Care Nurse (CHPN) desired. - Current Basic Life Support Certification - Valid Driver's License. - Prior palliative care, home health and/or hospice experience is highly desirable - Minimum of one-year recent professional nursing experience is recommended. - Able to cope with emotional stress and be tolerant of individual lifestyles. - Good written and verbal communication skills. - Sensitive to the needs of terminally ill patients and families and one's own feelings about dying and death. - Excellent time management and organizational skills are essential. - Critical thinking skills and ability to solve problems. - Strong computer skills are required, such as, email, and prior experience working with electronic medical records.

EMPLOYEE SIGNATURE	<i>Date</i>
-----------------------	-------------