Employee Name _______________________________

Nurse, Clinical Manager
Position Description

Title:       Nurse, Clinical Manager
Status:     Full-Time, or ¾-Time / Exempt

Minimum Qualifications
2. At least two (2) years of experience as a professional nurse within the previous three (3) years.
3. Current California driver’s license, proof of acceptable automobile insurance coverage, and reliable transportation as specified by Hospice of Humboldt’s policies.
4. Reliable cell phone with local number and coverage.
5. Basic computer skills.

Preferred Qualifications
1. Strong interest in end-of-life care and knowledge of Hospice regulatory issues.
2. At least one (1) year of hospice or palliative care experience.
3. Experience in supervision or case management.
4. Demonstrated critical thinking skills and excellent clinical judgment.
5. Experience working effectively with an interdisciplinary team.
6. Experience in teaching
7. CHPN certification.

Position Overview
The Clinical Manager supervises and oversees assigned Nursing Department staff, coordinates the Interdisciplinary Group, ensures strict compliance with all regulations and continuous quality improvement, and provides good stewardship of Hospice resources. Clinical Managers may also be called upon from time to time to triage phone calls from patients or families and provide direct patient care.

Essential Duties and Responsibilities
At least one Clinical Manager will be designated to perform the following essential duties and responsibilities as indicated:

☐ Leadership and Oversight of Hospice Aides
The Clinical Manager provides leadership and oversight for Hospice’s Certified Home Health Aides and Licensed Vocational Nurses who provide the personal care to Hospice of Humboldt patients. Essential duties include, but are not limited to:

1. Hiring, overseeing the training and orientation of, evaluating, and, if necessary, disciplining and terminating Hospice Aides in collaboration with the Director of Human Resources and pursuant to Human Resources policies and procedures.
2. Receiving requests for Hospice Aides, assigning Aides, reviewing visit frequencies, and scheduling visits to meet the frequencies.
3. Supervising Hospice Aides and home health services in compliance with Medical Services Policy 12.4 Hospice Aide Services.
4. Ensuring accuracy of Hospice Aide visit frequencies, changes in frequencies, assignments, and tasks assigned in the patient’s electronic medical record.
5. Identifying the learning needs and participating in teaching and developing staff in a program that meets the state mandated requirements for continuing education for Home Health Aides.

**Nursing Department Support Lead**

The Clinical Manager will oversee:

1. Tracking, stocking, and ordering of medical supplies.
2. Scheduling staff nurses and per diem nurses, including replacements for vacations and sick call.
3. Assist Director of Nursing and Director of Quality in developing clinical education trainings
4. Other duties as may be requested by the Director of Nursing.

**Supervision of Nurses**

The Clinical Manager supervises the nurses assigned to him or her, and oversees and coordinates all nursing services provided to the patients assigned to his or her Interdisciplinary Group, including but not limited to:

1. Hiring, overseeing the training and orientation of, evaluating, and, if necessary, disciplining and terminating nurses assigned to him or her, in collaboration with the Director of Human Resources and pursuant to Human Resources policies and procedures.
2. Assists RN Case Manager in coordinating nursing visits to patients and assigning tasks to the nurses he or she supervises, assuring that all patients are visited according to the frequencies prescribed by the patient’s Plan of Care pursuant to Medical Services Policy 12.3 Nursing Services.
3. Ensuring that the patient’s progress toward desired outcomes is reassessed whenever changes take place, and that the new assessment is reflected in changes to the patient’s Plan of Care pursuant to Clinical Policy 4.3 Patient Plan of Care.
4. Ensuring that orders are present for all medications on list in Allscripts and that the Plan of Care documents the education given to the patient, family, or caregivers about the safe and appropriate use of all medications and biologicals pursuant to Medical Services Policy 12.7 Medication Use and Tracking.
5. Ensuring that all nurses he or she supervises are utilizing Allscripts Point of Care and that all documentation of patient care is completed according to the Laptop and Charting Protocol.
6. Ensuring that all nurses he or she supervises complete required initial and annual training and competencies, and that the training and competencies are documented.
7. Recognizing when the nurses he or she supervises are not meeting required standards of nursing services and providing appropriate counseling, coaching, training, and support.
8. Assists in the clinical supervision of Admissions Department nursing staff in collaboration with and at the request of the Admissions Services Manager.

Stewardship of Hospice Resources
The Clinical Manager plays an important role in responsible stewardship of Hospice resources by managing patient care costs, and ensuring high productivity of the nurses he or she supervises, including but not limited to:

1. Reviewing timesheets of all nurses he or she supervises for accuracy, completeness, compliance with all labor laws, consistent with the Time Sheet Reminders protocol.
2. Understanding and managing the patient care costs including but not limited to the cost of medications, DME, contracted services, and transportation within the parameters set by the annual Board approved budget.
3. Daily reviewing and adjusting the scheduling of nursing shifts so that staffing levels are appropriate for the patient census and personnel costs remain within the parameters set by the annual Board approved budget.
4. Ensuring that the nurses he or she supervises are carrying appropriate case loads, and making the appropriate number of visits within the parameters set by the Director of Nursing.

Coordination of the Interdisciplinary Group
The Clinical Manager coordinates the Interdisciplinary Group care the group of patients and families assigned to his or her Interdisciplinary Group and ensures continuous assessment of each patient’s and family’s needs and implementation of the interdisciplinary plan of care, including but not limited to:

1. Coordinating the medical, personal, psychosocial, and spiritual services provided to the patient and family by the Interdisciplinary Group members pursuant to Clinical Policy 4.4 The Interdisciplinary Group.
2. Ensuring that the Comprehensive Assessment for each new patient is completed no later than five days after the election of hospice services pursuant to Clinical Policy 4.13 Initial and Comprehensive Assessments.
3. Ensuring that all documentation of the patient’s condition is accurate and current.
4. Ensuring that recertification assessments are completed in sufficient time to make an informed recommendation about re-certification at the Interdisciplinary Group meeting before the end of each certification period.
5. Maintaining communication with the patient’s Attending Physician about medical authorizations, changes to the Plan of Care, death, discharge or revocation of hospice,
pursuant to Hospice of Humboldt Interdisciplinary Group Protocol, Discharge Protocol, Revocation Protocol, and Death of a Patient Protocol.

6. Monitoring, evaluating, coordinating, and documenting services provided to patients by contractors pursuant to Financial Policy 7.1 Contracted Services to Hospice Patients, and Medical Services Policies 12.9 Medical Supplies and Durable Medical Equipment and 12.10 Physical Therapy, Occupational Therapy, and Speech-language Pathology.

Compliance and Quality Improvement
The Clinical Manager plays an important role in the agency’s compliance with state and federal regulations and quality assurance and performance improvement. He or she must understand and comply with the Medicare Conditions of Participation and all Hospice of Humboldt Policies and Procedures. Essential duties include but are not limited to:

1. Operating within his or her scope of practice, and ensuring that the nurses he or she supervises operate within their scopes of practice, and that all services are provided consistent with best practices for hospice and palliative care.

2. Ensuring that the nurses he or she supervises follow the Hospice Medicare Regulations in relation to IDG preparation and reporting, Plan of Care development with on-going updates and documentation that meets the Local Coverage Determination requirements for Hospice eligibility.

3. Ensuring that all nurses he or she supervises utilize Standard Universal Precautions as indicated in Clinical Policy 4.9 Exposure and Infection Control and the Hospice of Humboldt Exposure Control Plan and Infection Control Plan.

4. Recognizing and reporting any potential misconduct or violation of Hospice of Humboldt’s policies, compliance standards, and federal or state laws and regulations pursuant to All Staff Policy 3.2 Incident Reporting and Clinical Policies 4.7 Elder Abuse Reporting and 4.8 Child Abuse Reporting.

5. Recognizing and reporting any suspected violations of the patient’s rights pursuant to Admissions Policy 2.6 Rights and Responsibilities of Patients and Families.

6. Understanding and complying with all of the provisions of Compliance Policy 5.2 Compliance Plan and the Code of Conduct in that Plan.


8. Working with the Director of Quality as requested to monitor and improve the quality of medical services in accordance with the Quality Policy 13.1 Quality Plan.
Occasional Duties

Phone Triage
When the Triage nurse is unavailable the Clinical Manager may receive calls from Hospice patients and families, and will assess their needs and coordinates their care over the phone, including scheduling home visits if necessary. Essential duties include, but are not limited to:

1. Managing patients’ pain and symptoms pursuant to Physician’s Orders; obtaining changes in Orders as needed and updating the Patient’s Plan of Care and medication list accordingly.
2. Assessing the patient and family’s need for a home visit and if so, contacting the appropriate clinician to schedule the visit, and notifying the patient and family of the expected visit time.
3. Guiding, supporting and educating to Hospice patients and families over the phone.
4. Ordering durable medical equipment for the patient as needed pursuant to Medical Services Policies 12.9 Medical Supplies and Durable Medical Equipment.
5. Documenting all services provided in the patients electronic medical record pursuant to Hospice of Humboldt Laptop Use and Charting Protocol.
6. Ensuring that all care provided is consistent with the patient’s Plan of Care pursuant to Clinical Policy 4.3 Plan of Care.
7. Communicating with patient care volunteers assigned to patients to assure support and continuity of care. Relaying concerns and difficulties reported by the volunteers to the Manager of Patient Care Volunteers for an appropriate response.

Direct Patient Care
The Clinical Manager may from time to time provide direct patient care to patient’s assigned to his or her Interdisciplinary Group, including but not limited to:

1. Providing nursing care in the patient’s place of residence pursuant to the patient’s Plan of Care and the Hospice of Humboldt Standards of Care and Medical Services Policy 12.3 Nursing Services and Hospice of Humboldt Constipation Protocol, Methadone Use Protocol, Opioid Titration Protocol, and Wound Care Protocol.
2. Providing home nursing care instructions to patient’s caregivers in a language and manner the caregivers understand pursuant to Admission Policy 2.3 Informed Consent for Hospice Services.
3. Documenting all services provided in the patients electronic medical record pursuant to Hospice of Humboldt Laptop Use and Charting Protocol.
4. Ordering durable medical equipment for the patient as needed pursuant to Medical Services Policies 12.9 Medical Supplies and Durable Medical Equipment.

Environmental Conditions and Physical Requirements
The position of Clinical Manager requires:

1. Occasionally performing procedures or other tasks that could involve exposure to blood, body fluids, or other potentially infectious materials.
2. Occasionally working with Hospice patients in home, SNF, and RCFE settings. The conditions in homes and facilities vary with each patient.
3. Providing own transportation to patients’ places of residence.
4. Successfully performing the essential duties and responsibilities of the position which requires:
   - regularly requires sitting, standing, walking, talking, using hands, driving a car, listening and vision for close work.
   - occasionally requires use of computer, keyboard, and related software applications.
   - occasionally requires reaching, stooping, bending, kneeling, and lifting/carrying up to 25 pounds.
   - occasionally requires pulling patients to the side of the bed on a draw sheet, to a sitting position from the supine, or forward and up out of bed or a chair in preparation for performing a standing pivot transfer.

**Immediate Supervisor:** Director of Nursing

The above statements are intended to describe the general nature and level of work to be performed. This is not to be construed as an all inclusive list of responsibilities.

I have read and understand this job description.

Employee’s Signature _________________________________ Date_____________

Supervisor’s Signature______________________________ Date_____________